



**Australian Government**

# **CHCMED006 Consolidate and conclude mediation**

**Release: 1**

# CHCMED006 Consolidate and conclude mediation

## Modification History

Not applicable.

## Application

This unit describes the performance outcomes, skills and knowledge required to assess the level of agreement reached, provide information for future action or referral, and document the mediation outcome.

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

*Elements define the essential outcomes*

*Performance criteria describe the performance needed to demonstrate achievement of the element.*

1. Assess the level of agreement.

1.1. Assess when agreement has been reached or when it is not possible based on progress of mediation.

1.2. Support participants in reaching agreement across the final impasses and gaps using negotiation and problem-solving techniques.

1.3. Confirm clarity of participants' understanding of any agreement and their roles and responsibilities.

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
2. Provide information and referral.	2.1. Discuss information on further dispute resolution options if agreement is not reached. 2.2. Outline the options for legal advice as one way of managing any lack of agreement. 2.3. Apply case management guidelines with participants according to the specific case.
3. Document and communicate outcome.	3.1. Accurately record agreements and outstanding issues according to organisation procedures. 3.2. Agree on process to communicate the outcome of the mediation to third participants. 3.3. Specify actions to support implementation of the mediation and seek agreement between all participants to the dispute. 3.4. Ensure mediation outcomes reflect shared responsibility and short and long-term and contingency plans.
4. Evaluate mediation.	4.1. Identify and reflect on areas of strength and challenge in the mediation process. 4.2. Reflect on and review own role as mediator. 4.3. Use learning from evaluation to inform future practice.

## 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.*

<b>SKILLS</b>	<b>DESCRIPTION</b>
Writing skills to:	<ul style="list-style-type: none"> <li>complete familiar forms.</li> </ul>
Oral communication skills to:	<ul style="list-style-type: none"> <li>listen to understand needs of others.</li> </ul>

## Unit Mapping Information

Supersedes and is equivalent to CHCMED003 Consolidate and conclude mediation.

## Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4fle53>

