



# Mediation Training Course

CHCSS00110 Mediation Skill Set and National Mediator Accreditation System (NMAS)

## Become an accredited mediator with our intensive course and assessment.

- Learn to facilitate mediation, a structured and facilitated negotiation process for resolving disputes.
- Gain the practical skills needed to be a mediator - an independent and impartial person who assists people in conflict to generate options, negotiate agreements and resolve disputes.
- Develop knowledge and skills of the mediation process, and how to apply these when working with clients, customers and colleagues, including across workplaces and community settings.

This course provides nationally recognised training and assessment for the CHCSS00110 Mediation Skill Set through the Australian Qualifications Framework.

After successful completion of the course and assessment day, you will be eligible for NMAS Accreditation.

You will then be ready to take the next step in your career!

Course completion also meets the requirements for entry into the CHC81115 Graduate Diploma of Family Dispute Resolution.

## Ideal for

People interested in learning about resolving disputes and conflicts in their workplace or personal life, those who want to start a career as a mediator and those who require an entry pathway into the CHC81115 Graduate Diploma of Family Dispute Resolution.

## Course structure

Start by completing a series of online modules, which will include readings, interactive activities, demonstrations, video presentations and collaborative learning, to provide you with the theory and knowledge required to move on to practical activities.

These online modules should take you 3 days, or approximately 18 hours, to complete. This will vary based on your learning style.

You'll then attend 4 days of practice workshops, involving a range of interactive activities designed to maximise your learning and enable you to develop mediation skills in a safe and supportive environment.

Our highly experienced trainers will be available during the course to provide additional learning and feedback opportunities.

## Course fees

Full course (blended delivery) including assessments: \$3900

## 2023 Intake 3: October

Online materials available and introductory webinar

30 October, 10am - 12pm AEDT

Practice workshops

9am - 5pm AEDT daily on:

- 29 November
- 30 November
- 1 December
- 4 December - online only.

NMAS assessment day

7 December, 9am - 4pm AEDT

## Delivery/location

Practice workshops and the NMAS assessment day can be delivered:

- online (Zoom), and/or
- onsite (where COVIDSafe) at Relationships Australia Victoria Wurundjeri Country  
1183 Toorak Road  
Camberwell, Victoria 3124

'All the theory is relevant, and the role playing outcomes are all the things I will be applying to my new career in mediation.'

- Course participant

## Contact us

Call (03) 8573 2222

Email [ravtraining@rav.org.au](mailto:ravtraining@rav.org.au)  
[rav.org.au/MediationCourse](http://rav.org.au/MediationCourse)

'I really enjoyed the course.

It was delivered with a mix of activities/role plays and information. Very clear and in depth.'

- Course participant

## Learning outcomes

The course will equip you with the knowledge and skills required to:

- understand the theory and practice of the mediation process
- assess if a conflict is suitable for mediation
- facilitate the mediation process
- understand how mediation can be applied in a variety of contexts
- respond to specific issues that may arise in the process (for example, family violence)
- assist parties to document mediation agreements.

## Program outline

### Online learning

#### Mediation overview

- ADR models
- Facilitative mediation
- Characteristics of a facilitative mediator
- NMAS standards

#### Mediator skills

- Communication skills
- Mediation strategies
- Ethics and self-care
- Complexities in mediation

#### Mediation process

- Process stages
- Pre-mediation
- Mediation formats
- Agreements

#### Culture and mediation practice

- Attitudes to conflict and conflict resolution
- Expectations and communication differences
- Process decisions

#### Practice workshops

- Practical activities
- Knowledge and skill consolidation
- Simulated mediations with NMAS accredited coaches

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## Mediation skill set training and assessment

Develop the vocational skills required for mediation, by learning micro and process skills and participating in simulated client mediation sessions.

Assessment activities are online, written and face-to-face (or online via Zoom) throughout the course.

### Course outcomes

Gain a statement of attainment for CHCSS00110 Mediation Skill Set.

- CHCMED001 Prepare for Mediation
- CHCMED002 Facilitate Mediation
- CHCMED003 Consolidate and Conclude Mediation

### NMAS assessment day

Undertake an additional day of simulated client mediation sessions, observed and assessed by NMAS accredited assessors to become eligible for accreditation under the NMAS.

Relationships Australia Victoria (RAV) is a Recognised Mediator Accreditation Body (RMAB).

### Recognition of prior learning

Recognition enables students to have their existing skills and knowledge relating to mediation acknowledged and status granted where appropriate.

This is available for people with extensive and relevant prior experience in conflict resolution, mediation or facilitation.

To apply for recognition of prior learning (RPL), you will need to provide evidence of the competencies needed for mediation by completing the RPL Application and Assessment Form, which is available from the RAV Training Team. Please also refer to the RTO Program Manual on our website.

## Want to know more?

Do you have a burning question you want to ask before applying?

We offer free, 45-minute Learn More webinars, during which our experienced course facilitators provide information about this course, address any questions you may have, and assist you to make a decision.

[rav.org.au/accredited-training/learn-more-mediation-course](http://rav.org.au/accredited-training/learn-more-mediation-course)

## Unique Student Identifier

From 1 January 2015, students undertaking nationally accredited training with RAV (i.e. enrolling into VET courses) will need to set up a Unique Student Identifier (USI) and provide this to RAV's administration team via email.

RAV is required to record and verify a USI for each student.

For more information and assistance with applying, visit [www.usi.gov.au](http://www.usi.gov.au)

## About us

We are a specialised provider of family and relationship services in Victoria, and a leading training provider with national and international expertise.

We provide high-quality research and evidence-led training to further develop your skills and experience, based on over 75 years' experience in relationship counselling, conflict management, family relationships, family dispute resolution, couple therapy and parenting education.

We can deliver a broad range of training solutions across a variety of topics related to relationships and families.

Relationships Australia Victoria acknowledges the Aboriginal and Torres Strait Islander peoples as the Traditional Owners of the lands and waterways of Australia. We support Aboriginal people's right to self-determination and culturally safe services.

