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Introduction to Mediation Institute

Mediation Institute was founded and continues to be managed by dispute resolution professionals.

We train and empower the people who are making a difference in the lives of others through dispute resolution services.

We don't see dispute resolution as just a job. We see it as a mission to make the world a safer, kinder and more collaborative place.

Our vision is to make Appropriate Dispute Resolution (ADR) the first choice for dispute resolution and going to court the last resort.

We value the speed, efficiency and above all the right to self-determination that makes ADR the right choice for all but the most extreme situations.

Read on to find out more about our courses and member services to support dispute resolution professionals.

Collaboration

Mediation Institute is a specialist training provider of dispute resolution training. We offer Vocational Education and Training (VET) courses in collaboration with a Registered Training Organisation (RTO). They get the role of ensuring compliance with the Australian Skills and Qualification Framework Regulators demands and we get the absolute joy of training and empowering mediators, family group conference facilitators and family dispute resolution practitioners.

Our partner RTO is Inspiritive Pty Ltd RTO Code 21178. To find out more about Inspiritive and the other courses they offer visit http://www.inspiritive.com.au/
Guided by values

Mediation Institute established in 2013 with a clear set of values to guide our growth and development.

We founded Mediation Institute to provide an alternative to people who are unable to train using the traditional method of attending classroom-based training. This approach to learning is a “one size fits all” approach that just is not necessary thanks to the learning technologies now available to us.

For this reason, unless it is necessary in order to train the specific skills, we train and support members via eLearning and video meeting technology.

This provides us the opportunity to deliver quality training outcomes at a lower cost and in a much more student focused manner.

Our values are:

- **Accessibility** – we use online learning where possible to improve access to our training and/or professional development.

- **Flexibility** – we harness technology to make our training and support services flexible. This allows us to individualise the learning journey for each student in terms of starting times and the speed that they progress through their course.

- **Quality** – for us quality means being the best we can be compared to the outcomes of our students or members. The recipients of our services determine value and quality. Our focus is on quality learning outcomes, an appropriate level of support and being real people who care about our students and members success.

- **Respect** – respect means considering other people’s needs and wants to be important. The only way to know what those needs and wants are with any certainty is to ask.

- **Innovation** – we don’t value tradition if it just means “the way things have always been done”. To overcome the problems of today we must do things differently. If we can find a way to do things better, we will.
Approach to Adult Learning

Whether seeking professional development or a new qualification when providing adult learning we never start with a clean slate. Our students usually have knowledge, sometimes significant depths of knowledge in certain areas. That is why our approach is collaborative, open to recognition of prior learning and designed to identify knowledge gaps rather than teach people what they already know.

Where appropriate qualifications or units of competence are available or required for accreditation, we offer them. This ensures that our graduates can demonstrate their knowledge and skill level to regulators, employers and clients.

We entry level mediation training under the Nationally Mediator Accreditation System (NMAS). This is the voluntary industry standard most widely recognised rather than the mediation skill set from the CHC42015 - Certificate IV in Community Services.

Where there is no suitable qualification or unit of competence, we issue a Mediation Institute Certificate to provide assurance that the recipient has been appropriately trained and assessed or participated in a professional development activity.
What Our Students Say

**Family Friendly Courses**

*My expectations were met as I wanted to source a course that didn't require lengthy placements away from my home life.*

*It suited my needs as I was already providing alternate dispute resolution and it allowed me to blend this with study and continue to work within my own business as I gained a qualification.*

*I wanted the opportunity to become competent at video mediation and I feel that this was the course that allowed successfully for this to happen.*

*Jo Martin. Albury*

**Flexible Delivery**

*I was in a great position to take on the study as it complemented my current area of practice so well. It was a smooth transition into study that allowed me to complete it with realistic timeframes that accommodated my lifestyle.*

*The benefit of this course although daunting at first, was learning and adapting to using online forums for mediation.*

*Having already had years of face to face mediation experience it challenged my comfort levels and allowed me to develop another marketable skill set on completion of the course.*

*Gillian Enterkin – Blue Mountains*

**How well did the video role plays with other students enhance your learning?**

*Role plays with other students was a non-threatening way to learn. Being able to nominate to be a role player or mediator was most useful. The Cadre of past and present students are an excellent resource themselves.*

*Bill Mills, Brisbane*

*Exponentially!! This was my favourite part of the course. Putting words into action was the best way to cement the learning process. Danielle Martin. Perth*
Mediation Institute Course Articulation

- NMAS Mediator Training and Assessment
- Family Group Conference Facilitator Certification
- Pre & Post Mediation Facilitation Course
- Professional Advocate Course
- Professional Meeting Facilitator
- Mediation Institute Practitioner Membership
- MNAS Accreditation if assessed for NMAS
- Transformative Relationship Mediation
- Video Meeting Facilitator Certificate Training
- CHC81115 - Graduate Diploma of Family Dispute Resolution
- A prerequisite for enrolment
- Course under Development
- Must be a FDR to enrol
- Updated Course
- Family Law Options Consultation Course
- New Ways for Families Coaching Course
- Property FDR Certificate Course
- Masters of Dispute Resolution (Mi Graduates have received between 30 and 50% credits)
Symbols Used

These symbols are used throughout this guide to help identify the standards against which training is

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="NMAS" /></td>
<td>NMAS Accredited Training</td>
</tr>
<tr>
<td><img src="image" alt="Pre-Requisite" /></td>
<td>Identifies if there is a pre-requisite required for enrollment</td>
</tr>
<tr>
<td><img src="image" alt="Family Property" /></td>
<td>Family Property Software used in the course</td>
</tr>
<tr>
<td><img src="image" alt="Role Plays" /></td>
<td>Role Plays Requirements</td>
</tr>
<tr>
<td><img src="image" alt="Workshop" /></td>
<td>Workshop Required</td>
</tr>
<tr>
<td><img src="image" alt="New Ways for Families" /></td>
<td>New Ways for Families materials included</td>
</tr>
<tr>
<td><img src="image" alt="Online Learning" /></td>
<td>Online Learning</td>
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</tbody>
</table>

Vocational Training delivered in partnership with the RTO Inspiritive
# Course Options at a glance

## Currently Available Courses

Individual student rates. Fees include GST. Hosted workshop options are available.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>National Mediator Accreditation System (NMAS)</strong></td>
<td></td>
</tr>
<tr>
<td>NMAS Mediator Training and Assessment</td>
<td>NMAS</td>
</tr>
<tr>
<td></td>
<td>$2,748</td>
</tr>
<tr>
<td>NMAS Mediator Gap Training and Assessment</td>
<td>NMAS</td>
</tr>
<tr>
<td></td>
<td>$990</td>
</tr>
<tr>
<td>NMAS Mediator Refresher Course and Assessment</td>
<td>NMAS</td>
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<tr>
<td></td>
<td>$650</td>
</tr>
<tr>
<td>NMAS Assessment</td>
<td>NMAS</td>
</tr>
<tr>
<td></td>
<td>$550</td>
</tr>
<tr>
<td><strong>Vocational Education and Training (VET) System</strong></td>
<td></td>
</tr>
<tr>
<td>CHC81115 – Graduate Diploma of Family Dispute Resolution</td>
<td>VET Qualification</td>
</tr>
<tr>
<td></td>
<td>$9,900</td>
</tr>
<tr>
<td>Grad. Dip. FDR Core Units Only</td>
<td>Vet Statement of Attainment</td>
</tr>
<tr>
<td></td>
<td>$6,900</td>
</tr>
<tr>
<td>Family Group Conference Facilitator Training</td>
<td>VET Statement of Attainment</td>
</tr>
<tr>
<td></td>
<td>$1,190</td>
</tr>
<tr>
<td>Family Law Options Consultation Certification</td>
<td>VET Statement of Attainment</td>
</tr>
<tr>
<td></td>
<td>$990</td>
</tr>
<tr>
<td><strong>Professional Development (PD) Certificate</strong></td>
<td></td>
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<tr>
<td>Transformative Relationship Mediation</td>
<td>PD Certificate</td>
</tr>
<tr>
<td></td>
<td>$2,347</td>
</tr>
<tr>
<td>Property FDR Certificate Course</td>
<td>PD Certificate</td>
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<td></td>
<td>$990</td>
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<tr>
<td>New Ways for Families Coach Certification</td>
<td>PD Certificate</td>
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<td></td>
<td>$990</td>
</tr>
<tr>
<td>Video Meeting Facilitation Certificate</td>
<td>PD Certificate</td>
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<td>$330</td>
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## Recognition of Prior Learning

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Fee</th>
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</thead>
<tbody>
<tr>
<td>CHC81115 - Graduate Diploma of Family Dispute Resolution</td>
<td>$330 per unit. 10 units in total. Minimum fee $660. Maximum fee $3,300.</td>
</tr>
<tr>
<td>CHC42015 – Certificate IV in Community Services</td>
<td>$105 per unit. 15 units in total. Minimum fee is $420. Maximum fee is $5,250.</td>
</tr>
<tr>
<td>BSB51918 - Diploma of Leadership and Management</td>
<td>$200 per unit. 12 units in total. Minimum fee is $660 Maximum fee is $2,400.</td>
</tr>
<tr>
<td>Courses Under Development</td>
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</tr>
<tr>
<td><strong>Course in Pre and Post Mediation Facilitation</strong></td>
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<tr>
<td>This is a non-VET professional development course for dispute resolution professionals in the skills needed to appropriately facilitate pre-mediation sessions with potential mediation clients. Includes resources to coach clients in negotiation theory, preparation for interest-based negotiation and guidance on documenting mediated agreements. Everything that the NMAS curriculum should include but doesn’t.</td>
<td></td>
</tr>
<tr>
<td><strong>Launching in 2019</strong></td>
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</tbody>
</table>

| **Mediator Facilitated Negotiation Certification** |
| This is a non-VET professional development course for dispute resolution professionals in interest based negotiation. Mediator Facilitated Negotiation is an approach for those working with high conflict clients who are not suitable for standard mediation as an alternative to shuttle mediation. |
| **Launching in 2019** |

| **Establishing your Professional Practice Coaching Program** |
| This is a non-VET professional development course with individualised business coaching for dispute resolution professionals to learn how to establish a professional practice. Includes practical as well as mentoring assistance. |
| **Launching in 2019** |
Divorce Coach
This is a non-VET post-graduate course for family dispute resolution practitioners and other suitably qualified people.
The course includes approximately 40 hours of eLearning including video coaching role plays in coaching methodologies and approaches. Includes New Ways Coach Training and a Mediation Institute Coach Training Manual. Results in a Certificate in Divorce Coaching and Statement of Attainment in CHCFAM001 – Operate in a Family Law Environment upgrade

Professional Advocate Course
This course is for NMAS Accredited mediators who want to offer their services as an advocate in addition to providing services as a mediator. Includes training in advocacy skills, ethics and practical tips on avoiding entrapment and burnout.

Professional Meeting Facilitator Course
This is a non-VET post-graduate course for NMAS Mediators. The course fee includes:

- Approximately 20 hours of eLearning including video mediation role plays
- Non-adversarial Negotiation Facilitation Skills Manual
- A Certificate in Meeting Facilitation
STOP Program Facilitator Training

This is a non-VET post-graduate course for appropriately pre-qualified people to provide accreditation as a STOP Program Facilitator.

STOP stands for innovative strategies, techniques, options and plans for improved relationship and is delivered under license.

- Approximately 40 hours of eLearning and live video classes in STOP Program Facilitation
- A certificate as a STOP Program Facilitator
- Ongoing support as a Relationship Education Facilitator Member (new member class available once the stop program is launched)

Partner Courses

Africa - Mediator Accredited Training and Assessment

Mediation Institute provides support in a partnership arrangement with Suluhu Mediation for mediator training under the Mediator Accreditation Committee (MAC) of Kenya in partnership with.

http://www.suluhumediation.org/

Inspiritive NLP

Mediation Institutes partner RTO is Inspiritive owned by Chris and Jules Collingwood. They are certified trainers of NLP under the certification standards of Dr John Grinder co-creator of NLP.

They offer a Graduate Certificate in Neuro-Linguistic Programming and other courses related to NLP

Courses under the National Mediator Accreditation Standards

Mediation Institute is a Recognised Mediator Accreditation Body (RMAB).

We are authorised to:

> deliver training,
> assess for competence under the National Mediator Accreditation Standards (NMAS)
> provide complaint handling services for NMAS Accredited Mediators and through application to the Attorney Generals Department, Family Dispute Resolution Practitioner.
> Accredit mediators under the NMAS Standards.

We offer the following courses under NMAS standards

<table>
<thead>
<tr>
<th>Course</th>
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<tr>
<td><strong>NMAS Mediator Training and Assessment</strong></td>
<td>$2,748</td>
<td>Hosted option is available</td>
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<tr>
<td>&gt; more information</td>
<td></td>
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<tr>
<td>&gt; to enrol</td>
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<td></td>
</tr>
<tr>
<td><strong>NMAS Mediator Gap Training and Assessment</strong></td>
<td>$900</td>
<td></td>
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<tr>
<td>&gt; more information</td>
<td></td>
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<tr>
<td>&gt; to enrol</td>
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<td></td>
</tr>
<tr>
<td><strong>NMAS Mediator Refresher Course and Assessment</strong></td>
<td>$650</td>
<td>Assessment only $550</td>
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<tr>
<td>&gt; more information</td>
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<tr>
<td>&gt; to enrol</td>
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NMAS Mediation Training and Assessment

Objectives
To provide an online learning program with video mediation role plays in facilitative mediation in accordance with the requirements under the National Mediator Accreditation Standards (NMAS) administered by the Mediator Standards Board. Mediation Institute is a Recognised Mediator Accreditation Body.

Who this course is for?
> unaccredited mediators who want professional recognition
> Lawyers and barristers
> Human resources professionals, managers and business consultants
> Counsellors and coaches
> Psychologists, teachers and others working with people in conflict
> People re-entering the workplace at a mature age

Pre-Requisites
None however to be accredited as a mediator you must be of good character and not have convictions for child abuse or criminal convictions that relate to violent or abusive behaviour.

Course Description
The course is self-paced and should take about 40 hours to complete. Training is facilitated by webinar, self-paced eLearning and live video role plays. The role plays are mandatory.

Course Fee and Inclusions
The full fee including the accreditation assessment and one re-assessment if required (at no extra fee)
**NMAS Course Content**
The course content includes:

- theory of conflict and why it develops,
- conflict styles - during the course you will identify your preferred conflict style and learn how to recognise and respond to client conflict styles and how to deal with power imbalances,
- the facilitative mediation processes
- mediator communication skills that you need to use as a mediator
- the legal and ethical obligations you will have as a NMAS Accredited Mediator.
- the course teaches facilitative Mediation as a three stage nine-step process.

**Assessment**
A 90-minute final assessment role play which is usually conducted by live video mediation.

**Time to complete the course**
You have up to 6 months to complete the course. Most students complete in one to three months.

**Course Outcome**
Certificate of Assessment which can be used as evidence of competence to apply for NMAS Mediator Accreditation with any RMAB.

We hope you will choose Mediation Institute at your accreditation body.


Hosted NMAS Training and Assessment Course

Objectives

To provide blended learning including online and face to face role plays in facilitative mediation in accordance with the requirements for accreditation under the National Mediator Accreditation Standards (NMAS) administered by the Mediator Standards Board. Mediation Institute is a Recognised Mediator Accreditation Body.

Who this course is for?

- Employers of unaccredited mediators who want professional recognition of their skills
- Law firms who would like to train a group of Lawyers and barristers at the same time
- Employers who would like to train a group of staff members such as human resources professionals, managers and business development consultants
- Employers of counsellors, psychologists, coaches or others who deal with people in conflict
- Schools and training organisations who want to build up their internal mediation capabilities.

Pre-Requisites

None however to be accredited as a mediator staff must be of good character and not have convictions for child abuse or criminal convictions that relate to violent or abusive behaviour.

Course Fee and Inclusions

The minimum fee is three staff members. Additional people may be added to the course in groups of three at $2,500 per person. The host is responsible for venue, refreshments, trainer accommodation and travel.

From $7,500
Hosted NMAS Training Course Description
The course is self-paced and should take about 40 hours to complete. Training is facilitated by webinar, self-paced eLearning and live video role plays and/or live role plays in a workshop situation. The role plays are mandatory.

NMAS Course Content
The course content includes:
> theory of conflict and why it develops,
> conflict styles - during the course you will identify your preferred conflict style and learn how to recognise and respond to client conflict styles and how to deal with power imbalances,
> the facilitative mediation processes
> mediator communication skills that you need to use as a mediator
> the legal and ethical obligations you will have as a NMAS Accredited Mediator.
> the course teaches facilitative Mediation as a three stage nine-step process. final assessment.

Assessment
A 90-minute final assessment role play which is conducted by live video mediation or live role plays.

Time to complete the course
If students do not complete all requirements at the workshop they have up to 6 months to complete the course.

Course Outcome
Certificate of Assessment which can be used as evidence of competence to apply for NMAS Mediator Accreditation with any RMAB.

We hope you will choose Mediation Institute at your accreditation body.

To request full details and a quote contact office@mediationinstitute.edu.au
NMAS Assessment and Gap Training Options

Objectives
To provide a tailored skills assessment for people who have previously been NMAS Accredited or have been trained but not completed their Assessment for NMAS Accreditation. Options are offered in accordance with the requirements for accreditation under the National Mediator Accreditation Standards (NMAS) administered by the Mediator Standards Board. Mediation Institute is a Recognised Mediator Accreditation Body.

Who this course is for?
> People who have completed a NMAS Compliant Training Course with another provider and are ready for assessment.
> NMAS Mediators who have not met their renewal requirements in terms of professional development and/or practice hours.

Pre-Requisites
To be eligible for this course you must be a lapsed NMAS mediator, be due for NMAS Renewal but not compliant with the re-accreditation requirements for practice hours and/or professional development or have evidence of compliant training within preceding six months.

If not able to meet the pre-requisite requirements see our NMAS Training and Assessment course.

Course Fee and Inclusions
Fee varies depending on level of training and assessment required.

Between $550 and $990
Gap Training
This is the most comprehensive course and includes, two role plays as a party, a coached practice role play and an assessment role play plus online learning. Approximately 12 hours of training. $990 Enroll Online

Refresher Training
This is for NMAS Accredited Mediators who have completed between 10 and 24 hours of mediation in the previous accreditation period. Includes two role plays as a role player, an assessment role play plus online learning. Approximately 8 hours. $650 Enroll Online

Assessment Only
This is for people who have evidence that they have completed an acceptable course in the preceding 6 months or are seeking re-assessment of competence for re-accreditation as a NMAS Mediator. Time commitment 2 hours. $550 Enroll Online

Assessment
A 90-minute final assessment role play which is conducted by live video mediation role plays.

Time to complete the course
Generally determined by the time periods established in the NMAS

Course Outcome
Certificate of Assessment which can be used as evidence of competence to apply for NMAS Mediator Accreditation with any RMAB.

If for re-accreditation requirements are set by each RMAB and may vary.

Use the links above for more information or contact us office@mediationinstitute.edu.au
Courses under Vocational Training and Education (VET) Standards

Mediation Institute is a partnered with Registered Training Organisation (RTO) Inspiritive Pty Ltd RTO Code 21178. Under this arrangement we are authorised to:

- Design and develop courses
- Deliver training,
- Assess for competence under the Australian Skills Quality Framework (ASQA) and other regulations for the VET industry.
- Provide evidence of competence to our partner RTO for storage, reporting and certification.

We offer the following courses under VET standards

<table>
<thead>
<tr>
<th>Course</th>
<th>Course Fee</th>
<th>Includes</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHC81115 - Graduate Diploma of Family Dispute Resolution</td>
<td>$9,900 Grad. Dip.</td>
<td>$6,900 core units + $2,000 for internship with Interact Support</td>
</tr>
<tr>
<td><a href="#">more information</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="#">to enroll</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family Group Conference Facilitator Training</td>
<td>$1,190</td>
<td>Hosted option is available</td>
</tr>
<tr>
<td><a href="#">more information</a></td>
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<tr>
<td><a href="#">to enroll</a></td>
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<td></td>
</tr>
<tr>
<td>Family Law Options Consultation Training</td>
<td>$990</td>
<td></td>
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<tr>
<td><a href="#">more information</a></td>
<td></td>
<td></td>
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<tr>
<td><a href="#">To enroll</a></td>
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</tbody>
</table>
CHC81115 – Graduate Diploma of Family Dispute Resolution

Objectives
To provide training that meets the requirements of the vocational education and training system (VET). This course meets the educational requirements to apply for accreditation with the Australian Attorney Generals Department to become an accredited family dispute resolution practitioner.

It includes online learning, video mediation skills development and a 50 hour work placement.

Who this course is for?
> Lawyers and barristers who want to become FDRP’s
> Psychologists or social workers who want to become FDRP’s
> Mediators who want to upskill to Family Dispute Resolution
> Current employees in the family law system who want to upskill

Pre-Requisites
Pre-requisites are mandatory. You must also be of good character and not have convictions for child abuse or criminal convictions that relate to violent or abusive behaviour.

Course Fee and Inclusions
The full graduate diploma - $9,900
Core units only - $6,900*
Work Placement Supervision with Interact Support - $2,000 extra

*We do not recommend the core units only if you do not have an approved higher education qualification.
Grad. Dip. Family Dispute Resolution Core Units

Six units of competence:

1. CHCFAM001 – Operate in a Family Law Environment
2. CHCDSP001 – Facilitate Dispute Resolution in the family law context
3. CHCDSP002 – Adhere to ethical standards in family dispute resolution
4. CHCDSP003 – Support the safety of vulnerable people in family dispute resolution
5. CHCDFV008 – Manage responses to domestic and family violence in family work
6. CHCFAM002 – Work with a child focused approach.

Elective Units

The elective units are made up of four units of competence.

1. CHCPRP007 - Work in a Clinical Supervision Framework
2. CHCDFV012 – Make safety plans with people who have been subjected to domestic and family violence.
3. CHCFAM007 – Work with users of violence to effect change
4. CHCFAM007 – Assist clients to develop parenting arrangements

Assessment

Competency based assessment under the VET system. Included short answer questions, activities and projects, case studies, role plays and a mandatory 50 hour work placement.

Time to complete the course

Allow 9 to 12 months to complete. Students have up to 24 months to complete with the option of suspending studies for a period of time if required. More Information: https://www.mediationinstitute.edu.au/chc81115-graduate-diploma-family-dispute-resolution/
Family Group Conference Facilitator Certificate

Objectives
To provide skills and certification for mediators and other suitably qualified people in how to facilitate Family Group Conferences.

Who this course is for?
> This course is particularly suited to indigenous people working with their communities in a facilitation or support role
> People are working as uncertified Family Group Conference Facilitators
> People with a background in child protection work
> NMAS Accredited or FDR Mediators
> People who have a background in working with children
> People who have experience working with troubled families

Pre-Requisites
We recommend that only applicants with a suitable background apply as you may have difficulties obtaining work, especially contract work, as a FGC Facilitator without either undergraduate qualifications or relevant workplace experience.

Blended Delivery Training
This course included a mandatory 2-day workshop for certification and the provision of evidence of competence for a Statement of Attainment.

Course Fee and Inclusions
The cost of the course includes the workshop.

$1,190
Family Group Conference Facilitator Course Overview

The course includes a Mediation Institute issued Family Group Conference Facilitator Certificate and an optional two-unit statement of attainment against the following units of competence:

> CHCDFV001 – Recognise and Respond appropriately to domestic and family violence
> CHCCCS020 – Respond effectively to behaviours of concern
> The course covers the FGC process from end to end in addition

Time to complete the course
This course has a mandatory 2-day workshop. If you are not able to participate in the workshop you originally intended we will allow up to 12 months to complete that part of the course.

Course Outcome

A Professional Development certificate can be supplied based on the online learning.

Participation in the workshop is required for the Family Group Conference Certificate.

Workplace evidence must be supplied for the Statement of Attainment.

For more information visit https://www.mediationinstitute.edu.au/family-group-conference-facilitator-training/
Hosted FGC Facilitator Certificate Course

Objectives
Skills and certification in Family Group Conferencing for organisations with groups of people to upskill.

Who this course is for?
- This course is particularly suited to indigenous organisations who have been asked to provide family group conference facilitation services.
- Other community service organisations who provide or want to provide family group conference facilitation.
- Child protection agencies who want to educate child protection officers in family group conferencing (PD only option is available).
- Groups of mediators or FDRP’s wanting to upskill together and save money by hosting a workshop.
- Advocates and other agencies dealing with problems in child welfare, aged care and disability sectors.
- Other groups who find the process relevant to their work.

Pre-Requisites
We recommend that employees who have a suitable background are enrolled in this course as it is an intermediate level course which assumes some understanding of conflict and relationship dynamics.

Blended Delivery Training
This course included a mandatory 2-day workshop for certification and the provision of evidence of competence for a Statement of Attainment.

Course Fee and Inclusions
Minimum group size is 10 people. The host is responsible for travel, meeting room and associated costs. A per person fee applies for each person in excess of 10 up to 25 people.

From $8,900
Family Group Conference Facilitator Course Overview

The course includes a Mediation Institute issued Family Group Conference Facilitator Certificate and an optional two unit statement of attainment against the following units of competence:

> CHCDFV001 – Recognise and Respond appropriately to domestic and family violence
> CHCCCS020 – Respond effectively to behaviours of concern

Time to complete the course
This course has a mandatory 2 day workshop. If a staff member is unable to participate in the workshop they were scheduled to attend they will be able to participate in a public workshop within the next 12 months. This is mandatory to receive a certificate as a FGC Facilitator.

Course Outcome

A Professional Development certificate can be supplied based on the online learning.

Participation in the workshop is required for the Family Group Conference Certificate.

Workplace evidence must be supplied for the Statement of Attainment.

For more information visit [https://www.mediationinstitute.edu.au/family-group-conference-facilitator-training/](https://www.mediationinstitute.edu.au/family-group-conference-facilitator-training/)
Objectives
To provide skills in assisting clients to navigate the Family Law System.

This is a heavily contextualised course that teaches a process for a para-legal information and coaching session with people who are attempting to make their way through the family law system.

Who this course is for?
> Family dispute resolution practitioners as professional development and to gain an updated unit of competence
> For those working in the family law system to build knowledge and confidence
> For those working with clients who are interacting with the family law system

Pre-Requisites
This course is designed for currently accredited Family Dispute Resolution Practitioners or others seeking to build their understanding of the family law system.

Online Learning
This course included a mandatory 2-day workshop for certification and the provision of evidence of competence for a Statement of Attainment.

Course Fee and Inclusions
The course fee is $900 including a statement of attainment for one unit from the CHC81115 – Graduate Diploma of Family Dispute Resolution.

$990
Family Law Options Course Overview

The course is to provide contextualised family law information to clients at any stage in the family law journey and assist them to develop a FLO Goal and Goal Plan. It includes a statement of attainment for CHCFAM001 – Operate in a Family Law Environment.

Modules include:

- The services available in the family law system
- Family Law Systems and Processes
- Human rights and duty of care considerations
- Legal and ethical obligations
- Family dynamics in different cultures
- Facilitated Goal Setting
- Practical role plays with a variety of client scenarios

The course should take about 75 hours to complete.

Time to complete the course

This course is expected to take one month to complete. Students have up to six months to work through the materials and participate in the online video meeting role plays.

Course Outcome

A Professional Development certificate can be supplied based on the online learning and practical skills demonstration via role play.

A statement of attainment for a core unit of the CHC81115 – Graduate Diploma of Family Dispute Resolution is awarded when competent.

For more information visit https://www.mediationinstitute.edu.au/family-law-options-consultation-training/
Professional Development Courses

Where there is not an appropriate qualification or industry standard Mediation Institute offers high quality professional development courses for practitioners in mediation and facilitation industries.

We offer the following professional development courses.

<table>
<thead>
<tr>
<th>Course</th>
<th>Course Fee</th>
<th>Includes</th>
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<tbody>
<tr>
<td>Transformative Relationship Mediation</td>
<td>$2,347</td>
<td></td>
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<tr>
<td>Property FDR Certificate Course</td>
<td>$990</td>
<td></td>
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<tr>
<td>New Ways for Families Coach Training Course</td>
<td>$990</td>
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<tr>
<td>Video Meeting Facilitation Certificate</td>
<td>$330</td>
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</tbody>
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Transformative Relationship Mediation

**Objectives**
To provide skills and certification in facilitating transformative relationship mediation.

**Who this course is for?**
This course is an advanced level training for mediators such as NMAS Accredited Mediators and registered family dispute resolution practitioners who want to work with clients who want to retain, regain and rebuild their relationships.

> NMAS Mediators
> Family Dispute Resolution Practitioners

**Pre-Requisites**
Current Accreditation NMAS Mediators or Family Dispute Resolution Practitioner.

**Online Learning with Live Role Plays**
This course is delivered via online learning with live and recorded webinars and live role plays.

Estimated course duration is 40 hours including nine (9) live role plays.

**Course Fee and Inclusions**
The course included the course work and role plays delivered via elearning.

10% Mediation Institute Member Discount saving ($234.70)

Training starts 1\textsuperscript{st} May 2019
Course Information

Course Overview

The course modules are:

> Introduction to Transformative Relationship Mediation
> Recognition Encouragement
> Pre-Mediation Intake, Risk Assessment and Prep. Coaching
> Transformative Relationship Mediation Services
> Advanced Negotiation Skills
> Relationship Dynamics
> Drilling Down on Relationship Dynamics
> Managing Sources of Relationship Conflict
> Role Plays for Practical Experience and Assessment

Time to complete the course

The course should take approximately 40 hours to complete including a minimum of eighteen (18) hours of live video role plays.

You have six months to complete the course.

Course Outcome

The course results in a Professional Development certificate based on the online learning and practical skills demonstration via role play.

This course is not mapped against the vocational training system as there is no equivalent unit of competence currently available.

For more information visit  

Property FDR Course

Objectives
To provide skills and certification in facilitating property Family Dispute Resolution for accredited Family Dispute Resolution Practitioners.

Who this course is for?
This course is accredited family dispute resolution practitioners who would like to upskill in property FDR.

> practitioners who have not facilitated property mediation in the last two years or more
> practitioners who were not trained or inadequately trained in property mediation
> practitioners who would like to be trained in using Family Property and providing the para-legal part of the Interact Support Consent Orders Service

Pre-Requisites
Current Accreditation as a Family Dispute Resolution Practitioner.

Online Learning with Legal Tech
This course is delivered via online learning and includes access to a learning version of the top Australian made Legal Tech software for property settlements.

Course included the theory from the Mediation Institute Graduate Diploma Course relevant to property FDR but due to packaging of the qualification assessment under the VET system is not included in this course.

A competent role play demonstrating property FDR is required for Certification.

Course Fee and Inclusions
The course included the course work, role plays, access to FamilyProperty, Video Meeting Facilitation Assessment and Certification (a saving of $330)

$990
Course Overview

- Screening for financial abuse, financial literacy and other issues related to power imbalances
- Helping clients to prepare for property FDR
- Property mediation tools, techniques and resources
- Family Law and Property Settlements
- Facilitating property mediations (role plays required)
- Consent Orders – what happens after the mediation is over

Time to complete the course

The course should take approximately 40 hours to complete including a minimum of eight (8) hours of live video role plays.

You have six months to complete the course.

Course Outcome

Two Professional Development certificates demonstrating completion of the courses in Property Mediation and Video Meeting Facilitation.

This course is not mapped against the vocational training system as there is individual equivalent unit of competence currently available. It includes content from 4 core units from the CHC81115 – Graduate Diploma of Family Dispute Resolution and would allow a variation to assessment for the course with Mediation Institute however no units of Recognition of Prior learning.

For more information visit

New Ways for Families Coach Training

Objectives
This course provides the skills needed to coach clients undertaking the New Ways for Families Course. Certification allows applicants to apply for a license with the High Conflict Institute as a New Ways for Families Coach.

Who this course is for?
This course is suited for people who work with individuals and couples who are going through separation and divorce and who have children.

- Family Dispute Resolution Practitioners
- NMAS Accredited Mediators
- Family Group Conference Facilitators
- Lawyers
- Psychologists / counsellors
- Case Workers
- Social Workers
- Child protection officers
- Others working with couples with relationship difficulties

Pre-Requisites
We recommend that you have a suitable background for working in a professional capacity with clients however there are no mandatory pre-requisites.

Online Learning
This course is delivered by online learning with live video meeting role plays required to simulate coaching sessions with clients.

Course Fee and Inclusions
The course included the course work, role plays and Video Meeting Facilitation Assessment and Certification (a saving of $330) 10% Mediation Institute Member discount also applies.

$990
Course Overview

> Overview of High Conflict Patterns of Behaviour
> Why New Ways?
> The New Ways Skills
> Practising the 4 New Ways Skills
> How New Ways addresses High Conflict Issues
> Assisting Clients with Decision Making
> How to help clients avoid becoming a High Conflict Case
> You will also be able to complete the full New Ways for Families Course (12 modules on the 4 big skills and co-parenting)
> **Now with practice role plays and skills assessment.**

Time to complete the course

This course includes a four-hour recorded training session with Bill Eddy, the New Ways for Families course for parents (12 hours) and a minimum of twelve hours of live video role plays plus other course materials. We estimate that the course will take approximately 40 hours to complete.

Participation in role plays and skills assessment is required to be issued with a certificate as a coach. Completion of the course work is sufficient for a professional development certificate.

Course Outcome

A Professional Development certificate can be supplied based on the online learning.

Skills assessment is required in order to be issued a certificate as a New Ways for Families Coach.

With your certificate you will be able to apply to the High Conflict Institute to be accredited as a New Ways for Families Coach

Video Meeting Facilitation Training

Objectives
This course provides the skills needed to confidently facilitate meetings via video meeting.

Who this course is for?
This course is suited for people who want to become more confident and have their capacity recognised in Video Meeting Facilitation. Suitable for professionals and any other business person who understands the benefits of video meetings.

> Family Dispute Resolution Practitioners
> NMAS Accredited Mediators
> Family Group Conference Facilitators
> Lawyers
> Psychologists / counsellors
> Case Workers
> Social Workers
> Others working with people where travelling to meet is a cost, inconvenience or barrier to accessibility

Pre-Requisites
There are no pre-requisites for this course.

Online Learning
This course is delivered by online learning with live video meetings to practice and demonstrate skills.

Course Fee and Inclusions
The course includes a customisable manual written for Zoom video meetings and able to be adapted for other software. Discount 85% discount for Mediation Institute Members (only $49.50)

$330
Course Overview

- fully customisable video meeting facilitation manual and guide
- guide to how to schedule and invite clients or staff to video meetings (using outlook and zoom integration)
- meeting facilitation skills assessed including screen sharing, putting clients on hold and more
- online learning including optional participation in video mediation role plays (with Mediation Institute NMAS or FDR students)
- 2 x 1 hour live training sessions including skills assessment
- Certificate of Competence: Video Meeting Facilitation

Time to complete the course

This course will take about 10 hours including practice and skills demonstration on top of the self-paced eLearning and activities. Participation in role plays and skills assessment is required to be issued with a certificate of competence.

Course Outcome

A Certificate of Competence is provided to add to your resume to demonstrate that you have the capacity to plan, schedule and facilitate a meeting via video meeting technology.

Skills assessment is required in order to be issued a certificate of competence.

For more information visit
https://www.mediationinstitute.edu.au/product/video-meeting-facilitator-course/
# Mediation Institute Membership Options

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<thead>
<tr>
<th>Course</th>
<th>Course Fee</th>
<th>Includes</th>
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</table>
| NMAS Mediator accredited through Mediation Institute                    | $320 for two years              | > NMAS Accreditation Fee  
> Complaint Handling  
> Member Professional Development  
> Mentoring  
> Practitioner Membership                                                  |
| **Practitioner Membership Categories**  
> Family Dispute Resolution Practitioners  
> Family Group Conference Facilitator Membership  
> New Ways for Families Coach Membership  
> Transformative Relationship Mediator Membership  
> NMAS Mediator accredited with another RMAB                               | $220 for two years              | > Complaint Handling  
> Member Professional Development  
> Mentoring                                                                  |
| Student Membership is included in all Mediation Institute courses       | $0 for the duration of your course | > Member Professional Development                                        |
| **Associate Membership**  
No pre-requisite requirements for membership.  
**Corporate Membership**  
Discounts of the standard rates for your practitioners                   | $55 for 12 months               | > Member Professional Development                                        |
| **Corporate Membership**  
Discounts of the standard rates for your practitioners                   |                                | > Depends on the practitioners qualifications                             |
Membership Services

**Accreditation**
Mediation Institute is a Recognised Mediator Accreditation Body (RMAB) in Australia and provides Mediator Accreditation Committee (MAC) recognized Mediation Training in Kenya.

**Independent Complaint Handling**
Mediation Institute provides independent complaint handling services for NMAS Accredited Mediators, Family Dispute Resolution Practitioners and Family Group Conferencing Facilitators.

We also provide independent complaint handling services for Registered Training Organisations and other businesses making use of the mediators who form our membership body for dispute resolution services when recommended.

**Professional Indemnity Insurance**
Mediation Institute has sourced very competitively priced professional indemnity insurance for dispute resolution professionals including FGC Facilitators. The insurance is $200 plus state taxes (between $225 and $245 per year) for a minimum policy. The option to increase cover and add other coverage such as business insurance and public liability is up to individual members.

**Professional Development**
Webinars, participation in role plays, mentoring, online peer group supervision and mastermind groups are all free for Mediation Institute Members.

**Members Course**
The Mediation Institute Members course area contains resources, tools, templates, discussions and recorded webinars providing members with a vast repository for self-initiated learning and professional development.

**Members Directory**
A comprehensive Members Directory is under development and intended to provide members who accept private clients with professional exposure.
**Membership Types**

Mediation Institute has several types of membership.

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**Practitioner Membership**

Practitioner Memberships is for 2 years. The Membership fee is:

- $320 if NMAS Accredited with Mi is required or
- $220 if NMAS Accreditation with Mi is not required.

**Practitioner Membership Categories**

**NMAS Mediator Accreditation and Membership**


**Practitioner not including NMAS with Mediation Institute**

- We can pro rata if you would like to bring your membership into alignment with your NMAS renewal date.

**Student Membership**

Mediation Institute students are eligible for Mediation Institute Student Membership for up to three months after they complete their course with Mediation Institute.
Associate Membership
Mediation Institute associate membership is for people who have an interest in dispute resolution including students of other training providers.

There is no eligibility requirement and the membership fee is $55 for 12 months. [Visit the website](https://www.mediationinstitute.edu.au/product/associate-membership/)

Corporate Membership

Corporate membership is for employers of Mediators, Family Group Conference Facilitators or Family Dispute Resolution Practitioners.

**Fee structure:**
This membership level is:
- $220 for two years per staff member for 1 to 3 staff,
- a 10% discount for each member between 4 and 6 and
- a 20% discount for 7 or more members.
- Equivalent discounts apply for any associate members that the Corporate member would like to enrol.

**Eligibility**
Each staff member must be eligible for practitioner membership. Those who are not are welcome to apply as associate members.

**Membership Includes**
Members get access to:
- Independent complaint handling service
- the option to replace the practitioners listed on the membership at no extra cost if they leave the business. This does not apply to the $100 NMAS Accreditation Fee which must be paid for all new and renewal NMAS Accreditations.
- listing on the Mediation Institute Member Directory as an FGC Facilitator
- Shared resources and collaboration course
- Free professional development webinars and other video meeting activities
Ready to Join?

All our memberships are available to commence upon application and proof of eligibility.

Complete an enrolment form or sign up Online
You will be contacted to complete an enrolment form and provide evidence of your certificates and/or registrations.

We are always available to talk if you have any questions.

Contact our Team
If you have any further questions you can call us or send an email to our support team at office@mediationinstitute.edu.au or call Mediation Institute 1300 781 533