



Australian Government

BSBHRM510 Manage mediation processes

Release: 1

BSBHRM510 Manage mediation processes

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to develop, implement and review guidelines and procedures for mediation within an organisation, or on behalf of an organisation.

It applies to individuals who have a role in human resource management of mediation within their organisation, or who may work as consultants providing mediation services to organisations ensuring the policy framework required for the management of mediation and the skills associated with the provision of mediation.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Workforce Development – Human Resource Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Develop mediation guidelines	1.1 Research and collate history of disputes and dispute resolution within the organisation, including triggers for disputes 1.2 Consult identified key stakeholders to determine requirements related to mediation 1.3 Determine mediation requirements within the organisation 1.4 Research and document models and systems for mediation 1.5 Identify and document parameters for a mediation system from consultation and research process 1.6 Draft and validate guidelines for mediation with stakeholders

ELEMENT	PERFORMANCE CRITERIA
	1.7 Obtain endorsement for guidelines from senior management team 1.8 Circulate guidelines and train mediators in guidelines and procedures
2 Prepare for mediation	2.1 Identify parties in dispute requiring mediation and explain mediation procedure, in accordance with established guidelines 2.2 Obtain agreement and willingness to participate in mediation process 2.3 Conduct separate interviews with parties in dispute and clarify issues 2.4 Verify and document position of each party to the dispute 2.5 Determine boundaries for allowable options in dispute
3 Settle dispute through mediation	3.1 Use a range of communication techniques to mediate 3.2 Establish mutual agreement between parties in dispute 3.3 Formulate options for resolution of dispute and preferences 3.4 Continue with mediation until agreement is reached or time constraints conclude
4 Finalise and review mediation	4.1 Circulate documented agreements to all parties and complete all documentation required by organisational guidelines 4.2 Review effectiveness of mediation, identify improvements and refine mediation guidelines 4.3 Assess and maintain currency of knowledge and skill base of mediators

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.4, 1.5, 1.6, 1.8, 2.1, 2.4, 4.1, 4.2,	Identifies and interprets relevant information and ideas within a range of contexts to determine all organisational requirements

Writing	1.1-1.7, 2.2, 2.4, 2.5, 3.3, 4.1, 4.2	- Records information for personal use - Creates organisational documentation using appropriate vocabulary and structure
Oral Communication	1.2, 1.6-1.8, 2.2-2.4, 3.1-3.4	- Uses appropriate terminology and non-verbal features when mediating and presenting information - Uses open questioning and active listening when seeking feedback or information from others
Navigate the world of work	2.1, 4.1, 4.2	Understands and adheres to organisational policies and guidelines
Interact with others	1.2, 1.6, 1.8, 2.2-2.4, 3.1, 3.2, 3.4, 4.1, 4.3	- Selects and uses appropriate conventions and protocols when communicating with a range of people - Participates in conversations relevant to role responding, explaining, negotiating and persuading as required - Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective interaction
Get the work done	1.1, 1.3, 1.4, 1.8, 2.5, 3.3, 3.4, 4.2, 4.3	- Plans and organises complex tasks to ensure that the mediation process progresses according to requirements, ensuring that all parties are kept informed - Monitors progress of plans and schedules and reviews and changes them to meet new demands and priorities - Uses problem-solving processes to make critical decisions in complex situations, taking a range of variables into consideration and interacting with others as required - Evaluates and analyses results of decisions to identify opportunities for improvement

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBHRM510 Manage mediation processes	BSBHRM510A Manage mediation processes	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBHRM510 Manage mediation processes

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Performance Evidence

Evidence of the ability to:

- develop, review and disseminate guidelines for mediation
- use effective techniques in the mediation of workplace issues
- reflect on mediation processes and identify improvements
- identify skill gaps in mediation personnel and organise appropriate training.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe various mediation models
- explain the core components of mediation training for personnel
- summarise relevant organisational frameworks
- outline interviewing techniques
- discuss the benefits of successful mediation processes in the workplace.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the workforce development – human resource development field of work and include access to:

- an appropriate range of documentation and resources normally used in the workplace
- relevant organisational policies and procedures
- relevant legislation, regulations and codes of practice
- business technology
- interaction with others

- case studies and, where possible, real situations.

Assessors must satisfy NVR/AQTF assessor requirements.

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