

<b>Unit Title:</b>	<b>Stage and manage the mediation process</b>
OCR unit number	26
Unit sector reference	AG29
Level:	5
Credit value:	8
Guided learning hours:	30

## Unit purpose and aim

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To show the ability to work with different parties to explore the issues they have and then assist building agreements between them.

Learning Outcomes	Assessment Criteria
<p><b>The Learner will:</b></p> <p>1 Be able to establish the issues and options for each party in the mediation process</p>	<p><b>The Learner can:</b></p> <p>1.1 Summarise the interventions which may be used in facilitating parties to express concerns and issues</p> <p>1.2 Support each party to identify issues and agree an agenda for discussion</p> <p>1.3 Identify the alternative options which might be applicable including referral to other agencies or other mediators</p>
<p>2 Be able to explore issues with parties</p>	<p>2.1 Evaluate the interventions which may need to be used in facilitating the gathering and exchange of information</p> <p>2.2 Facilitate the gathering and exchanging of information between parties</p> <p>2.3 Respect and manage differences of position</p> <p>2.4 Encourage parties to acknowledge each other's perspective</p> <p>2.5 Clarify and respect issues of confidentiality</p>
<p>3 Be able to assist in the identification and evaluation of potential options</p>	<p>3.1 Describe the range of interventions which can be used in facilitating parties to explore and evaluate options</p> <p>3.2 Ensure that the timing for exploring options and proposals is appropriate to the progress made in the mediation process</p> <p>3.3 Reassure parties about confidentiality and the safety and security of discussing options</p>

Learning Outcomes	Assessment Criteria
	3.4 Focus discussions primarily on future possibilities rather than on past events 3.5 Facilitate parties in exploring and evaluating the implications, consequences and practicalities of the options 3.6 Identify how further options can be accessed, where progress cannot be made
4 Be able to build and secure agreements between parties	4.1 Summarise the interventions which may be used in building and securing agreements 4.2 Ensure that any agreement is the result of a joint decision between parties 4.3 Identify and agree alternative suggestions where necessary 4.4 Identify moments when decisions or compromises on options can be made 4.5 Identify the basis of an agreement with the parties in order to ensure ownership 4.6 Record agreements in a suitable format

## Assessment

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This qualification is internally assessed by centre staff and externally verified by an OCR Assessor.

## Evidence requirements

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Simulation is not allowed for any part of this unit.

All evidence of your performance must be generated in your workplace, in accordance with organisational procedures and national, local and professional guidelines.

Prior to commencing this unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using and the tasks you will be undertaking to demonstrate your competence.

You must provide your assessor with evidence for all of the assessment criteria for each learning outcome. Your assessor must be satisfied that you are able to undertake your work activities consistently over a period of time.

It is up to your assessor, working with the guidance provided, to determine a suitable mix of assessment methods, and to decide on the amount and type of evidence that is required to judge your competence.

The preferred assessment methods to be used for this unit are:

**Direct observation of performance:** Observation of you undertaking real work activities. This could involve interacting with clients or providing information to clients.

**Evaluation of work products:** Any item generated from real work activities. Evidence could be from different locations and from a variety of sources. This could include case notes, records and correspondence. It is not required in your portfolio and can remain where it is normally stored. The location and relevance of the evidence must be indicated in your portfolio. The evidence must be available for assessment and verification.

**Questioning:** Questions to ensure that you are able to apply your knowledge to your performance in the real work place. This may be used for areas not observed or evidenced through work products. This may be oral or written but evidence of the questioning must be recorded in an appropriate format. In addition your assessor may ask questions to clarify aspects of your practice.

**Witness testimony:** A confirmation or authentication of activities described in your evidence which your assessor has not seen. This could include a report or statement from a line manager or other appropriate person.

**Professional discussion:** A structured discussion with your assessor, about your performance of specific activities and a reflection on the reasons why you practised that way. The key aspects of this discussion will be recorded in a suitable format as evidence in your portfolio.

## National Occupational Standards (NOS) mapping/signposting

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This unit is derived from the National Occupational Standards in Advice and Guidance 2006 (Lifelong Learning UK).

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at [www.ukstandards.co.uk](http://www.ukstandards.co.uk).