

Become an Accredited Mediator!

Better Place Australia offers an Accredited Mediator course for people looking to enter the profession or for those seeking to further enhance their mediation conflict resolution skills.

The course meets the Australian National Mediator Accreditation System (NMAS) training threshold requirements set out in the NMAS Approval Standards. It is designed primarily for those wishing to further develop their mediation and conflict resolution skills and ultimately become an Accredited Mediator under NMAS.

The Accredited Mediator course requires two days of self-directed pre-course learning tasks, followed by a three-day skills workshop that will provide practical tips, tools and techniques to manage conflict in a range of situations.

Delivered by highly skilled and experienced mediators with national accreditation, the course offers a blended approach to theory and practice, with face to face workshops providing a variety of learning experiences including presentations, demonstrations, discussion and, practice of your mediation skills in role-plays and simulations.

The skills, knowledge and ethical principles gained by successfully completing the NMAS course are highly transferable. An NMAS accredited mediator may operate as a facilitative mediator or can apply the learnings outlined under the NMAS to work in a specialist area, or to diversify into other dispute resolution practices.

Course Prerequisites

Although there are no formal prerequisites for this course, upon submission of your application form you will be required to complete a brief telephone interview to determine the most suitable path for you to enter the course. For those seeking to enter the mediation profession for the first time, you may be required to participate in an additional day* of pre-learning and preparation.

Course Facilitators

Our Facilitators are Accredited Mediator and Family Dispute Resolution Practitioners working at Better Place Australia. The team are qualified and highly experienced trainers, assessors, coaches, and student supervisors.

Assessment and Becoming Accredited

To graduate from the course, you must complete a 90-minute videoed role-play assessment to demonstrate competency in your skills and learnings.

At an additional cost, Better Place Australia can coordinate all the required arrangements for completion of your role-play assessment including equipment, role-play participants and role-play scenarios. Alternatively, students can complete their assessments independently and submit to Better Place Australia for assessment.

Following successful completion of the course, and to become an accredited mediator, you will be required to apply to an Accredited Mediator body. As a Recognised Mediator Accredited Body (RMAB), Better Place Australia can accept applications from graduates of the course to gain formal recognition as an Accredited Mediator.

Cost

- The course registration fee of \$2200 (including GST) and covers the student course guide, workbooks, and assessment guide.
- Additional day of pre learning & preparation \$500 (including GST)
(*May be a requirement of entry for some prospective students)

Optional Additions

- Role-Play Coordination, participants and recording \$440 (including GST)
- RMAB Application and Registration \$150 (including GST)



Contact Better Place Australia on **1800 639 523** or email training@betterplace.com.au

Better Place Australia has been a leader in mediation and dispute resolution for over 30 years

How do I become an Accredited Mediator?

National Mediation Accreditation Scheme

About Mediation

Understanding the mediation process and the role of the mediator are amongst the first steps to take if you are considering mediation. The existence of a national system for accreditation of mediators means that consumers can now choose an accredited mediator to assist them.

What is Mediation?

A mediation process is a process in which the participants, with the support of the mediator, identify issues, develop options, consider alternatives and make decisions about future actions and outcomes. The mediator acts as a third party to support participants to reach their own decision.

Role of the Mediator

Mediators do not advise upon, evaluate or determine disputes. They assist in managing the process of dispute and conflict resolution whereby the participants agree upon the outcomes, when appropriate. Mediation is essentially a process that maximises the self-determination of the participants. The principle of self-determination requires that mediation processes be non-directive as to content.

Mediation Processes

Mediation processes are primarily facilitative processes. The mediator provides assistance in managing a process which supports the participants to make decisions about future actions and outcomes. Some mediators may also use a 'blended process' that involves mediation and incorporates an advisory component or a process that involves the provision of expert information and advice. These processes are sometimes referred to as "evaluative mediation" or "conciliation". Such processes may involve the provision of expert information and advice, provided it is given in a manner that enhances the principle of self-determination and provided that the participants request that such advice be given.

What is the National Mediator Accreditation System (NMAS)?

The NMAS is a national accreditation scheme which provides a minimum level of standards of training and assessment for all mediators. Other mediator accreditation schemes that impose specialist requirements for particular fields may exist together with the NMAS; for example, the family dispute resolution practitioner registration requirements under the Family Law Act 1975.

Why choose an Accredited Mediator?

When clients choose an accredited mediator:

- the mediator has been approved as an accredited mediator by a Recognised Mediator Accreditation Body (RMAB) such as Better Place Australia;
- Better Place Australia has been satisfied that the mediator has appropriate competence taking into account their qualifications, training and experience;
- the mediator is required to comply with the Approval Standards and the Practice Standards as set down by the Mediator Standards Board (MSB) and any relevant legislation;
- for the mediator to maintain their accredited status they must reapply for accreditation every 2 years, ensuring an ongoing review of their practice;
- Better Place Australia has obtained evidence that the mediator is insured (either individually or via their employer);
- Better Place Australia has obtained and confirmed evidence that the mediator is of good character; and

- if the client wishes to provide feedback or make a complaint, Better Place Australia has a process for receiving your feedback or complaint.

How do I become a mediator?

The requirements for accreditation are set out in the NMAS Approval Standards and include:

- Complete a training course of a minimum of 38 hours with a provider whose course meets the training standards detailed at 2.3 of the Approval Standards;
- Undertake an assessment of at least 1.5 hours in length; and
- Apply to an RMAB such as Better Place Australia for accreditation, providing evidence of the above training, assessment as competent, good character references, professional indemnity insurance and undertakings to comply with the Standards.

What work opportunities are there as a mediator?

There is an increasing use of mediation and other forms of alternative dispute resolution in Australia.

People who undertake mediation training vary to the extent that they find opportunities as a mediator. Some may find salaried roles within government or not for profit agencies. Others use their professional networks to build private mediation consultancy businesses, which may include offering other related professional services. Others pursue further academic studies and careers, or use their mediation skills in roles such as working in human resources.

As with many areas of study, it is very dependent on the individual - on their expectations, skills, flexibility, entrepreneurship and opportunities.

Becoming an Accredited Mediator

The process for accreditation is standard across the profession and is administered by RMABs such as Better Place Australia. To apply for accreditation, contact Better Place Australia or visit www.betterplaceaustralia.com.au.

Better Place Australia will provide information and assistance about the accreditation process.

betterplaceaustralia.com.au

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