

# NMAS Mediation

Training, Assessment & Accreditation



Mediation Institute Course Guide



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RMAB: Mediation Institute

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## NMAS Accreditation

To register as a Nationally Accredited Mediator (NMAS Mediator) you must meet standards set by the mediator's standards board.

They relate to the training you require, insurance, having a professional complaint handling body and being of good character.

Mediation Institute is a Recognised Mediation Accreditation Body (RMAB) who offers the training and assessment against the NMAS Mediator Accreditation standards. We have delegated authority from the [Mediator Standards Board](#).

We are authorised to train, assess and accredit mediators against the National Mediator Accreditation System (NMAS) Standards.



Recognised Mediator  
Accreditation Body

## About the profession

NMAS Accredited Mediators provide services to and interventions to assist people and organisations experiencing disputes in a wide range of contexts except for with families experiencing issues related to the Family Law system.

If you want to work with families as a Family Dispute Resolution Practitioner (Family Law Mediator) then you will need to complete post graduate studies in Family Dispute Resolution by completing the CHC81115 – Graduate Diploma of Family Dispute Resolution or equivalent. You can complete these studies with Mediation Institute through our training partnership with the Registered Training Organisation (RTO) Inspiritive. Find out more here - <https://www.mediationinstitute.edu.au/chc81115-graduate-diploma-family-dispute-resolution/>

For all other mediation roles such as helping to resolve disputes in workplaces, construction, neighbour disputes, elder disputes and any other speciality areas you should have NMAS Mediator Accreditation as a minimum standard.

While it isn't necessary for a mediator to be a lawyer it is helpful to have or gain specialist knowledge of any specialist areas you are seeking to work in.

## Who this course is for?

This course is for people who would like to become accredited as a professional mediator. Past students have included lawyers, psychologists, teachers, HR professionals, counsellors, coaches, consultants as well as a wide variety of people from different roles.

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.

Once you are accredited you will be able to use the Nationally Accredited Mediator logo to indicate your professional status.



Nationally Accredited Mediator

## Our Training Team

Our training team is made up of NMAS accredited mediators who meet the requirements established by the NMAS Standards for experience.

They have current, relevant experience that ensures that what you learn is practical rather than just theoretical.

The adage “those who can do, those who can’t teach” does not apply to our team!

Along with their mediation skills they are all qualified trainers and know how to work well with adult learners. Whether you are a person who has not done any formal training since you left school, or you have completed vocational or university courses in the past you will be cared for and supported by the Mediation Institute team. We encourage you to engage, to ask questions and enjoy their learning experience.

Students whose first language is not English are encouraged as your cultural experience and language skills are going to be helpful additions to the profession. The same applies for indigenous Australians who are interested in providing mediation services in your communities. This method of resolving disputes is culturally very appropriate and empowering for participants.

All of the trainers are also ongoing professional development trainers which gives them the opportunity to teach colleagues across Australia. Not only are they imparting the professional development course information, we gather valuable insights from colleagues, which in turn enhances our knowledge, and then we can further share this with our students.

Mediation Institute provides a complaint handling service for the profession giving us insights into the problems that are sometimes experience in service delivery.

# Mode of Learning

## Online Learning

The course is self-paced and delivered via online learning. It should take about 40 hours to complete.

The course has mandatory role plays which take 2 hours to complete online via a live video mediation session. The time you take to complete the course depends on how frequently you participate in a role play.

The online learning includes learning materials and quiz style assessment delivered online via a learning management system.

You will need access to the internet and a computer to complete this course.

## Enrolment Time Frame

You should allow between three and twelve weeks to complete your studies. We recommend three months as the maximum time period you should plan for, but you will have 6 months to complete the course.

# Entry Requirements

There are no minimum entry requirements for the course however it is delivered in English.

If you feel that you may have difficulties with the course content or delivery method, please get in touch with our training team before enrolling.

The content is equivalent to a Certificate IV level study however is not a Vocational Education and Training (VET) course. It has been developed by the Mediators Standards Board as a separate course under the NMAS System.

**NMAS Accreditation is one of the possible pre-requisites to allow you to enrol in the Graduate Diploma level studies.**

## How to Enrol

You can enrol in the course online and either pay the course in full upfront or make a payment arrangement.

<https://www.mediationinstitute.edu.au/product/nmas-mediator-accreditation-course/>

If you would like a payment arrangement just select the “request an invoice” option and indicate your preferred arrangement in the notes field.

A three-month plan is the most popular however please be aware that we can not issue your certificate of assessment until you have paid for the course.

## Fees

NMAS course	Includes training, all role plays and assessment	\$3,450
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We offer interest free payment plans. Just propose what might work for you to us to consider.

## Additional Costs

To apply for accreditation as a mediator you will have additional costs. Some are payable to Mediation Institute as your RMAB and there may be others.

NMAS Membership	Includes complaint handling, professional development and your NMAS Accreditation for 2 years.  Please note: our fee will be increasing to \$360 from	\$360
Professional Indemnity Insurance	We refer to an insurance underwriter who writes a policy for about \$300 including state taxes.	

# What does the course include?

The course includes the following content:

- Theory of conflict and why it develops
- Conflict Styles
- The facilitative mediation processes
- Communication skills for mediation
- Legal and ethical obligations
- How to deal with difficult client situations

The process we teach is made of nine steps over three stages. 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.

You will develop an understanding of the communication skills that you need to use as a mediator and the legal and ethical obligations you will have as a NMAS Accredited Mediator.

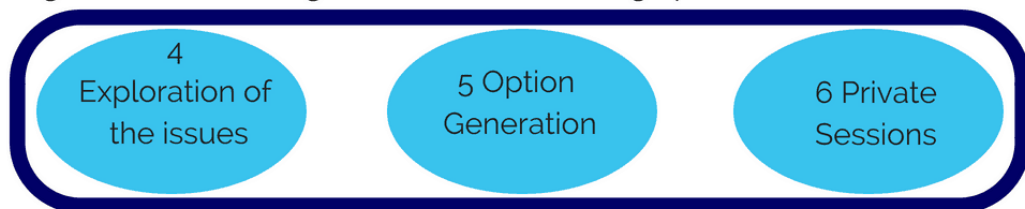
The course teaches facilitative Mediation as a nine-step mediation process. Under the NMAS Standards you must participate in a minimum of 9 role plays, a minimum of three as the mediator, prior to your assessment.

## 3 stage Mediation Process

Stage 1: Setting the scene and determining the agenda



Stage 2: Understanding issues and considering options for resolution



Stage 3: Reality testing and agreeing on next steps or agreement



[WWW.MEDIATIONINSTITUTE.EDU.AU](http://WWW.MEDIATIONINSTITUTE.EDU.AU)

## What will assessments be like?

The course includes theory assessments about conflict, the NMAS System, the Mediation Process and other relevant aspects of the required knowledge which are assessed through quizzes.

The main assessment is via a video mediation role play.

You must participate in 9 role plays, 3 as a mediator prior to your assessment.

If you are not yet competent when you are assessed, we will offer you additional coaching and a re-assessment at no additional fee.

## Supporting your learning

If you have any special needs, we are happy to assist you to be successful in your learning.

Please advise us of your needs prior to enrolling if you are concerned about your ability to fulfill the role of mediator.

Our course is accessible for those with visual impairments and a visual impairment would not be a factor that would prevent you from successfully mediating.

## The NMAS Accreditation Process

Once you have completed your assessment successfully you will be required to apply for accreditation as a mediator. We assist you with this process.

You will have to complete an application form. <https://www.mediationinstitute.edu.au/join-mediation-institute/>

Accreditation under the National Mediator Accreditation System (NMAS) with Mediation Institute includes:

- two years Mediation Institute Membership
- two years NMAS Accreditation
- free online professional development
- independent complaint handling service (NMAS and FDR approved)
- recognition of other professional roles such as accredited Family Dispute Resolution Practitioner and certified Family Group Conference Facilitator extra cost



## Contact Details

More Information on our website

<https://www.mediationinstitute.edu.au/nmas-mediator-course/>

You can also call us on 1300 781 533 or email [office@mediationinstitute.edu.au](mailto:office@mediationinstitute.edu.au) if you have any questions before deciding to enrol.