

THE  
INSTITUTE *of*  
ARBITRATORS & MEDIATORS



AUSTRALIA

Australia's leading ADR organisation since 1975



The Practitioner's Certificate  
in Mediation



# The Practitioner's Certificate in Mediation

## Australia's leading mediator training course

With mediation being adopted widely across the commercial, legal, industry, education and government sectors, an understanding of the practical application of mediation techniques is an important and useful professional skill.

The Institute of Arbitrators & Mediators Australia (IAMA) has an established reputation as Australia's pre-eminent provider of mediation training and as a Recognised Mediator Accreditation Body (RMAB), its national mediation course complies with the new National Mediator Accreditation Standards (NMAS) as implemented by the Australian Attorney General's National Alternative Dispute Resolution Advisory Council. The comprehensive theoretical and practical instruction in this course, as well as professional coaching from IAMA's experienced mediators, will expose you to the leading professional edge of mediation practice in Australia.

### What you will learn

During this course, you will develop basic mediation skills enabling you to manage and resolve disputes more effectively at the individual and broader levels. From the course you will take improved communication skills, a greater understanding of the role of a mediator and how to make mediation work, as well as a working knowledge of the key ethical issues for mediators practicing in Australia.

### Who should attend?

All professional activities are enhanced by the application of mediation skills and this course will provide a basic understanding of mediation and its practice together with improved negotiation and general conflict resolution skills.

This course is invaluable for all professionals including:

- Dispute resolvers and complaints handlers in all sectors
- Managers and executives
- Lawyers and accountants
- HR Managers and organisational trainers
- Union and workplace relations advisors
- Health care and education professionals

### Instructors

All IAMA's course instructors have accreditation under the NMAS and are highly skilled and experienced mediators. You will need to visit IAMA's website to find out more about our instructors and to check which instructors conduct the courses in each State/Territory.

### Course Program

The program is in two modules comprising four days of instruction and two days for supervised coaching and assessment. It includes coverage of all issues required by NMAS including the dynamics of conflict and negotiation, the principles, stages and functions of mediation and the skills that make an effective mediator. It also includes examination of current legal and ethical issues relevant to professional mediators. The course format includes a mix of lecture, discussion and practice.

### Location

The Practitioner's Certificate in Mediation is conducted Australia-wide. Our Chapter Offices in each State and Territory oversee the courses, providing excellent administrative support and organisation.

### Written Assignments

Skills and knowledge assessment is based on practical demonstrations as well as on the completion of written assignments at the end of each day of instruction. Those attendees seeking formal skills assessment will also be required to complete a written exam.

### Pre-requisites

The Practitioner's Certificate in Mediation is an intensive course that relies heavily on interactive instruction. To participate effectively, potential attendees must be able to think quickly and grasp complex concepts in a reasonably short time. They should also ensure they are able to devote sufficient time for attendance on all days of the course and can allocate time outside course hours for the completion of written assignments.

### Accreditation

Successful completion of this course meets one criterion for either internal IAMA accreditation or accreditation under the NMAS. Both types of accreditation are available through IAMA.

### Cost

Members: \$3105 (incl GST)  
Non-Members: \$3435 (incl GST) or \$3510 (incl GST) for course fee + membership fee + joining fee

Please see the attached Registration Form for more details on course inclusions and group discounts.

### Registration

To register your place in the next course, simply complete the attached Registration Form.

### More information

If you want to find out more about the course, or you wish to discuss the specific mediation training needs of your organisation, please contact your state office. Full contact details of all offices are listed on the back cover of this brochure.

To read a more detailed version of the course program and to stay up-to-date with our course calendar, please bookmark IAMA's website: [www.iama.org.au](http://www.iama.org.au)



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The Institute of Arbitrators & Mediators Australia (IAMA) is the nation's largest, independent and most experienced alternative dispute resolution (ADR) organisation. Founded in 1975, membership comprises some of Australia's eminent and experienced ADR professionals drawn from a diverse range of sectors including commercial, legal, education and government. With offices in all states and territories, it also plays a key role in industry and consumer schemes. The IAMA provides services in all forms of ADR including arbitration, mediation, conciliation, adjudication and expert determination, and is involved in the professional development, training and accreditation of ADR practitioners across Australia and internationally.

### The Institute provides:

#### Dispute Resolution Services:

- Access to a wide range of highly qualified and experienced dispute resolvers, who have been graded as Arbitrators, or accredited as mediators, adjudicators and/or other ADR practitioners.
- Nomination of arbitrators, mediators, adjudicators and other ADR neutrals from lists of practitioners accredited by the Institute on the basis of their training and experience and compliance with the Institute's CPD requirements.
- *Rules for the Conduct of Commercial Arbitrations* (incorporating the Expedited Arbitration Rules).
- *The Arbitration Rules* (incorporating the Fast Track Arbitration Rules).
- *Conciliation & Mediation Rules*.
- *Expert Determination Rules*.
- Administered Industry-based Consumer Dispute Resolution Schemes.
- Practice Notes for Practitioners.
- Assistance in dispute resolution process selection or design, and a vailable practitioners.

#### Education and Training:

- *The Professional Certificate in Arbitration* (in conjunction with the University of Adelaide and provider universities across Australia).
- *The Practitioner's Certificate in Mediation*.
- Training programs in other forms of ADR, such as adjudication, expert determination and conciliation.
- A high quality Continuing Professional Development Program delivered across Australia, covering arbitration, mediation, adjudication, conciliation, expert determination (and appraisal) and other forms of ADR.
- Pupilage training and experience for newly-qualified practitioners.

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High Quality Professional Dispute Resolution Services, Education and Training

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