

CHC42308 Certificate IV in Mediation

Overview

This qualification applies to community work delivered through a broad range of services which provide support to enable the resolution of disputes between individuals.

It is a specialist qualification designed to support the practice of mediation and co-mediation across a broad range of agencies, community groups and families.

Qualification Requirements:

15 units must be selected for this qualification including:

- 13 compulsory units
- 2 elective units

A wide range of elective units is available and may include:

- Relevant electives listed below the compulsory units for this qualification
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
- Where appropriate, to address workplace requirements, units of competency packaged at this level or higher in other relevant Training Packages

Compulsory units

CHCCOM403A	Use targeted communication skills to build relationships
CHCCS400A	Work within a relevant legal and ethical framework
CHCLD514A	Analyse impacts of sociological factors on clients in community work and services
CHCMED411A	Conduct a sound assessment of a dispute in preparation for mediation
CHCMED412A	Gather and clarify information for the mediation process
CHCMED413A	Manage communication processes to define the dispute
CHCMED414A	Facilitate mediation processes
CHCMED415A	Facilitate interaction between parties in mediation
CHCMED416B	Consolidate and conclude the mediation process
CHCMED417B	Reflect and improve upon professional mediation practice
CHCORG405C	Maintain an effective work environment
HLTHIR403B	Work effectively with culturally diverse clients and co-workers
HLTOHS300A	Contribute to OHS processes

The importance of culturally aware and respectful practice

All workers undertaking mediation work need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and coworkers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Community Services Training Package.

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander clients or communities, the following elective is recommended:

HLTHIR404B	Work effectively with Aboriginal and/or Torres Strait Islander people
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Relevant electives

Electives are to be selected in line with specified Packaging Rules. The following list of relevant of electives is provided to facilitate selection. Employers may specify certain electives as required to address specific workplace needs.

BSBINM201A	Process and maintain workplace information
CHCAD402D	Support the interests, rights and needs of clients within duty of care requirements
CHCCHILD404A	Support the rights and safety of children and young people
CHCCS401B	Facilitate responsible behaviour
CHCCS422A	Respond holistically to client issues and refer appropriately
CHCCS426A	Provide support and care relating to loss and grief
CHCCS503A	Develop, implement and review services and programs to meet client needs
CHCDFV301A	Recognise and respond appropriately to domestic and family violence
CHCLEG411A	Use relevant legislation in response to client needs
CHCMH301A	Work effectively in mental health
CHCNET301D P	participate in networks
CHCNET404A	Facilitate links with other services
CHCPOL403B	Undertake research activities

ADDITIONAL INFORMATION FOR STUDENTS WHO HAVE COMPLETED THE STATEMENT OF ATTAINMENT PROGRAM WITH THE CONFLICT RESOLUTION SERVICE PRIOR TO MAY 2010:

The units shaded in green have been completed by all students who undertook the course with the Conflict Resolution Service CRS.

This group of students will require the completion of the following core units:

CHCCOM403A	Use targeted communication skills to build relationships
CHCCS400A	Work within a relevant legal and ethical framework
CHCLD514A	Analyse impacts of sociological factors on clients in community work and services
CHCORG405C	Maintain an effective work environment
HLTHIR403B	Work effectively with culturally diverse clients and co-workers
HLTOHS300A	Contribute to OHS processes

PLUS 2 ELECTIVE UNITS OF YOUR CHOICE

These units are offered via a Recognition of Prior Learning Pathway only. The per unit fee for RPL is \$120 per unit (ie total of \$960 (GST exempt if student self funded)). The \$65 enrolment fee is waived as this is a second enrolment with Learning Options.

Students who have completed the CRS course since May 2010 will also have completed the two units shaded in blue and will receive exemptions for these units.

ADDITIONAL INFORMATION FOR STUDENTS WHO HAVE COMPLETED THE STATEMENT OF ATTAINMENT PROGRAM WITH THE CONFLICT RESOLUTION SERVICE AFTER MAY 2010:

The units shaded in green have been completed by all students who undertook the course with the Conflict Resolution Service CRS.

This group of students will require the completion of the following core units:

CHCLD514A	Analyse impacts of sociological factors on clients in community work and services
CHCORG405C	Maintain an effective work environment
HLTHIR403B	Work effectively with culturally diverse clients and co-workers
HLTOHS300A	Contribute to OHS processes

PLUS 2 ELECTIVE UNITS OF YOUR CHOICE

These units are offered via a Recognition of Prior Learning Pathway only. The per unit fee for RPL is \$120 per unit (ie total of \$720 (GST exempt if student self funded)). The \$65 enrolment fee is waived as this is a second enrolment with Learning Options.

Students who have completed the CRS course since May 2010 will also have completed the two units shaded in blue and will receive exemptions for these units.