



# Mediation Training Short Course

Become an accredited mediator with our intensive course and assessment.

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.

Choose to undertake an additional assessment day to become an accredited mediator and take the next step in your career.

Course completion also meets the requirements 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](http://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 three 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 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): \$4015  
Optional assessment day: \$787

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## Contact us

Call (03) 8573 2222  
Email [ravtraining@rav.org.au](mailto:ravtraining@rav.org.au)  
[www.rav.org.au/MediationCourse](http://www.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

*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 (NMAS) schemes. Adrien's specialisations include working with rainbow families and high conflict disputes. Her training expertise includes course development and conducting FDR and NMAS training, coaching and evaluation for RAV and other organisations.

## 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

### Face-to-face workshops

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

### Assessment day

- Simulated client mediation sessions
- Assessors to observe and identify required micro-skills for mediation
- Successful completion enables NMAS accreditation

### Accreditation

After completing the course, you can elect to undertake an additional day of assessment to become an accredited mediator, in accordance with the national practice standards set by the National Mediator Accreditation System (NMAS).

The course covers all requirements of the NMAS. Relationships Australia Victoria is a Recognised Mediator Accreditation Body (RMAB).

## 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

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*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.*