



Australian Government

Assessment Requirements for CHCMED001 Prepare for mediation

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages. Merged CHCMED411B/CHCMED412B. Significant changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant change to knowledge evidence.

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- prepared for at least 5 different mediations according to organisation procedures
- gathered, sourced and analysed varied types information that informs mediation, including the following:
 - intake information
 - client case documentation
 - information from external agencies/professionals
 - information obtained directly from the parties, family, significant others or carers
 - legal documentation.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- legal and ethical considerations for mediation, and how these are applied in organisations and individual practice:
 - bias
 - codes of conduct and current national standards
 - conflicts of interest
 - discrimination

- duty of care
- human rights
- privacy, confidentiality and disclosure
- records management
- rights and responsibilities of workers, employers and clients
- specific legislation that affects mediation, including:
 - freedom of information
 - types of court orders or other legal parameters that may impact
- work role boundaries – responsibilities and limitations of the mediator and the roles and functions of support persons, lawyers and other professionals
- work health and safety
- principles and function of the mediation preparation process, including:
 - communication between the participants, exchanges of information and seeking of understanding
 - relationship between the preparation stage and other stages of mediation
- the nature of conflict, including the dynamic of power and violence
- circumstances in which mediation may or may not be appropriate
- how to prepare for mediation and assess suitability
- types of information that may need to be gathered/assessed:
 - interview with parties, family, significant others and carers
 - case/file documentation
 - information from professionals
 - information from service providers
- diverse perspectives for mediation and how these may interact with, and impact on the mediation preparation, including:
 - attitudes of members within a family
 - variations on the agreed norms and range of behaviours
 - culture in relation to problem-solving and dispute resolution
 - culture in relation to negotiation, concessions and compromise
 - variations in relation to written, spoken and non-verbal communication
 - attitudes towards physical space, venue and time
 - attitudes towards the role of outsiders in dispute resolution
 - attitudes in relation to the role of law, the courts, lawyers and professional advisers
- legal, social, cultural, and economic and context within which the mediation is occurring
- other dispute resolution procedures available
- availability of professional, academic, technical, community and educational resources for client use or referral
- legal, ethical and associated standards that may be applicable if the case were taken further to trial

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - dispute information and information about the parties involved
 - organisation policies and procedures
- modelling of industry operating conditions, including:
 - scenarios that involve complex interactions with others
 - scenarios that involve problem-solving.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>