



Australian Government

CHCMED005 Facilitate mediation

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to facilitate and maintain the flow of the mediation process to achieve the best possible outcome for all participants.

This unit applies to mediation work in a range of community service contexts. Mediators use specialised knowledge, critical thinking and communication skills. They apply discretion and judgement within established organisation procedures.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Mediation

Unit Sector

Community Services

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements define the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Establish communication protocols.	1.1. Identify the communication needs of all stakeholders based on review of information and preparation processes. 1.2. Confirm the ground rules for the mediation process with all participants and co-mediators. 1.3. Comply with legal and procedural requirements.
2. Define the dispute.	2.1. Involve participants in identifying and defining the dispute

ELEMENT	PERFORMANCE CRITERIA
	based on review of information and preparation processes.
	2.2. Establish common ground between the participants.
	2.3. Describe the dispute using appropriate terms.
	2.4. Order, differentiate and prioritise issues in collaboration with the participants and confirm understanding.
3. Manage communication and interactions.	3.1. Model ethical practice, maintain impartiality and sustain fairness for all participants involved in the process.
	3.2. Select and use communication techniques suited to participants to facilitate positive interactions and progress towards agreement.
	3.3. Provide sufficient time for each party's interests and views to be identified and explored and acknowledge participants' feelings, concerns and views.
	3.4. Encourage participants to describe their understanding of others' statements about feelings, needs and ideas.
	3.5. Use conflict resolution techniques to identify and respond to potential and actual conflicts.
	3.6. Regularly check participants' understanding of the proceedings and adapt processes according to specific needs.
4. Support problem-solving and negotiation.	4.1. Assist participants to prepare for problem-solving and negotiation.
	4.2. Manage co-mediation appropriately with all participants to the dispute.
	4.3. Support participants to identify options for decision-making.
	4.4. Acknowledge creative and inventive problem-solving strategies.
	4.5. Provide participants with opportunity to reflect on any agreement or seek other advice when appropriate.
	4.6. Assist participants to identify agreements and decisions made, and future action required.
	4.7. Recognise when mediation is not being effective and take action according to organisational protocols.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
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- Writing skills to:
- complete familiar forms.
- Oral communication skills to:
- listen to understand needs of others.

Unit Mapping Information

Supersedes and is equivalent to CHCMED002 Facilitate mediation.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>