MEDIATION INSTITUTE

AMDRAS Recognised Training Provider

AMDRAS Recognised Accreditation Provider

STUDENT HANDBOOK

Mi Student Handbook

Your guide to studying with Mediation Institute: how your course works, what to expect from us, and what we expect from you.

> Courses delivered in collaboration with Inspiritive Pty Ltd (RTO 21178) have a separate student handbook.

Mediation Institute – an AMDRAS (Australian Mediator and Dispute Resolution Accreditation Standards) Recognised Training Provider and Recognised Accreditation Provider

Version November 2026 | Effective 1 December 2026

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Welcome and how to contact us

Welcome to Mediation Institute (Mi). We are glad you have chosen to train with us. This handbook explains how your course works, what you can expect from us, what we expect from you, and what to do if something goes wrong. Please read it before you start and keep it handy during your course.

Who this handbook is for

This handbook covers the Mediation Institute courses listed under About Mediation Institute. It applies to students who enrol on or after **1 December 2026**. If you enrolled before then, the terms in place when you enrolled continue to apply, except where this version is more favourable to you.

Courses delivered in collaboration with Inspiritive Pty Ltd, a registered training organisation (RTO 21178) – the CHC81115 Graduate Diploma of Family Dispute Resolution (FDR), the FDR Core Units and the Reflective Clinical Supervision course – have a separate student handbook, available on our Guides and Forms page.

How to contact us

> ### Mi Student Hub
>
> Your first point of contact for anything to do with your course: enrolment, payments, bookings, technical problems, deferrals, extensions and certificates.
>
> **Email:** student-hub@mediationinstitute.edu.au
>
> **Phone:** 1300 781 533 (Monday to Friday, business hours, Brisbane time)
>
> **Meet with us:** book a 30-minute student meeting
>
> **Web:** mediationinstitute.edu.au

If you need to take something further, ask the Student Hub to put you in touch with the Director. You can raise a complaint or appeal at any time – see Complaints and appeals.

Acknowledgement of Country

Mediation Institute acknowledges the Traditional Custodians of the lands on which we live, work and learn across Australia, and pays respect to Elders past and present. We recognise the continuing connection of Aboriginal and Torres Strait Islander peoples to land, waters and community, and their long tradition of resolving disputes through dialogue.

About Mediation Institute

Mediation Institute Pty Ltd is an Australian training organisation specialising in mediation, dispute resolution and family group conferencing. All of our training is delivered online, by practising mediators and dispute resolution professionals who bring real-world experience to every session.

Courses delivered under the AMDRAS Standards

Mediation Institute is an **AMDRAS Recognised Training Provider and Recognised Accreditation Provider**, and an approved complaint handling service for AMDRAS Mediators and Family Dispute Resolution Practitioners. AMDRAS is the Australian Mediator and Dispute Resolution Accreditation Standards, administered by the AMDRAS Board.

Course	What it leads to
AMDRAS Certificate of Training (COT)	The training required for national mediator accreditation
AMDRAS Certificate of Assessment (COA)	Assessment of your mediation skills for accreditation as an AMDRAS Mediator
AMDRAS Advanced Mediator Practicum	The Practicum Certificate required for Advanced Mediator accreditation

Our other courses

These courses are delivered by Mediation Institute, some in collaboration with partner organisations.

Course	What it is
Family Group Conference (FGC) Facilitator Training	Training to facilitate family group conferences
Conflict Management for One (CM-1)	A short course in conflict management skills
Parenting Coordination	**Coming in 2027**, in collaboration with the Parenting Coordination Institute

Family dispute resolution (FDR) courses

Our FDR courses, including the CHC81115 Graduate Diploma of Family Dispute Resolution, are delivered in collaboration with Inspiritive Pty Ltd (RTO 21178) and have their own student handbook. See our FDR courses on our website.

How we teach

Our values

Everything we do is guided by:

- **Respect** – for the people we work with and the people they serve
- **Integrity** – in how we train and assess
- **Quality** – going beyond the minimum standard
- **Flexibility** – fitting study around your work, family and life wherever you are

Some courses are less flexible than others, because the AMDRAS Standards set time limits for completing courses and set curriculum requirements.

Our learning philosophy

Adults learn best by doing. Our courses combine self-paced online learning with live, interactive sessions where you practise skills, get feedback and reflect. You will spend more time in role plays and discussion than listening to lectures. Bring your own experience into the room, ask questions, and be willing to try things that feel uncomfortable at first – that is where the learning happens.

Getting support

Support is available throughout your course, but it works best when you ask for it. If you are finding it hard to keep up, are stuck on something, or have not heard from us when you expected to, contact the Student Hub. Please do not wait for us to contact you – we would much rather hear from you early.

If you have a disability, health condition, caring responsibility or anything else that may affect your study, tell us as early as possible so we can talk with you about reasonable adjustments.

The learning zone

Learning new skills can feel uncomfortable at times, and that is a normal part of learning. Our trainers aim to keep you in the "learning zone" – challenged, but supported. If a session or role play feels like too much, let your trainer know. You can take a break, step out or ask for a different role.

How your course runs

Online delivery

Your course materials, activities and assessments are in our online learning system at mi.study247.online. You receive your login details when your enrolment is confirmed and your fees (or first instalment) are paid. Live sessions are delivered on the Zoom video meeting platform unless we advise otherwise.

Mi has no campus. You will need a reliable internet connection, a computer with a camera and microphone, and a quiet, private space for role plays.

Role plays

You book role plays yourself through the role play scheduler, choosing from the days and times on offer. Please arrive on time and prepared, have your camera on where possible, and treat role plays with the same professionalism you would bring to a real mediation. We understand that sometimes having your camera on is not possible, and that is OK. If you cannot attend a role play you have booked, cancel it as early as you can so someone else can take the place.

Workshops

Some courses include workshops – longer live sessions over one or more days. Where a course has a workshop, full attendance is a requirement. If something unexpected means you miss part of a workshop, talk to us straight away – you can usually finish the missed part at a later workshop.

Feedback

You will get verbal and written feedback throughout your course from trainers, assessors and fellow students. We ask everyone to give feedback that is specific, kind and useful: say what worked, what could be done differently, and finish with encouragement. Receiving feedback well is a skill too – it is about the skill, not about you as a person.

Time to complete

Each course has a time limit, shown on the course page and in your enrolment confirmation. Most self-paced courses allow six months; workshop-based courses such as the Practicum have a shorter completion period.

Extensions and leave of absence

If you need more time, or need to pause your course because of illness, family or work, complete the course extension application form before your time limit runs out, or email the Student Hub. We confirm any new completion date in writing. There is no extension fee at present; we reserve the right to introduce one, and any fee will be shown on the form. If a course changes while you are on leave, you may need to pick up the new version when you return.

What we expect from you

Learning Principles Agreement

When you enrol you agree to our Learning Principles:

- participate actively and honestly
- respect confidentiality – what is shared in role plays and discussion stays there
- treat fellow students and staff with respect
- give and receive feedback constructively
- keep the commitments you make for booked sessions
- take responsibility for your own progress

Active participation

We expect you to attend the sessions you book, have your camera on where possible, contribute to discussion and do the preparation. If you can't attend, let us know. Repeated no-shows take places from other students and will be followed up.

Behaviour

We train people to handle conflict well, so we hold ourselves to a high standard of behaviour. Disrespectful, discriminatory, harassing or disruptive behaviour is not acceptable, in sessions or in writing. If a complaint about behaviour is confirmed, our response is proportionate:

Situation	What happens
First incident	A conversation and a behavioural agreement
Repeated	Suspension while the issue is addressed
Serious or unresolved	Withdrawal of enrolment
Safety at risk	Possible immediate withdrawal

Keeping your details up to date

Please tell the Student Hub within 7 days if your email address, phone number or postal address changes.

Academic honesty and copyright

All assessment work must be your own. Course materials belong to Mediation Institute and are for your personal study – please don't share, copy or republish them. Session recordings, where provided, are for enrolled students only. The exception is sample forms and templates, which you may use as a base for your own documents where appropriate.

Enrolling

Who can enrol

Our courses are for adults aged 18 and over. You will need sufficient English to listen and speak clearly in role plays and live sessions, conduct a mediation session, read course materials, and write reflections and reports, plus basic computer skills and the technology described under How your course runs. Some courses have prerequisites – for example, the Certificate of Assessment requires an AMDRAS Certificate of Training, and the Practicum requires at least 4 years' accreditation and 150 hours of practice. Prerequisites are listed on each course page and in each course guide.

Not sure a course is right for you? Book a short call before you enrol – we would rather help you choose well.

How enrolment works

1. Complete the online enrolment form for your course.
2. We review your form and may contact you about your goals, any support needs and your payment option.
3. We send your invoice (or payment plan schedule) and the Learning Principles Agreement.
4. When your payment or first instalment is received, we confirm your enrolment, set you up in the learning system and send your orientation information.

Orientation

Your orientation information explains how to log in, find your way around, book role plays and sessions, and who to contact. Please work through it before your first live session. If anything is unclear, ask – it is much easier to sort out in week one than week six.

Employer-funded enrolments

If your employer is paying for all or part of your course, they may ask us about your attendance, participation and results, and we may provide it. If you don't want this, please talk to us before you enrol.

Privacy

We collect personal information to enrol you, deliver and assess your course, issue certificates, meet our obligations under AMDRAS and to other bodies, and keep in touch with you about your training. We store it securely and don't sell or give it to anyone else except as described in this handbook, as required by law, or with your permission. You can ask to see or correct the information we hold about you at any time. Our full privacy policy is on our website.

Fees and payment

What your fee covers

Your course fee covers your course materials, access to the learning system for the duration of your course, scheduled live sessions and role plays, assessment, and your certificate. It does not cover accreditation or membership fees, which are separate and listed on our website. Fees for each course are on the course page and in the course guide.

Paying your fees

You can pay in full, or in interest-free instalments where a payment plan is offered for your course.

If an instalment is…	What happens
7 days overdue	We send you a reminder
14 days overdue	Your access to the learning system and live sessions may be suspended until your account is up to date
More than 60 days overdue	Your payment plan may be cancelled, and the full remaining fee must be paid before the suspension is lifted

If you are in financial difficulty or need to change your payment plan, talk to us early.

Fee changes

Fees are reviewed from time to time. The fee you pay is the fee published when you enrol. Changes don’t affect students already enrolled, except that any reassessment or extension fee is charged at the rate current at the time.

Sending someone in your place

If you can no longer do the course, you may be able to transfer your place to another suitable person. Please tell us at least **2 working days** before any workshop or live session you have booked. The new person completes their own enrolment form and must meet the entry requirements.

Cancellations, withdrawals and refunds

Courses with set workshop dates (Practicum and FGC)

Please make sure you are available for all workshop dates before you pay for your enrolment. Late cancellations affect the whole group.

Situation	What happens
You cancel more than 14 days before the workshop	**Full refund**
You cancel 14 days or less before the workshop	No cash refund. You can choose a **50% credit voucher** to use on another Mi course within 12 months, or send someone in your place
We cancel or reschedule it	**Full refund**, or transfer to another date – your choice

All other courses

Situation	What happens
We cancel your course	**Full refund**, or transfer – your choice
You withdraw within 14 days of enrolling, before logging in or attending a session	**Full refund**, with no administration fee
You withdraw after 14 days, or after logging in or attending a session	No change-of-mind refund. We may offer a **credit voucher of up to 50%** of the fees you have paid, to use on another Mi course within 12 months. You can also defer, transfer (paying any difference) or send someone in your place. Any remaining instalments are still payable.

If something serious happens

If serious illness, bereavement or other exceptional circumstances affect your study, contact the Student Hub as early as you can. We can talk with you about options such as pausing your course, extending your completion date, deferring to a later intake or workshop, or adjusting your payment plan. We may ask for supporting documents, and we treat these requests confidentially.

Your rights

Nothing in this policy takes away your rights under the Australian Consumer Law. If a course is not delivered with due care and skill, or is not fit for its described purpose, you may be entitled to a remedy.

Assessment and completion

How you are assessed

Assessment is about collecting evidence that you can do what the course sets out to teach. Depending on your course this may include written questions, reflections, observed role plays or simulated mediations, case presentations, feedback from trainers and peers, and documents you produce. The tasks for your course are in the learning system and the course guide.

Course standards

Our AMDRAS courses are designed and assessed against the AMDRAS Standards, published by the AMDRAS Board at amdras.au. Our other courses are designed by Mediation Institute with our experienced trainers and assessors, drawing on current practice.

Not yet competent and reassessment

If an assessment task doesn't yet meet the standard, we mark it "not yet competent" and give you clear feedback on what to work on. If you are finding it hard, tell us early so we can talk with you about support options. Where competence isn't being shown despite significant support, we may agree together that it is best to withdraw. No refund is payable for services that have already been delivered. For the Certificate of Assessment, a schedule of fees for reassessment and individual mentoring is available from the Student Hub.

Not every role play or activity is assessed. Many are purely for practice, and your course materials make clear which tasks count.

Certificates

When you have completed all requirements and your fees are paid in full, we email your certificate. For AMDRAS courses, your certificate is what you use to apply for accreditation.

Your records

You can see your progress and results in the learning system during your course and for at least 30 days after you receive your certificate, and you can download the work you submitted. Mediation Institute keeps a record of your participation and results.

No guarantee of employment or accreditation

Completing a course does not guarantee employment, or accreditation by a third party. Accreditation decisions are made against the relevant standards at the time you apply.

Safety, respect and wellbeing

Your safety

Dispute resolution training touches on difficult subjects, and role plays can feel real. Your safety and wellbeing matter more than any activity. You can step out of a role play or discussion at any time. If something in your course has upset you, talk to your trainer or the Student Hub, and we will help you find further support if you need it.

Equity and respect

Mi provides a learning environment free from discrimination and harassment, for staff, contractors and students alike. Breaches are taken seriously – including, where relevant, reporting criminal behaviour to police. If you believe you have experienced discrimination or harassment, tell a staff member you trust or contact the Student Hub. You can also contact the Australian Human Rights Commission on 1300 656 419.

Children and vulnerable people

Mi trains adults only. Many of our students go on to work with children and vulnerable people, and our training reflects the standards expected in that work. Where a course involves working with children or vulnerable people in practice, you will need the relevant checks before you start.

Laws that protect you

As a student you are protected by Australian law, including the Australian Consumer Law, the Privacy Act 1988, work health and safety law, and the anti-discrimination Acts covering disability, sex, age and race. We comply with these laws and expect our students to respect them too. Copies are at legislation.gov.au.

Complaints and appeals

We would rather hear about a problem than have you put up with it. Raising a complaint or appeal will never count against you.

	What it is
Complaint	You are unhappy with any part of our service – a session, a trainer, a process, a payment, or how you were treated.
Appeal	You want a decision about your training or assessment reviewed, for example a "not yet competent" result or a decision about your enrolment. Lodge appeals within **28 days** of being told of the decision.

How to raise it

1. Where you can, talk to the trainer, assessor or staff member involved first. Most things are sorted out at this stage.
2. If that isn't practical or doesn't resolve it, email the Student Hub and ask for it to go to the Director. Put it in writing so we have the details right.
3. If it still isn't resolved, or it is about the Director, an independent Complaint Manager who hasn't been involved will review it and recommend a resolution.

What to expect

Timeframe	What happens
Within 7 days	We acknowledge your complaint or appeal and assign it
Within 14 days	You receive a written outcome, or an update if we need more time
Within 60 days	Most matters are resolved. If yours will take longer, we tell you why and give you a new timeframe.

Resolution might involve a meeting, a reassessment by a different assessor, mediation, or an investigation with recommendations. You are welcome to bring a support person, and there is no charge. Your enrolment continues as normal and information is kept confidential.

If you are still not satisfied

- **AMDRAS training and assessment:** the AMDRAS Board (amdras.au)
- **Consumer matters:** Consumer Affairs or the Office of Fair Trading in your state or territory
- **Discrimination or harassment:** the Australian Human Rights Commission

Feedback and review

We ask for your feedback at the end of each course and welcome it at any time – a quick email to the Student Hub, a comment to your trainer, or a suggestion in a session. Student feedback has shaped much of this handbook.

We review our courses, policies and this handbook regularly. The current version is always on our Guides and Forms page. If something significant changes during your course, we will let you know.

> *Thank you for choosing Mediation Institute. We look forward to working with you.*