



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CHC42308 Certificate IV in Mediation**

**Release: 1**

## **CHC42308 Certificate IV in Mediation**

### **Modification History**

Not Applicable

### **Description**

This qualification applies to community work delivered through a broad range of services which provide support to enable the resolution of disputes between individuals.

It is a specialist qualification designed to support the practice of mediation and co-mediation across a broad range of agencies, community groups and families.

**Occupational titles** may include:

- Indigenous connection worker
- Indigenous family consultant
- Mediation case worker
- Mediation worker
- Mediator
- Specialist mediation worker

### **Pathways Information**

Not Applicable

### **Licensing/Regulatory Information**

Not Applicable

### **Entry Requirements**

Not Applicable

## Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

### Packaging Rules

#### PACKAGING RULES

15 units are required for award of this qualification including:

- 10 core units
- 5 elective units

A wide range of elective units is available, including:

- Group A electives which are required for mediation work
- Group B elective which is recommended for culturally aware and respectful practice
- Other relevant electives listed below
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
- Where appropriate, to address workplace requirements, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the NTIS or other public listing

#### Core units

<u>CHCMED411A</u>	<u>Conduct a sound assessment of a dispute in preparation for mediation</u>
<u>CHCMED412A</u>	<u>Gather and clarify information for the mediation process</u>
<u>CHCMED413A</u>	<u>Manage communication processes to define the dispute</u>
<u>CHCMED414A</u>	<u>Facilitate mediation processes</u>
<u>CHCMED415A</u>	<u>Facilitate interaction between parties in mediation</u>
<u>CHCMED416B</u>	<u>Consolidate and conclude the mediation process</u>
<u>CHCMED417B</u>	<u>Reflect and improve upon professional mediation practice</u>
<u>CHCORG405D</u>	<u>Maintain an effective work environment</u>
<u>HLTHIR403C</u>	<u>Work effectively with culturally diverse clients and co-workers</u>
<u>HLTOHS300B</u>	<u>Contribute to OHS processes</u>

#### Group A electives - required for work at this level in mediation

The following three units or units with equivalent competency outcomes are required for mediation work at this level.

<u>CHCCOM403A</u>	<u>Use targeted communication skills to build relationships</u>
<u>CHCCS400B</u>	<u>Work within a relevant legal and ethical framework</u>
<u>CHCLD514A</u>	<u>Analyse impacts of sociological factors on clients in community work and services</u>

#### The importance of culturally aware and respectful practice

All workers undertaking mediation work need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Community Services Training Package.

**Group B elective - recommended for culturally aware and respectful practice**

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander clients or communities, the following elective is recommended:

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

**Other relevant electives**

Electives are to be selected in line with specified Packaging Rules. The following list of relevant of electives is provided to facilitate selection. Employers may specify certain electives as required to address specific workplace needs.

BSBINM201A Process and maintain workplace information

CHCAD402D Support the interests, rights and needs of clients within duty of care requirements

CHCCHILD404A Support the rights and safety of children and young people

CHCCS401B Facilitate responsible behaviour

CHCCS422A Respond holistically to client issues and refer appropriately

CHCCS426A Provide support and care relating to loss and grief

CHCCS503A Develop, implement and review services and programs to meet client needs

CHCDFV301A Recognise and respond appropriately to domestic and family violence

CHCLEG411A Use relevant legislation in response to client needs

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

CHCMH301B Work effectively in mental health

*or*

CHCMH411A Work with people with mental health issues

CHCNET301D Participate in networks

CHCNET404A Facilitate links with other services

CHCPOL403B Undertake research activities