



**Conflict Resolution
Service**

Mediation Training

**Information Package for Course:
18 June to 25 July 2009**

Enrolments close 1.6.2009 ... Places limited

About the Conflict Resolution Service

The Conflict Resolution Service (CRS) ACT is the leading provider of diverse community mediation in the ACT. CRS is a non-profit organisation which provides dispute prevention, management and resolution services. The service provides assistance with commercial, neighbourhood, separated couple, family, workplace and community disputes to name a few. CRS has a panel of registered and accredited mediators under territory and federal systems.

CRS has been delivering competency based mediation courses since its inception in 1988 and has worked in partnership with registered training organisations (RTOs) to deliver nationally recognised training to the ACT community since 1996.

Overview

Conflict resolution is increasingly becoming a sought after skill set in the workplace. Employees with mediation, negotiation and specialised communication skills have the edge when being considered for projects and positions. Mediation training is relevant across a broad and diverse range of professions and industries including law, human resources, community services, healthcare, hospitality, education to name a few.

Mediation is progressively being incorporated into legislation and regulations which govern workplaces, commercial and consumer relationships, communities and families. These laws promote mediation as the preferred method of resolving disputes and moving disputants away from adversarial systems towards more collaborative processes.

The Conflict Resolution Service's Mediation Training course suits anyone interested in developing strategies and skills for preventing, managing and resolving disputes, or who may be called upon to provide third party assistance and facilitation.

The Program

The 9 day course will take participants through:

- ▲ philosophy, principles of mediation
- ▲ nature of conflict
- ▲ cross-cultural issues
- ▲ power dynamics
- ▲ screening and assessing disputes
- ▲ dispute counselling
- ▲ mediation stages 'the process'
- ▲ debriefing and reporting
- ▲ professional development
- ▲ reflective practice
- ▲ ethics of mediation
- ▲ legislative framework

The course is delivered by accredited and experienced trainers and facilitators in mediation and related disciplines. The course combines up-to-date theory and practice, along with opportunities for participants to work with coaches during role plays and workshops and receive personalised feedback.

Participants will gain understanding of how to implement and tailor the skills and strategies of mediation to

- ▲ a wide range of dispute types including workplace, commercial/business, family law, neighbourhood, wills/estates to name a few.
- ▲ cultural contexts, power/authority structures, emotional needs, relationship dynamics
- ▲ address external involvement of parties such as support people, referrers, judicial processes.

While many other courses only deliver the theory/practice and then offer a separate schedule for assessments at an additional cost, CRS's course/fees are inclusive of all assessments.

Accreditation and Registration

Legislative reforms at the Territory/State and Federal levels, and within the mediation industry, are progressively requiring mediators to comply with minimum professional standards of training in order to receive Accreditation and Registration.

CRS's Mediation course complies with the following standards and legislation:

- ✓ *Vocational Education and Training System (VET) Australian Quality Training Framework (AQTF)*
- ✓ *National Mediator Accreditation Standards*
- ✓ *Mediation Act 1997 (ACT)*
- ✓ *Family Law Act*

Outcomes

Successful completion of this training will qualify participants to seek registration under the Mediation Act 1997 (ACT), satisfy the training requirements under the National Mediation Accreditation Scheme and accreditation through CRS.

Successful completion of the Mediation Units will also make participants eligible for inclusion with CRS on its panel of mediators*. Throughout CRS's 20 year history of mediation training, graduates have gone onto being employed by other high profile mediation providers throughout the ACT and Australia

* CRS is not obliged to employ course participants as mediators following completion of the course

Certificate IV in Mediation

CRS's Mediation training course is based on the nationally recognised and accredited program under the Australian Quality Training Framework (AQTF). This means that your qualification will be recognised by employers and tertiary institutions throughout Australia.

Participants who successfully complete the CRS Mediation training receive a *"Statement of Attainment"* in 7 units of competency, which form part of the Certificate IV in Community Mediation. CRS delivers only 7 units as they are enough to comply with industry and legislative requirements.

To complete the full Certificate IV in Mediation, participants may undertake further training with a registered training provider to complete the remaining 8 units in community sector and workplace competency.

The Units of Competency covered during the Mediation Course

Unit	Title	Brief Description
CHCMED411A	Conduct a Sound Assessment of a Dispute in Preparation for a Mediation	The skills and knowledge required for mediators to prepare for the mediation process and to assist clients to be aware of their roles and responsibilities in mediation
CHCMED412A	Gather and Clarify information for the mediation process	The skills and knowledge required for mediators to support clients in gathering and presenting information to assist in establishing common ground
CHCMED413A	Manage Communication Processes to Define the Dispute	The skills and knowledge required for mediators to establish and manage the communication process to enable the parties to define the dispute
CHCMED414A	Facilitate the Mediation Process	The skills and knowledge required by mediators to maintain the flow of the mediation process to achieve the optimum outcome for all parties
CHCMED415A	Facilitate Interaction Between Parties in Mediation	The skills and knowledge required for mediators to facilitate the agreed process of mediation
CHCMED416B	Consolidate and Conclude the Mediation Process	The skills and knowledge required for the mediator to conclude the session and support the implementation of any agreement
CHCMED407B	Reflect and Improve Upon Professional Mediation Practice	The knowledge and skills required evaluate own work, continuing self-development and effective supervision within an ethical code of practice

Course Dates

The course has specifically been scheduled to allow participants to minimise time away from work at the same time not encroaching too much on personal time. We have found that most employers will gladly approve time off work, allow study leave or even pay for employees to attend as part of professional development.

Attendance on each of the following dates is strongly recommended as each workshop covers a different aspect of mediation; participants will also need to participate in a minimum number of role plays in order to satisfy National Mediator Accreditation training requirements.

Please consult with CRS if you think you may have difficulty attending sessions.

Day	Day	Date	Time	Location
1	Thursday	18 June	9:00am to 5:00pm each day	All sessions will be held at the <i>Griffin Centre</i> <i>20 Genge Street</i> <i>Canberra City</i>
2	Friday	19 June		
3	Saturday	20 June		
4	Friday	26 June		
5	Saturday	27 June		
6	Friday	10 July		
7	Saturday	11 July		
8	Friday	24 July		
9	Saturday	25 July		

Course Fees and Inclusions

\$2,200 (inc gst) which includes

- ✓ Mediation Manual
- ✓ Additional Course Notes
- ✓ All Assessments
- ✓ Coaches
- ✓ Tea/coffee facilities
- ✓ Access to CRS Training Officer between workshops
- ✓ Statement of Attainment on successful completion
- ✓ Complimentary Membership for Conflict Resolution Service
- ✓ Discounted Fees for Registration under Mediation Act (ACT) (through CRS)

Registration

Please complete the Registration Form and return to CRS.

A comprehensive Enrolment Form will be sent to you upon receipt.

CRS recommends early enrolment as places are limited

Enrolments Close Monday 1 June 2009 – places are limited

Cancellation Policy

Cancellation fees will be incurred by participants who have been confirmed as enrolled, in the following circumstances:

Within 1 week 20% of full fee

Between 1 – 2 weeks 10% full fee

Although every effort will be taken to ensure the course follows the program as outlined in this information package, CRS reserves the right to cancel, postpone or alter the program due to circumstances beyond our control

Tailored Courses

CRS can be contracted to deliver Mediation and various dispute resolution courses solely for commercial, government and private organisations. Course content is tailored for the specific needs of the organisation and industry. Fees are negotiable.

For more information

If you would like further information on any aspect of the training course or you would like to discuss contracting CRS to provide specific training for your organisation, please contact

Katrina Spyrides, CRS Executive Officer

Email: executive@crs.org.au

Mob: 0413 677 405

Fax: 02 6162 4070

Address: Level 3.10, Griffin Centre, 20 Genge Street Canberra ACT 2601



Mediation Training

Registration Form

18 June to 25 July 2009

Name	Title:	First Name:	Surname:	
Address				
	State:		Postcode:	
Contacts	H:	Mob:	W:	Fax:
Email				
Occupation				
Organisation				
Position				

Please register me for the Mediation Course commencing Thursday 18 June 2009.

Payment Options

- I enclose a cheque Payable to Conflict Resolution Service Inc for \$2,200
- Please invoice me at the above address for \$2,200
- Please invoice my Organisation/Company for \$2,200 as follows:

Attn: _____

Organisation: _____

Address: _____

_____ P/c _____

Contact Ph: _____ Email: _____

SIGNED:

DATE:

Enrolments close Monday 1 June 2009