



Australian Government

Assessment Requirements for CHCMED006 Consolidate and conclude mediation

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- consolidate, conclude, document and evaluate at least five mediation processes with people with varying circumstances and types of dispute
- use and adapt the following communication techniques to meet the needs of different people during the consolidation and concluding phases of the above five mediations:
 - paraphrasing
 - summarising
 - problem-solving
 - negotiation and decision making.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legal and ethical considerations for concluding the mediation process, and how these are applied in organisations and individual practice:
 - bias
 - codes of conduct
 - conflicts of interest
 - discrimination
 - duty of care
 - privacy, confidentiality and disclosure
 - records management
 - rights and responsibilities of workers, employers and participants
 - specific legislation that affects mediation:
 - freedom of information
 - types of court orders and other legal parameters that may impact
 - work role boundaries including responsibilities and limitations of the mediator and the roles and functions of support persons, lawyers and other professionals
 - work health and safety (WHS)
 - principles and functions of the final stages of the mediation process:
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- negotiation
 - reaching and making decisions
 - relationship between the conclusion stage and stages of domestic and family violence
 - the consolidation and decision making stage of the mediation process and the techniques used
 - availability of options for legal advice in relation to common types of dispute
 - the nature of conflict, including the dynamics of power and violence
 - communication patterns in conflict and negotiation
 - negotiation dynamics in mediation, including manipulative and intimidating tactics
 - diverse perspectives for mediation and how these may interact with, and impact on the mediation:
 - attitudes of members within a family
 - variations on the agreed norms and range of behaviours
 - culture in relation to problem-solving and dispute resolution
 - culture in relation to negotiation, concessions and compromise
 - variations in relation to written, spoken and non-verbal communication
 - attitudes towards physical space, venue and time
 - attitudes towards the role of outsiders in dispute resolution
 - attitudes in relation to the role of law, the courts, lawyers and professional advisers
 - own strengths and limitations in handling the mediation process, and the boundaries of one's role
 - own interpersonal communication style and the effect it has on others
 - own personal responses to conflict and high emotion and potential impact on mediation process.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure:

- access to facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies
- dispute information and information about the parties involved
- access to organisational standards, policies and procedures
- links to other local service agencies or organisations
- opportunities for engagement with real people undertaking mediation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>
