



Australian Government

Department of Education, Employment and Workplace Relations

CHC42312 Certificate IV in Mediation

Release: 1

CHC42312 Certificate IV in Mediation

Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC42308 Certificate IV in Mediation	CHC42312 Certificate IV in Mediation	Upgrade core WHS units

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 TGA or other public listing

Core units

CHCMED411B Conduct a sound assessment of a dispute in preparation for mediation

CHCMED412B Gather and clarify information for the mediation process

CHCMED413B Manage communication processes to define the dispute

CHCMED414A Facilitate mediation processes

CHCMED415A Facilitate interaction between parties in mediation

CHCMED416C Consolidate and conclude the mediation process

CHCMED417B Reflect and improve upon professional mediation practice

CHCORG405E Maintain an effective work environment

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTWHS300A Contribute to WHS processes

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.

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400C Work within a relevant legal and ethical framework

CHCLD514B Analyse impacts of sociological factors on clients in community work and services

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

CHCCHILD404B Support the rights and safety of children and young people

CHCCS401C Facilitate responsible behaviour

CHCCS422B Respond holistically to client issues and refer appropriately

CHCCS426B Provide support and care relating to loss and grief

CHCCS503B 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

CHCMH301C 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