



College of Mediators Professional Standards Panel

Guidance on considering applications for family mediation foundation and 3-day CIM courses to be delivered online temporarily because of COVID.

The College of Mediators recognises the importance of urgently reviewing the remote provision of mediation training. The College of Mediators also recognises that in recent months many more mediation trainers have become familiar with online ways of working, the mediation community in general is more comfortable working online and that mediators starting out in the profession now are likely to carry out at least some of their mediations online.

Whilst it considers the long-term position, the College of Mediators has delegated to its Professional Standards panel the ability to make decisions, on an interim basis, about the remote delivery of training courses that are already approved. Any permission to allow courses to be delivered online during this period should be temporary and superseded once the College of Mediator's longer-term review is in place.

If you are qualified and registered on the College of Mediators register then your training will be approved to practice online immediately

In making its decisions about reapproving courses once renewal is needed and new courses, the training panel will take in to account the following:

1. For Foundation Family Mediation Courses:

- a) That the Standards Framework already allows for half of the 60 hours of the required contact time to 'be substituted by structured on-line or distance

learning supported by adequate one-to-one or small group tutor support'
(section 1.5, Part 2

- b) As a general rule, the College of Mediators considers that all Foundation Family mediation courses, that are already approved, should therefore be able to deliver all but 30 hours of their course remotely so long as the course provider can demonstrate that they have made changes to ensure the effective delivery of the remote parts of the course (see below) and that the existing content of the approved course will still be delivered.

2. For Foundation Mediation Courses (non-family):

- a) That length of an approved course must provide sufficient contact and noncontact time for the stated learning outcomes or course objectives to be delivered. The current course length is a minimum of 40 hours of which 35 is contact time between trainers and the training group.
- b) The Foundation course can be delivered completely in person or as a hybrid course, with content being delivered remotely and practice days being undertaken in person, as long as the course provider can demonstrate that they have made changes to ensure the effective delivery of the course (see below) and that the existing content of the approved course will still be delivered.

3. That a higher proportion, up to and including 100%, of the course may be delivered online where the provider can demonstrate:

- a) that they have made changes to ensure the effective delivery of all of the remote parts of the course, including role play and assessment elements;
- b) that trainers are adept at delivering relevant elements of the course online; and
- c) that they have adapted the online course to allow for teaching of remote mediation as well as in-person mediation to be taught (given that the trainee will not receive any further training after passing the course and before mediating in person, as well as remotely). The panel will take into account whether the course will be extended to allow time to deliver additional content.
- d) Whether the provider will take feedback from both its trainers and course delegates, after each online course, using this to review its course and make improvements where necessary.

For 3-day CIM Courses

1. That as a general rule, the College of Mediators considers that all 3-day CIM courses that are already approved should be able to be delivered online so long as providers can show that they have considered and put in place measures to ensure the effective delivery of the course in this way (see below) and that the existing content of the approved course will still be delivered.
2. Whether the provider will take feedback from both its trainers and course delegates, after each online course, using this to review its course and make improvements where necessary.

For all types of application (effective delivery of courses online)

Whether the provider has taken to account:

3. The technology needed to deliver the course remotely, including whether different technology is need for different parts of the course;
4. The need for trainers to have sufficient understanding of the technology to be able to deliver the relevant parts of the course online;
5. Adjustments to the timing of course delivery, taking in to account that trainees' online attention span is shorter than when attending in person; and
6. Any additional skills/training needed for those delivering the course in order to ensure the online delivery of the course is effective.

The College of Mediators acknowledges that in the current climate that you will need to train online so at the reapproval time of your training course – you will need to provide evidence of how you have been conducting your courses online and give feedback from attendees of your online courses.

If you need help using Zoom then you can access their support <https://support.zoom.us/hc/en-us>

3. Assessments of Mediators once they are Trained and whether online is acceptable.

If adequate assessments are carried out online in the training then mediators can practice online after qualification. If mediation is to be carried out Face to Face and on members of the public then an assessor must attend the first case to ensure face to face mediation is carried out correctly.

The Assessor can be a PPC or accredited member of the College to assess the mediation. If the mediation was being carried out as part of a large organisation and within the organisation then a supervisor could assess the face to face mediation. If the trainee then

chooses to join the College of mediators, documentation of the supervision session must be sent into the College as part of the application process. Training providers will need to make this clear to course applicants.

4.SEND COVID Training Requirements.

Online training is regarded as acceptable on a temporary basis with a review date in 2021. The college will also consider an online mediation element when this review takes place.

Mediators can be assessed by role play online especially if the qualification has been recent and the only option was online. There also needs to be two role plays which are recorded and assessed one of which must be face to face and assessed by a PPC Member or an accredited mediator and written confirmation that they are suitable for face to face.