

Nationally Accredited Mediator Training Program and National Mediation Assessment

Course Manual

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Introduction

This document, together with the online enrolment form and the Terms and Conditions, governs the administration of the Nationally Accredited Mediator Training Program and the National Mediation Assessment.

Program Structure

The College of Law is a registered training provider of mediator training programs, compliant with the current National Mediator Accreditation System (NMAS).

The College offers the Nationally Accredited Mediator Training Program and the National Mediation Assessment. Both the Nationally Accredited Mediator Training Program and National Mediation Assessment must be successfully completed to seek accreditation under NMAS.

There are 4 steps to becoming a mediator under NMAS. Completing the College training program and achieving a competent grading in the College assessment satisfies steps 1 and 2. Step 3 requires a candidate to apply to a Recognised Mediator Accreditation Body (RMAB) and Step 4 is the inclusion of the candidate's name on the national register. For more information about becoming an accredited NMAS mediator, please see the section below, 'NMAS Accreditation.'

The structure of the Nationally Accredited Mediator Training Program and the National Mediation Assessment is 'online blended', consisting of online learning components via College's Learning Portal and online live stream workshops. The College reserves the right to vary all workshop dates and/or other course dates or cancel advertised courses.

Online Learning Components

Access to the course materials is via the Learning Portal. You will be given access to the Learning Portal one week prior to the workshop. Access to the Learning Portal expires 3 months after the last day of the workshop. Please note, that you are required to complete the course and any necessary submissions or activities within the timeframes specified for the course that you are enrolled in and the College reserves the right to remove your access to the Learning Portal at any time if you do not comply with the timeframes specified for the submission or resubmission of work, or otherwise do not comply with the reasonable directions of the course facilitator.

Nationally Accredited Mediator Training Program

To satisfy the NMAS requirements, a mediator training course must be a minimum of 38 hours in duration. The Nationally Accredited Mediator Training Program meets this requirement and is comprised of five days of intensive workshop, conducted via video conferencing (Zoom) together with online preparatory reading and discussion questions on the Learning Portal. The workshop dates are advertised on the College website.

The five-day online live workshop and three online discussion questions on the Learning Portal must be satisfactorily completed to successfully complete the program.

You can complete the Mediator Training Program on its own, or in conjunction with the National Mediation Assessment. If you want to become a Nationally Accredited Mediator under the NMAS, you will need to complete the National Mediation Assessment, before applying to an RMAB for accreditation

National Mediation Assessment

The National Mediation Assessment is a one and a half-day program comprised of a half-day review of mediation theory and models, followed by a full day of role-play assessment conducted live online via Zoom video conferencing.

Prerequisite for the National Mediation Assessment

Applicants must have successfully completed a Nationally Accredited Mediator Training Program or an approved equivalent course within 2 years prior to the date of the assessment to enroll in the National Mediation Assessment.

Within the College of Law, the equivalent courses are the post-graduate subjects FDR1- Family Law & Mediation or DRP4 -Mediation.

For applicants undertaking the National Mediation Assessment only, evidence of successful completion (a Certificate of Completion) of a Nationally Accredited Mediator Training Program with another NMAS training organisation must be provided before your enrolment will be approved.

Attendance and participation

Attendance and participation in all workshop and assessment sessions is mandatory. If you are unable to participate in any part of the workshop or assessment for any reason, please notify Practitioner Education at cpd@collaw.edu.au, or on 02 9965 7111 as soon as possible.

If you are enrolled in a course with an online workshop, you are required to participate in the live-streamed presentations with fully functional audio and your camera turned on (pointed at your face) and to pay attention and participate in the workshop. You are to be at a table or desk, directly in front of your camera and not on the other side of the room. You are not to be in transit during the workshop. You should use a desktop or laptop computer if possible. Mobile devices are not encouraged for the camera and/or audio feed. You should check you video and audio quality ahead of the workshop. You are not permitted to conduct phone calls and other business while attending the live workshop sessions.

As part of the Training Course workshop, all participants must take part in at least nine (9) simulated role-play mediations and perform the role of mediator in at least three (3) of those simulated mediations. If you miss any role-play session within the workshop during the Mediator Training Program, you will not complete the course. Upon request, you may be permitted by the Practice Leader to make up that role play session on a later date, in order to complete the course. If you miss or are likely to miss a role play, please raise this with your course facilitator at the earliest possible opportunity and notify us by email at cpd@collaw.edu.au

If you miss any session of the Mediation Assessment, you are required to transfer to the next available Assessment course and fees will apply. Make-up sessions will not be granted in relation to the Assessment. Please refer to 'Transfer/Withdrawal Courses' for more information.

Satisfactory Completion and Result Notification

Nationally Accredited Mediator Training Program

Attendance and satisfactory participation are compulsory for the five-day online live workshop. You will receive feedback at the end of each role-play day from your allocated coaches. In addition to the live workshop, you must complete 3 online discussion questions on the Learning Portal to successfully complete the program. The discussion questions are due 9 business days following the commencement of the workshop.

If you do not demonstrate the required standard of competence in relation to the discussion questions, you will be contacted via the Learning Portal to resubmit your answer(s). Participants are notified of their course result through the Learning Portal within 3-5 business days following the due date of the discussion questions.

A Certificate of Completion is provided to successful participants. If you successfully complete the course, you should expect to receive your certificate within 2-3 weeks after completion. Participants wishing to become an NMAS Accredited Mediator, must also successfully complete the National Mediation Assessment within 2 years of completing the Nationally Accredited Mediator Training Program (or equivalent courses, where applicable).

If you fail to meet the course requirements, you will receive an incomplete status. Any outstanding course requirements must be completed within three (3) months of the last day of the workshop. If you do not complete the outstanding requirements within three (3) months, you may be required to pay an additional administration fee of \$250.00. If you have not completed the outstanding requirements within twelve (12) months of the last day of the workshop, you will be required to re-enrol in the course and pay the full course fee.

National Mediation Assessment

The National Mediation Assessment is conducted over one and a half days and comprises a half-day review of mediation theory and models and a full day of role-play assessment, conducted live online via video conferencing (Zoom). There is also preparatory material on the learning portal for review prior to the Assessment.

Attendance and satisfactory participation for all sessions is compulsory. You will be assessed on your ability to mediate a common dispute in a role-play assessment by the assessor allocated to evaluate your performance and against the NMAS competencies. The assessment criteria reflects the NMAS Approval Standards (Part I, Section 2.4). A copy of the NMAS Approval Standards is located on the Mediator Standards Board website, [here](#).

Results for the National Mediation Assessment are usually advised by email within 5 business days following the assessment. Applicants are provided with a copy of their completed Assessment Feedback Form from the allocated assessor. The results will then be released in the Learning Portal.

A Certificate of Completion is provided to successful candidates within 2-3 weeks after completion of National Mediation Assessment.

Please refer to 'NMAS Accreditation' for more information if you want to become an Accredited Mediator.

Voluntary Role Play Practice Group before the National Mediation Assessment

If you would like to keep in touch with your training group so that you can practice and prepare for your National Mediation Assessment, you must give consent for your contact details (email address) to be shared within those other participants who also wish to keep in touch for this purpose. During the training program, an announcement regarding this voluntary group will be posted in the learning portal and an email sent to all participants. Responses will then be collated and a contact list distributed to those who wish to be included.

You can read the College's Privacy Policy [here](#).

NMAS Accreditation

To seek NMAS accreditation in becoming an Accredited Mediator, you must:

Step 1: Complete one of our Nationally Accredited Mediator Training Programs

You must complete a nationally recognised mediation training program, prior to completing your mediation assessment.

Step 2: Successfully complete the National Mediation Assessment

You must complete a National Mediation Assessment and attain a competent grading within two (2) years from the date of your accredited mediator training course. We recommend completing the National Mediation Assessment within three (3) months of your training program.

To successfully pass the assessment, you must meet the assessment requirements of the National Mediation Accreditation Standards by demonstrating competency with respect to all aspects of the NMAS process and the necessary skills required to lead parties through the process. Please refer to the section 'Satisfactory Completion and Result Notification' above for further information.

Step 3: Apply to a Recognised Mediator Accreditation Body (RMAB)

Once you have received your Assessment completion certificate and documents from the College of Law, you can then select a recognised mediator accreditation body (RMAB) for accreditation within six (6) months of completion. A full list of RMAB's can be found at [here](#).

Further information regarding becoming an Accredited Mediator under the National Mediator Accreditation System (NMAS) can be found on the Mediator Standards Board website [here](#).

Step 4: Your RMAB will add your name to the [Register of Nationally Accredited Mediators](#).

National Mediation Assessment – failure to achieve competent grading

Candidates who sit the National Mediation Assessment and do not achieve a competent grading against the NMAS approval standards may :

Option 1: Request a review of your result within 7 days of receiving notification of an unsuccessful result. Please refer to the section below, 'Review Process for National Mediation Assessment' for further information about requesting a review.

Option 2: Enrol to re-sit the Assessment. If you choose to re-sit the Assessment with the College, you are required to pay 80% of the course enrolment fee. Please contact our Practitioner Education Team on 02 9965 7111 or cpd@collaw.edu.au to arrange enrolment at this reduced cost.

Upon request, re-sitting candidates will be offered an additional coaching session of up to 2 hours with the Practice Leader, at no additional cost and at a mutually suitable time. Please ensure that you give at least two weeks' notice of your re-sit date when requesting to schedule the additional coaching session.

Please note that candidates who have failed to achieve a competent grading in the National Mediation Assessment on two (2) previous occasions and wish to sit for the Assessment a third time must:

1. Take up the offer of additional coaching with the Practice Leader; and
2. carefully consider the feedback and recommendations provided by the Practice Leader in deciding whether to proceed with the third attempt at sitting the Assessment in the circumstances and at the proposed time.

The College of Law reserves the right to refuse enrolment in the Assessment Course to any candidate who in the opinion of the Practice Leader has no reasonable prospects of achieving a competent grading in the Assessment.

Review Process for National Mediation Assessment (Unsuccessful Candidates Only)

If after carefully considering the assessment feedback provided, you think that a mistake was made in relation to your assessment result or that some other factor or thing was not considered and that unfairly affected your result, you may ask for your result to be reviewed.

Any such request should be made in writing to cpd@collaw.edu.au within 7 days of receiving notification of your result. If you have any comments or submissions in relation to the feedback or any other matter of relevance to your result, you should provide a **concise** written summary of these points within a further 7 days, to the same email address.

Following the receipt of a request, the Practice Leader will:

- a. review your assessment feedback and grading;
- b. consult with the assessor regarding the feedback and grading;
- c. consult with the facilitator of your assessment and training courses;
- d. review your written correspondence following the assessment, including any written submissions; and
- e. may request that you attend a Zoom meeting, if the Practice Leader has further questions or matters they wish to clarify with you.

Following this, the Practice Leader will make a determination as to whether your result should be confirmed or overturned, and the same will be communicated to you by email. If your unsuccessful result is overturned, you will be issued with a Certificate of Successful Completion. If your unsuccessful result is confirmed, you may enrol to re-sit the assessment as outlined above.

The College of Law reserves the right to make any adjustments to the review process as required from time to time, to ensure the timely and effective administration of the course.

Postgraduate Specialisation FDR1/DRP4

If you have already completed the post graduate subjects FDR1 – Family Law and Mediation or DRP4 -Mediation as part of the Postgraduate Specialisation within the College of Law, you may apply for advanced standing with respect to the Nationally Accredited Mediator Training Program. If you are granted advanced standing, you may proceed to sit the National Mediation Assessment and you will require a successful result to apply to an RMAB for accreditation as a NMAS mediator.

Competency and Proficiency

By enrolling in this course you acknowledge that you have a sufficient level of computer literacy and English language proficiency to satisfactorily participate in the course and complete the course requirements.

Course withdrawal or transfer

Requesting to transfer between intakes of the Nationally Accredited Mediator Training Programs or between intakes of the National Mediation Assessment may attract a fee in accordance with

our standard Terms and Conditions that you accepted at the time of enrolment and which are available [here](#).

If you request to withdraw prior to 10 days before the commencement of the course, a full refund of the enrolment fee will be available to you. If you request to transfer or withdraw within 10 days of the commencement of the course, a fee of \$400 will be applied. If you request to withdraw on the first day of the course, you are not eligible for a refund but you may choose to retain credit. If you choose to retain credit, you must apply it within 12 months of the date of issue. Please note that the transfer/withdrawal fee of \$400 will be deducted from the credit available to you, except in cases of serious illness or genuine misadventure.

Plagiarism and Misconduct

The College takes plagiarism and academic misconduct seriously and expects a high standard of work from all students. We also understand that it is often a part of the learning experience to discuss what you are learning with your peers. However, any work you submit must be your own and, when you submit work through the Learning Portal, you must certify that the work is your own. Making a false representation as to the originality of your work may result in a finding of academic misconduct.

At all times before, during and after the completion of this course you are required to conduct yourself in a polite and respectful manner. Aggression, rudeness, use of obscene language, harassment and/or other examples of unprofessional behaviour will not be tolerated. If you do not meet these minimum conduct standards in the view of the course facilitator, you may be withdrawn from the course without notice, and you will not be entitled to a refund of the course fee.