



Mediation Skill Set (CHCSS00110) Short Course

Gain an accredited mediation skill set with our intensive short course.

Through our intensive course, you'll learn to facilitate mediation, a structured and facilitated negotiation process for resolving disputes.

You'll 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.

You'll 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 a Mediation Skill Set (CHCSS00110) through the Australian Qualifications Framework

Upon successful completion of this course, students are eligible for entry into the CHC81115 Graduate Diploma of Family Dispute Resolution.

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. Register at www.rav.org.au/accredited-training.

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

You'll 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 two days, or approximately 14 hours, to complete. This will vary based on your learning style.

You'll then attend four days of face-to-face 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.

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.

When

Online materials available and introductory webinar

18 October 2021, 10 - 11:30am AEDT

Face-to-face workshops

9, 10, 11, and 18 November 2021
9am - 5pm AEDT

Optional assessment day

15 November 2021

Where

1183 Toorak Road
Wurundjeri Country
Camberwell, Victoria 3124

Course fees

Course (blended delivery): \$4802
Optional assessment day: \$787

Mediation Skill Set Short Course Flyer 21023a | 1 of 2

Contact us

Call (03) 8573 2222

Email ravtraining@rav.org.au

www.rav.org.au/MediationSkillSet



Registered Training
Organisation (RTO)
Number 21977

Relationships Australia
VICTORIA

About the trainers

Astrid Horter is the Program Leader FDR and Mediation Training at RAV. She holds tertiary qualifications in law and psychology and is an experienced mediator, FDRP and child consultant. Astrid coordinates RAV's Graduate Diploma of FDR, Mediation Training Short Course, and delivers training for RAV and external organisations. Astrid has extensive experience working in community organisations as a clinical supervisor, trainer and manager.

Lilia Szarski is an accredited mediator, family dispute resolution practitioner (FDRP) and experienced trainer, including of our Graduate Diploma of Family Dispute Resolution (FDR). Lilia is also a clinical supervisor and registered psychologist.

John Ravesi is a highly experienced FDRP, mediator, counsellor and coach. He is currently a Trainer/Assessor within the FDR and Mediation Training Program at RAV and delivers a variety of programs to external organisations. He has held multiple senior leadership, supervisory and clinical roles in a variety of community organisations.

Adrien March is an FDRP with a broad base of skills and experience, including mediation practice, training and dispute resolution research. Her practice experience covers mediating using facilitative and transformative models in the FDR and National Mediation Accreditation (NMA) schemes. Adrien's specialisations include working with rainbow families and high conflict disputes. Her training expertise includes course development and conducting FDR and NMA training, coaching and evaluation for RAV and other organisations.

"I really enjoyed the course. It was delivered with a mix of activities/role plays and information.

Very clear and in depth."

- Course participant

Program outline

Online learning

Mediation overview

- ADR models
- Facilitative mediation
- Characteristics of a facilitative mediator
- NMA 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

Face-to-face workshops

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

Mediation skills training and assessment

Develop practical vocational skills by learning the micro-skills required for mediation and through simulated client mediation sessions. Assessment activities are online and face-to-face 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

Recognition of Prior Learning

Recognition enables students to have their existing skills and knowledge relating to FDR acknowledged and status granted where appropriate. This is available for people with extensive and relevant experience in family law, mediation, counselling or family and domestic violence.

To apply for Recognition of Prior Learning (RPL), you will need to provide evidence of the competencies needed for FDR 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.

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.

More information and assistance in applying is available at www.usi.gov.au

About us

Relationships Australia Victoria (RAV) is 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 70 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.

Contact us

Call (03) 8573 2222

Email ravtraining@rav.org.au

www.rav.org.au/MediationSkillSet

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.