

# **FRAMEWORK FOR ACCREDITATION OF FOUNDATION MEDIATION TRAINING PROGRAMMES**

This document covers the following areas:

- 1. Introduction**
- 2. Accreditation of new courses**
- 3. Accreditation of established courses**
- 4. Approval for an OCN/OCR recognised Course**
- 5. Renewal of an existing training accreditation**
- 6. Approval to provide Continuing Professional Development training**
- 7. The Process: 6 Steps**
- 8. Fees**
- 9. Course promotion**
- 10. Unsuccessful Applications**
- 11. Application Form**
- 12. Course Commentary Guidance Notes**

**Appendix A:        Aims and Learning Objectives of Foundation Mediation  
                         Skills Training**

**Appendix B:        Core Content of Initial Mediation Training**

**Appendix C:        Additional Content for Specific Mediation Contexts**

## 1. Introduction

Mediation services and independent training providers may submit their training courses for accreditation by the College of Mediators in order to become Recognised Training Providers listed on our Training Register. This framework provides a template against which a generic foundation training course in Mediation Skills can be assessed and approved for accreditation by the College.

The OCN Level 3 basic community mediation skills is recognised as an accredited course and, if you are running an OCN Level 3 course, you will automatically have satisfied a substantial part of the requirements and a simplified application process is available. Details of this are provided in Section 4.

For mediators to be able to work in some specific contexts additional training which covers specialist areas of knowledge is also required. The additional requirements are listed under Appendix C.

Once accreditation is granted, courses can be advertised and run as college accredited for a three-year period.

**The application to the College should consist of:**

- A completed application form
- A course commentary (see Section 11 for guidance)
- A copy of the Aims and Learning Objectives, together with Training Course Programme (see Appendix A for guidance)
- Other supporting documentation (as indicated within this Framework document)
- A fee to cover the costs of the approval process (see Section 8 for details of fees)

These documents should be submitted electronically as email attachments. Please contact us to discuss further if this poses a problem.

## 2. Approval for new courses

- i. Completed course commentary, learning objectives, training programme, other supporting documents and fee are sent to the College of Mediators for assessment; if satisfactory, provisional accreditation status is awarded to deliver **one** course.
- ii. Evaluations of the course by trainees and trainers are to be sent to the College within two weeks of the completion of the course.
- iii. On the basis that the evaluations are overall satisfactory, full accreditation will be awarded for the course just delivered and for the courses to be run (with minor amendments made in the light of the evaluations) during the next three years.
- iv. After three years, there must be a re-submission with any changes identified and recent evaluative evidence included. Accreditation may then be renewed. See Section 5 for more details.

### **3. Accreditation of Established Courses:**

You may have been running a course for some time and now wish to register it with the College.

Please submit the following:

- A completed application form (pages 6 & 7 of this document)
- A course commentary
- A copy of the Aims and Learning Objectives for the course, together with the course programme
- Other supporting documentation
- Completed evaluation forms from the latest course
- A course approval fee (See section 8 for more detail)
- An annual registration fee

For guidance on submitting evaluation information, please see Section 10

### **4. College accreditation of an OCN/OCR recognised Course**

Training providers applying for recognition to deliver a course that is already recognised by OCN, OCR or similar (please contact the College to discuss further) should send in the following:

- A completed application form (pages 6 & 7 of this document)
- Evidence of their OCN/OCR recognition
- Course Learning Objectives and Programme Outline
- Confirmation of length of programme (40 hours of which 35 should be trainer/trainee contact time)
- Completed evaluation forms from the last course run
- A course approval fee (See section 8 for more detail)
- An annual registration fee

### **5. Renewal of training accreditation**

Training providers whose accreditation is due for renewal, after three years, must submit the following:

- A completed application form (pages 6 & 7 of this document)
- A copy of the Aims and Learning Objectives for the course, together with the course programme
- A cover letter detailing any changes to the course since the last approval (including developmental or legislative changes)

- Any other supporting documentation relevant to the changes made
- Completed evaluation forms from the latest course
- A course approval fee (See section 8 for more detail)
- An annual registration fee

## 6. Approval to provide CPD Training

Training suppliers who are successful in the accreditation process for a foundation training are also able to provide Continuing Professional Development Training (CPD) without having to go through our separate CPD/Short courses application process.

There is no extra assessment attached to this, however, if you wish to incorporate the provision of CPD training, as a College registered CPD/Short courses provider this is subject to:

- A course approval fee (See section 8 for more detail)
- An annual registration fee

There is a separate section on the application form where you can indicate whether or not you wish to be registered as a CPD provider. You will be requested to sign to say that you will comply with the requirements of CPD provision as listed in Appendix D.

Please note: There is a separate process for those wishing to register as an Approved Professional Practice Consultant trainer.

## 7. The Process

**Step 1:** Please send an initial e-mail to the College of Mediators indicating your wish to apply: [admin@collegeofmediators.co.uk](mailto:admin@collegeofmediators.co.uk)

**Step 2:** You will receive a response within one week acknowledging your wish to apply.

**Step 3:** Two assessors will be appointed from our panel within two weeks of your initial enquiry. You will be notified of this and requested to send your application electronically to the College.

**Step 4:** Please send a copy of the application form, with the relevant documents, by email to the College, together with your cheque or invoice request.

**Step 5:** Your application will be checked by each assessor individually against the requirements for approval. The assessors will then confer to decide on a recommendation.

**Step 6:** A recommendation will be made within four weeks of the submission of your material and you will receive notification.

### Options for recommendation are:

- A. Accredited
- B. Accreditation after meeting stipulated conditions
- C. No accreditation (with reasons clearly stated)

Where applications do not meet the standards for accreditation the applicant can choose to follow the process in section 10. No application fee refund is made for unsuccessful applications.

The assessor panel will monitor approved mediation training courses and may require further specific evidence, on a random basis, that quality is being maintained

## 8. Fees

<b>First Accreditation of a Foundation course</b>	<b>Fee</b>
Family mediation foundation course	£700
Non-family mediation foundation course – profit making	£600
Non-family mediation foundation course – volunteers	£400
<b>3 Year Foundation course accreditation renewal fees</b>	
Renewal of Family mediation foundation course	£550
Renewal of foundation course – profit-making	£450
Renewal of foundation course – volunteers	£250
<b>CPD and Short courses fees initial approval</b>	
First Registration as a CPD/Short courses provider simultaneously with the registration as a Foundation Training provider	£250
First Registration as a CPD/Short courses provider only (without the registration as a Foundation Training Provider)	£350
<b>3 Year CPD and Short courses approval renewal fees</b>	
Renewal fee as a CPD/Short courses provider simultaneously with the re-registration as a Foundation Training provider	£100
Renewal fee as a CPD/Short courses provider only (without the registration as a Foundation Training provider)	£200
<b>PPC training approval fees</b>	
First Registration as a PPC training provider	£250
3 year Renewal of PPC training provider accreditation	£150
<b>Yearly Registration fees</b>	
Foundation/CPD/PPC provider	£250 per year
Foundation and CPD providers	£200 per year
CPD providers only	£125 per year
Foundation providers only	£125 per year
PPC training providers only	£125 per year
PPC and CPD providers only	£175 per year

*The 'volunteers' rate is for mediation services who are providing in house mediation training to their own volunteers only. To be eligible for this reduction, you must confirm that you are not delivering your training on a profit-making basis.*

## 9. Promotion of Courses

Promotion of courses on the College website and social media accounts will be available to approved providers. The course will remain on the college website, for the duration of notification of a request to post it, until the course date expires.

At least two weeks' notice must be given for any required promotion of courses.

The course will be promoted as much as is reasonably possible, based on timeframes of the start of the course, on the college's social media accounts, but will not exceed more than 1 post per week across all channels.

## 10. Unsuccessful Applications

If an application for course approval or course re-approval is unsuccessful, we undertake the following process:

### 1st stage:

The assessors will:

- A. Request additional documentation to meet any gaps in information
- B. Make a further decision about the application and notify the applicant

### 2nd stage:

Where an application has still not passed the criteria for accreditation after stage 1, the applicant can use the appeals process outlined in Stage 3 below, or:

- A. Notify us by email that they wish to reapply
- B. Pay a re-application fee of £250 for Foundation courses and £150 for any other application
- C. Submit a new course application.
- D. If the original application was to renew accreditation, the new application should follow the guidelines for a **new course** not a renewal
- E. We will then assign new assessor/s to review the course
- F. Make a new determination
- G. Notify the course provider of the outcome
- H. If the course still does not meet the accreditation standards the process will reach its conclusion.

### 3rd stage:

If the applicant does not agree with the decision, at any stage, they can request that the Chair of the Practice Standards Committee, or other suitable person and another Board Director review the decision and make a final determination. This decision will be final.

- A. If the decision is overturned the provider will be issued with their course accreditation along with any recommendations the PSC Chair and Board Director deem necessary
- B. If the decision is upheld the provider will not be able to reapply for at least 12 months for the same course approval.

# 11. APPLICATION FORM FOR ACCREDITATION OF A FOUNDATION TRAINING COURSE

## 1. This application is submitted by:

Name

---

Address

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Tel:

E-mail:

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**The applicant is** *(please circle):*

Mediation Service

Training Organisation

Independent Trainer

Other *(please describe):*

**Status** *(please tick):*

- ☐ A first application for a new course yet to run (1 course approval)
- ☐ A first application for a course that has previously been delivered (Evaluation information included for three year approval)
- ☐ A submission for a course already recognised by OCN /OCR
- ☐ Renewal
- ☐ A re-submission under the 'reconsideration route'
- ☐ We also wish to register as a CPD/Short courses provider
- ☐ We understand there is a yearly registration fee for training providers

## 2. Fee:

Do you wish to apply for a reduction? Yes / No

If yes, please confirm that you are delivering training on a not-for-profit basis to local volunteers only  
Yes / No

- ☐ I wish to pay by BACS on receipt of invoice
- ☐ Please invoice for £\_\_\_\_ (please enter appropriate amount), quoting  
Purchase Order No.\_\_\_\_

## 3. Declaration

**Signed**

**Date**

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## 11. Course Commentary Guidance Notes

A course commentary should be written to accompany an application for a new or established course to be accredited. It is not required for a course that is already recognised by OCN or OCR. The commentary should address the criteria raised in the following checklist.

Within your commentary, use the following headings and reference numbers to help you present the information clearly. This also speeds up the accreditation process. Cross-referencing is encouraged where one piece of information or documentation refers to more than one criterion.

Criteria marked \* require supporting documentation as well as information within the course commentary. Such documentation should illustrate and verify the claim that the criteria are being met. Label each document with the heading and reference number of the criteria to which it refers.

Guidance for submitting evaluation information appears at the end of the list of criteria.

### A. Access to the training

1. What information are potential trainees given about what they can expect from the training and what will be expected of them? Delegates must attend the full course. At what point is this made clear? \*
2. If the course has entry requirements, how is fairness of selection ensured?
3. What provisions have been made to ensure that training venues are accessible?
4. What provisions have been made to ensure that course materials and training methods and styles are suitable for and accessible to participants?

### B. Resources

1. Two experienced trainers must be available to deliver the course, at least one of whom must be an experienced mediator. [Please also read the Trainer standards document](#)
2. The length of the course must provide sufficient contact and non-contact time for the stated learning outcomes or course objectives to be delivered.
3. Who will be responsible for trainee assessment during the course, and what amount of time has been programmed in for assessment and support?
4. The venue must have at least one good sized room to accommodate all participants with facilities for smaller group work (either by room division or through the use of additional room(s)/space).



5. What reference and support materials does the service have available for both trainers and learners to draw upon? \* (e.g. booklist).

### **C. Training Methods and Style**

1. Comment on the training methods used on the course. A range of methods should be used to accommodate differing learning styles, and chosen methods of delivery must be participative and acknowledge the experience that the trainees bring to the course. \* (please attach the course programme and handouts from a sample of two course sessions).
2. How far does the style of the training match the underpinning values of mediation?
3. As a training provider, please give details of arrangements you have in place to ensure equal opportunities and to respond to complaints.\*

### **D. Learning Outcomes or Course Objectives**

1. What are the learning outcomes or course objectives, and at what stage are they made explicit to trainees? \*
2. What is the content of the course and at what stage is it made explicit to trainees? \*
3. How is the pathway into practising as a mediator after the course has finished explained to the trainees? \*
4. How far do the learning outcomes or course objectives support the trainees towards achievement of the College of Mediators Competence Standards for Mediators?

### **E. Assessment**

1. How is the prior learning of trainees assessed and acknowledged?
2. Comment on the assessment mechanisms you have in place during the course. What range of appropriate assessment methods are used during the course? Assessment should ideally be ongoing during the course as well as at the end of the course. \*
3. What provision is there for trainees to self-assess and how is that assessment fed into the overall assessment process?
4. Do you provide an evidence file or other means of enabling trainees to keep evidence resulting from course assessment? \*
5. What arrangements are in place to feed back to and work with delegates who do not meet the standard?

## **F. Evaluation of the course itself**

1. Comment on the ways in which you intend to evaluate the effectiveness of the training. \*
2. What opportunities are there to evaluate the course both during and at the end?
3. Who is involved in providing feedback about the course (e.g. participants, trainers, supervisors, the mediation service)?
4. What mechanisms exist to ensure that this feedback is used to improve subsequent courses?

## **G. Guidance for submitting evaluation information**

This is relevant for training providers who are applying for accreditation of

- i) an established course
- ii) a course recognised by OCN/OCR
- iii) Courses seeking renewal

Information should include:

- Details of when and where the course ran, and the number of participants who started and completed the course
- A list of the evaluation methods used (including trainers' self-evaluation), and the evidence gathered from those evaluation methods
- Copy documents of participant and course evaluation forms
- A copy of the course programme as it actually ran, highlighting differences from the programme originally submitted.

## **H. Managing Complaints**

Please confirm that you have a complaints procedure and attach details.\*

## **Appendix A: Learning Objectives of Mediation Foundation Training**

The content of the programme should be able to meet the following Learning Objectives

By the end of the course participants should understand:

1. Their own and others' responses to conflict
2. Positions and interests
3. The aims and principles of mediation as distinct from other dispute resolution processes
4. The impartial role of the mediator
5. The mediation process
6. The difference between constructive and destructive conflict.
7. Effective communication skills
8. The difference between facts and feelings
9. The skills and qualities required by a mediator
10. The need to work effectively as part of a co-working team or as a solo mediator
11. How to prepare for and organise individual meetings with disputants.
12. How to conduct joint meetings with disputants
13. How to assist disputants to sort their issues into a workable agenda
14. The impact of disruptive behaviour in a joint meeting and how to address it
15. The effect of power imbalance on the mediation process and how to address it
16. How to assist disputants to generate and assess options
17. The criteria required to construct an agreement
18. What can and cannot be mediated
19. The effects of stereotyping and prejudice
20. The importance of self reflection and monitoring their own assumptions, prejudices and responses

Training providers should be able to demonstrate ways in which these learning outcomes can effectively be assessed during the training programme.

## **Appendix B: Core Content of Initial Mediation Training**

It is anticipated that courses will be a minimum of 40 hours, at least 35 of which will be trainer/trainee contact time.

### **Mediator self awareness and development**

1. Responses to own and observed conflict
2. Prejudice awareness and reduction
3. Self management in volatile situations
4. Working to a Code of Practice

### **Understanding the mediation process**

1. The principles of mediation: Confidentiality; Privilege (where appropriate); Impartiality; Voluntariness; Fairness; Self determination of the Parties
2. How mediation differs from other forms of conflict intervention
3. The aims of mediation
4. How the mediation process works (stages)
5. The outcome(s) of mediation
6. Suitability and appropriateness of mediation
7. The role of supervision and reflective practice

### **Developing mediation skills**

1. Building rapport
2. Communication skills: e.g. active listening, summarising, reframing, acknowledging, questioning
3. Explaining the mediation process
4. Conducting party preparation meetings
5. Conducting joint meetings
6. Facilitating Exchange
7. Indirect mediation (shuttle)
8. Managing time within the mediation process
9. Conducting separate meetings within a joint meeting
10. Managing difficult conversations
11. Dealing with the unexpected (e.g. premature departure)
12. Debriefing

### **Putting it into practice**

1. Assessed role play of party preparation meeting
2. Assessed role play of joint meeting

### **Themes**

1. Understanding conflict and responses to it
2. Communication theory
3. Anti-discriminatory practice
4. Working with diversity
5. Power and empowerment
6. Safety in mediation
7. Co-mediation
8. Giving and receiving feedback

## **Appendix C: Additional Content for Specific Mediation Contexts**

### **1. FAMILY MEDIATION**

#### Working with Children and Young People

1. Working with a child focus
2. Needs of children
3. Appropriate knowledge of family law and legal processes, namely current legislation concerning families, family breakdown and financial support following separation and divorce, court process; rules of court (Scotland)
4. The range of orders relating to children contained in the Children Act 1989 and the Children (Scotland) Act 1995
5. Family transition & psychological and social processes of separation and divorce
6. Child protection procedures
7. Indicators of possible child abuse

#### Working with Finance and Property

1. Legal aid legislation
2. Legislation relating to pensions and divorce, the Pensions Act 1995, and any subsequent alterations and how this works in practice
3. The Child Support Act 1991 how clean break settlements are dealt with
4. Issues regarding domestic abuse, and Family Law Act 1996, Part IV
5. Knowledge of the law relating to maintenance and capital settlements;
6. The Civil Evidence (Family Mediation) (Scotland) Act 1995. Evidential rules (Scotland)
7. Understanding the financial disclosure process
8. Drafting documents in support of this

### **2. WORKPLACE MEDIATION**

1. Understanding organisational structures, HR processes and the role of union members
2. Legal frameworks and employment law relevant to conflict resolution (e.g. grievance procedures)
3. Types of disputes common in the workplace: peer conflicts, allegations of bullying or harassment, etc.
4. Process adaptations: pre-mediation with referrer, managing power dynamics, confidentiality, and workplace boundaries
5. Specialist skills: handling neurodiversity, trauma, mental health, and navigating sensitive situations
6. Ethical considerations: maintaining neutrality, dealing with conflicts of interest, and respecting confidentiality vs organisational obligations
7. Post-mediation follow-up:

## Appendix D: Continuing professional development/provision of short courses registration

### 1. Introduction

Mediation services and independent training providers may apply to the College to become a 'College Approved Training Providers of Continuing Professional Development Training and/or Short courses/Accredited University courses' in conjunction with their Foundation course approval application (or they can do this separately at a later date using the CPD/Short courses approved provider application process).

There is a separate process for those wishing to register as an Approved Professional Practice Consultant trainer.

- **CPD for mediators** means developmental training that is undertaken, after attending a basic foundation course in mediation, in update knowledge and skills. Mediators who are members of the College are required to demonstrate a certain level of CPD annually in order to retain their membership.
- **Short courses for non-mediators** means the provision of training in conflict management related subjects, that may also be recognised as CPD for the participants, but which may precede formal mediation training.
- **College accredited University courses** means mediation skills training modules that are incorporated into university programmes to provide an introduction to mediation to the participants. Once approved they carry the College of Mediators 'College Approved University course in Mediation Skills' recognition.
- The use of the term 'Training Provider' and 'Approved Training Provider' in this document relates only to providers providing the above courses.

The aim of the approval process is to satisfy the College of Mediators that prospective providers offer appropriate courses that meet agreed criteria.

Once approved, the provider will be added to the 'Approved CPD/Short courses training provider' or 'Accredited University short course' register which is published on the College website.