



CATAPULT

BSBHRM510

Manage mediation processes

Table of Contents (Extract)

NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.

This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit BSBHRM510.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

<https://catapultlearning.com.au/product/BSBHRM510/>

Trainer/assessor guide

BSBHRM510

Manage mediation processes

Welcome to this unit of study

This unit describes the skills and knowledge required to develop, implement and review guidelines and procedures for mediation within an organisation, or on behalf of an organisation.

It applies to individuals who have a role in human resource management of mediation within their organisation, or who may work as consultants providing mediation services to organisations ensuring the policy framework required for the management of mediation and the skills associated with the provision of mediation.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

Contents

About this trainer/assessor guide	4
Learning resource.....	5
Topic 1: Develop mediation guidelines.....	5
History of disputes and resolution	5
Stakeholders.....	10
Mediation requirements.....	13
Mediation models and systems	15
Parameters for a mediation system	18
Validating guidelines	20
Obtain endorsement for guidelines	22
Circulate guidelines	24
Check your understanding	27
Topic 2: Prepare for mediation.....	29
Explaining mediation procedures to parties	29
Obtaining agreement	31
Separate interviews.....	32
Position of parties.....	34
Boundaries for options	35
Check your understanding	37
Topic 3: Settle dispute through mediation.....	39
Communication techniques	39
Establishing mutual agreement.....	42
Options for dispute resolution	44
Check your understanding	45
Topic 4: Finalise and review mediation	47
Documented agreements.....	47
Reviewing mediation	49
Mediator skills and knowledge	51
Check your understanding	55
References.....	57
Assessment workbook.....	59
Unit information.....	61
What is competency-based assessment?.....	62
How will my competency be assessed?.....	63
Assessment agreement.....	64
Foundation skills checklist.....	65
Skills recognition.....	66
Topic 1: Develop mediation guidelines.....	67
Topic 2: Prepare for mediation.....	68
Topic 3: Settle dispute through mediation.....	69
Topic 4: Finalise and review mediation	70

Knowledge questions	71
Topic 1: Develop mediation guidelines.....	72
Topic 2: Prepare for mediation.....	81
Topic 3: Settle dispute through mediation.....	86
Topic 4: Finalise and review mediation	90
Topic 5: Specific knowledge evidence.....	93
Performance tasks.....	94
Third party evidence collection agreement	95
Topic 1: Develop mediation guidelines.....	96
Topic 2: Prepare for mediation.....	98
Topic 3: Settle dispute through mediation.....	99
Topic 4: Finalise and review mediation	100
Completion record.....	101
Unit mapping and assessment checklist	102
Trainer/ assessor user instructions.....	104

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- >> Develop mediation guidelines
- >> Prepare for mediation
- >> Settle dispute through mediation
- >> Finalise and review mediation

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- >> a set of true or false questions
- >> a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- >> information on competency-based assessment
- >> instructions on how you will be assessed
- >> assessment tools to assess your competence
- >> instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

Disclaimer

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.
