



Australian Government

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.

Application

This unit describes the skills and knowledge required to confirm the mediation, gather and analyse information, work with participants and make practical arrangements to allow the mediation to commence.

This unit applies to mediation work in a range of community service contexts. Mediators use specialised knowledge, critical thinking and communication skills. They apply discretion and judgement within established organisation procedures.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand Standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Confirm the mediation with participants

1.1 Review existing information to assess and confirm the suitability of the dispute for mediation

1.2 Provide accurate and relevant information about the mediation processes available

1.3 Identify specific needs for co-mediators and others to be involved in the process

1.4 Clarify and confirm roles of co-mediators and others involved in the process

1.5 Verify that all participants to the mediation

ELEMENT**PERFORMANCE CRITERIA**

understand the sequential steps of the process

1.6 Provide clear and accurate information on roles, responsibilities and limitations of individuals and organisations involved

1.7 Outline the boundaries of confidentiality and privacy to participants

2. Gather and analyse information about the dispute

2.1 Identify required information to mediate the dispute

2.2 Assist and encourage participants to identify and exchange relevant information

2.3 Identify gaps in information and communicate with participants and others involved

2.4 Provide information to assist participants seek professional support to gain information required

2.5 Analyse issues and risks presented prior to the mediation to assess most suitable case management options

2.6 Clarify the need to seek advice on legal or factual complexity of the matter

3. Assess readiness and commitment to participate

3.1 Clarify expectations of participants and assess willingness to commit to process of negotiation and mediation

3.2 Assess power differentials between participants based on dispute information and own observations

3.3 Assess cultural perspectives that may affect the mediation process

3.4 Use security and safety guidelines according to legislative and organisation procedures

3.5 Review the intake process, compare with own assessment and respond to situations requiring referral to other internal or external services

4. Prepare venue and resources for mediation

4.1 Prepare venue according to participant needs

4.2 Identify and respond to language to accommodate specific needs of the participants

4.3 Engage the services of others according to

ELEMENT**PERFORMANCE CRITERIA**

organisation guidelines

4.4 Organise equipment, tools and any other resources required to support mediation process

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

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