

## CHCSS00142 Mediation Skill Set and National Mediator Accreditation System (NMAS)



## Take your next career step in 2024. Become an accredited mediator

Get qualified to help people who are in conflict to generate options, negotiate agreements and resolve disputes, using the structured and facilitated process of mediation.

### Modality

Our course combines online, self-paced learning with workshops and assessments that are delivered in-person or online.

### Online learning

Includes readings, interactive activities, demonstrations, video presentations and collaborative learning, to provide you with the theory and knowledge required to move on to practical activities.

Depending on individual learning styles, this component involves approximately 18-25 hours (4 days) of learning.

### Practice and assessment

Enhance your online learning and develop your mediation skills with our practical workshops and assessment. Experienced trainers will provide you with feedback across learning opportunities, in a safe and supportive environment.

Workshops and assessments are undertaken across 5 days, either online, in-person or through a combination of both (in line with the intake selected).

### Key learnings

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, power imbalances)
- assist parties to document mediation agreements.

### Course outcomes

The course provides nationally recognised training and assessment for the CHCSS00142 Mediation Skill Set through the Australian Qualifications Framework.

Completion of the course meets the requirements for entry into our CHC81115 Graduate Diploma of Family Dispute Resolution.

Students are eligible to apply for NMAS Accreditation upon successful completion of the course and assessment.

## Discover what sets our course apart



CHCSS00142  
Mediation Skill Set &  
NMAS Accreditation



Puts theory into practice with workshops & assessments



Facilitated by skilled & experienced mediators



Online, in-person & hybrid formats



Affordable fees & payment plans available



Informed by 75 years of service delivery experience & 40 years of mediation expertise

## Student feedback



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

## Learn more

Join a free, upcoming 'Learn More' webinar to meet our facilitators, learn about the course and ask questions to help decide if it's right for you.

[rav.org.au/Mediation-Course](https://rav.org.au/Mediation-Course)

## Relationships Australia Victoria

We are a specialised provider of family and relationship services, and a leading training provider with national and international expertise. Our training is research and evidence-led, and informed by over 75 years of expertise.

Our extensive service suite includes counselling, couple and family therapy, family relationship support, conflict management, family dispute resolution, mediation, mental health services, family violence prevention, support and recovery programs and parenting education.

We deliver training across a broad range of topics related to these and other areas, as well as designing customised training solutions.

### Intakes in 2024

1: Starts 25 March 2024  
Online delivery.  
Victorian local time.

2: Starts 24 June 2024  
Face-to-face delivery.  
Camberwell, Victoria.

3: Starts 30 September 2024  
Hybrid online and face-to-face delivery. Camberwell, Victoria.

### To express interest or find out more

Call (03) 8573 2222  
Email [ravtraining@rav.org.au](mailto:ravtraining@rav.org.au)  
[rav.org.au/Mediation-Course](http://rav.org.au/Mediation-Course)

## 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

### Fees

\$3900. Includes assessments.

## Mediation skill set training and assessment

This course provides unique access to the CHCSS00142 Mediation Skill Set units. During these units, you'll develop vocational skills required for mediation, by learning micro and process skills and participating in simulated client mediation sessions.

### Course outcomes

Upon completion of the course, you will also gain a statement of attainment for CHCSS00142 Mediation Skill Set.

- CHCMED004 Prepare for Mediation
- CHCMED005 Facilitate Mediation
- CHCMED006 Consolidate and Conclude Mediation

### NMAS assessment

You'll undertake simulated client mediation sessions, observed and assessed by NMAS accredited assessors to become eligible for accreditation under the NMAS.

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

## Online student feedback

‘Fantastic online version of the course! Really valuable training.’

‘[The learning management system] was clear and easy-to-use.’



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.

*Relationships Australia*  
VICTORIA