



Australian Government

Department of Education, Employment and Workplace Relations

CHCMED417B Reflect and improve upon professional mediation practice

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required for mediators to evaluate own work, continue self-development and undertake effective supervision within an ethical code of practice

Application of the Unit

Application

This unit may apply to mediation work in a range of community service contexts

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Reflect upon own practice

- 1.1 Undertake *self-evaluation* in conjunction with supervisors and/or peers
- 1.2 Give open and evaluative feedback to *co-mediator*
- 1.3 Actively seek feedback and accepted non defensively
- 1.4 Analyse dynamics of dispute with a view to improving technique

2. Ensure continuing self-support and supervision

- 2.1 Seek *specialist advice / further training* where the need is identified
- 2.2 Observe agency guidelines in relation to professional development
- 2.3 Appraise current industry practice and apply to improve mediation process
- 2.4 Regularly participate in a review mechanism, demonstrating commitment to upgrading skills and knowledge
- 2.5 Evaluate current and likely future needs and take action to keep abreast of evolving trends in mediation changes as appropriate

ELEMENT

3. Operate within an agreed ethical code of practice

PERFORMANCE CRITERIA

3.1 Assess own practice against identified objectives, using a range of valid evidence

3.2 Recognise the effect of values, beliefs and behaviour in work with parties in dispute

3.3 Establish realistic goals and targets for self development

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include knowledge of:

- Relevant legislation and agency guidelines that affects the mediation process
- Principles and techniques of:
 - personal goal setting
 - measuring performance
 - time management
 - identifying personal behaviour, self awareness, personality traits
 - establishing a personal development plan
- The agency's policies, plans and procedures
- The types of work methods and practices which can improve personal performance
- Types of learning style/s and how they relate to the individual
- Personal development opportunities and options

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Continue to reflect and develop capability to mediate
- Seek and reflect upon feedback
- Seek opportunities for supervision/co-mediation
- Identify and participate in personal development
- Integrate learning into improved practice

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

REQUIRED SKILLS AND KNOWLEDGE

These include the ability to:

- Apply knowledge, skills and ethics relevant to the areas of practice as outlined in the 2001 NADRAC standards
- Apply mediation with an awareness and sensitivity to conflict, culture and context
- Apply skills in negotiation, communication and decision-making
- Demonstrate understanding and implementation of relevant procedures
- Relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
- Demonstrate application of skills in:
 - functional literacy skills to interpret written and oral information about workplace requirements
 - communication skills including receiving and analysing feedback and reporting
 - researching information to develop personal development and work plans
 - eliciting, analysing and interpreting feedback
 - analysing culturally different viewpoints and taking them into account in personal development and mediation processes
 - monitoring research trends related to mediators roles and responsibilities
 - using information systems to assist establish work plans
 - assessing the effectiveness of own mediation skills development
 - developing and maintaining professional networks

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Evidence of competency in this unit will need to be assessed over a period of time in order to gather evidence of consistent performance
- This will include contexts applicable to the work

EVIDENCE GUIDE

environment, such as actual or simulated workplace situations involving a combination of direct, indirect and supplementary forms of evidence

- Evidence will be determined by selection from the Range Statement, justified in terms of work requirements, work roles and responsibilities and occupational specialisations

- Access and equity considerations:*
- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities

- Context of and specific resources for assessment:*
- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
 - Where assessment is conducted within the workplace there are no resource implications above those normally available in the workplace
 - Where assessment is conducted in a simulated or non-workplace environment then access to the necessary equipment and research resources should be provided
- Access to simulated exercises, case studies related to mediation service delivery issues is also required if non-workplace assessment paths are utilised

EVIDENCE GUIDE

Method of assessment:

- Demonstration of competency within the working environment to learn from others and reflect on performance
- Where there is not an opportunity to cover all relevant aspects in the work environment, the remainder should be assessed through realistic simulations, projects, previous relevant experience or oral questioning on 'what if?' Scenarios
- Observation of processes and procedures, oral and/or written questions on Essential knowledge and skills and consideration of required attitudes
- Where performance is not directly observed and/or is required to be demonstrated over a period of time and/or in a number of locations, any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons
- Review of any documentation produced by the candidate related to the preparation for mediation

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Knowledge refers to:

- The understanding of relevant theories, principles, practices their application and other aspects of knowledge, which may be desirable or necessary in order to practice effectively an ADR process

RANGE STATEMENT

Mediator may work:

- Independently or
- Within an agency setting

Self evaluation includes:

- Journal documentation and
- Structured discussion with others

Specialist advice / further training may include:

- Accessing on the job mentoring or
- Through peer work or training

Unit Sector(s)

Not Applicable