



Mount Isa Institute of TAFE

Fact Sheet

CHC41202 Certificate IV in Community Services Mediation

What career options do I have?

This qualification applies to community work delivered through a broad range of services which provide support to enable the resolution of disputes between individuals. This qualification is a specialist qualification designed to support the practice of mediation and co-mediation across a broad range of agencies, community groups and families.

What will I learn?

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services

What qualification will I receive?

Certificate IV in Community Mediation

Where will I train?

Mount Isa Institute of TAFE or by flexi mode at your own pace.

How long will the training take?

The duration of study will depend on the stream/pathway selected, your method of study and the number of competencies that you undertake at a time.

How will the training take place?

Face to face, video conference or by flexi mode, attending some classes.

What assessment methods will be used?

Assessment methods generally vary according to skills content of competency. May include: short answer responses, observations, demonstrations, projects, discussions, group participation etc.

Is there anything I need to bring?

Pen and paper

Am I eligible?

Prior to enrolment consider contacting the Community Services Teachers to discuss your personal preferences for training outcomes and course eligibility. Your call will assist in matching your preferences to entry and exit points in a qualification. Consideration will be given to your academic and/or work histories.

Is what I already know taken into account?

Yes. Your history of study, skills and experience does matter. Consideration is given to your life and work experiences as well as formal and informal training. This may be applied using the national standard for Mutual Recognition or through Recognition of Prior Learning (RPL). Documentary evidence will be requested.

When can I start?/How do I apply?

Contact the Client Information Centre for the latest course offerings, costs and enrolment details.

Can I go onto further training?

Diploma in Community Services Work or Diploma of Community Welfare Work.

What else might I find useful?

Financial assistance with fees may be available through concessions, or via 'Time to Pay' payment plan, or industry scholarships. This and other information such as Student Support, Study and Library Assistance, Student Responsibilities, is found in the Mount Isa Institute of TAFE Student Guide/ Handbook and www.mtisa.tafe.qld.gov.au

As a student, you are able to receive extra help with your study and learning skills from learning support staff. If you feel you need this type of support at any time during your study, please do not hesitate to ask, and arrangements can be made.

Where can I find more information?

Contact our friendly Client Information Centre staff on 4744 9999.

What is the program structure?

To gain this qualification, fifteen (15) units of competency are to be achieved. There are twelve (12) core units, and three (3) elective units.

Core units

CHCMED401A	Conduct a sound assessment of a dispute for mediation
CHCMED402A	Gather and use information for the mediation process
CHCMED403A	Manage communication exchanges to define the dispute
CHCMED404A	Facilitate the mediation process
CHCMED405A	Facilitate interaction between the clients
CHCMED406A	Consolidate and conclude the mediation process
CHCMED407A	Reflect and improve upon professional mediation practice
CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS405A	Work effectively with culturally diverse clients and co-workers
CHCOHS301A	Participate in workplace safety procedures
CHCORG5B	Maintain an effective work environment
CHCCS301A	Work within a legal and ethical framework

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