

CHCSS00142 Mediation Skill Set and Australian Mediator and Dispute Resolution Accreditation Standards (AMDRAS)



Take your next career step in 2026. Become an accredited mediator

Get qualified to help people who are in conflict to generate options, negotiate agreements and resolve disputes, using the structured and facilitated process of mediation.

Modality

Our course combines online, self-paced learning with workshops and assessments that are delivered in-person or online.

Online learning

Includes readings, interactive activities, demonstrations, video presentations and collaborative learning, to provide you with the theory and knowledge required to move on to practical activities.

Depending on individual learning styles, this component involves approximately 25-28 hours (4 days) of learning.

Practice and assessment

Enhance your online learning and develop your mediation skills with our practical workshops and assessment. Experienced trainers will provide you with feedback across learning opportunities, in a safe and supportive environment.

Workshops and assessments are undertaken across 6 days, either online, in-person or through a combination of both (in line with the intake selected).

Key learnings

The course will equip you with the knowledge and skills required to:

- understand the theory and practice of the mediation process
- assess if a conflict is suitable for mediation
- facilitate the mediation process
- understand how mediation can be applied in a variety of contexts
- respond to specific issues that may arise in the process (for example, power imbalances)
- assist parties to document mediation agreements.

Course outcomes

The course provides nationally recognised training and assessment for the CHCSS00142 Mediation Skill Set through the Australian Qualifications Framework.

Completion of the course meets the requirements for entry into our CHC81115 Graduate Diploma of Family Dispute Resolution.

Students are eligible to apply for AMDRAS Accreditation upon successful completion of the course and assessment.

Discover what sets our course apart



Puts theory into practice with workshops & assessments



Online, in-person & hybrid formats



Informed by over 75 years' service delivery experience & 40 years of mediation expertise



Registered Training Organisation 21977

Learn more

Join a free 'Meet with Your Trainer' webinar to meet our facilitators, learn about the course and ask questions to help decide if it's right for you.

rav.org.au/Mediation-Course

Feedback from our online students



Fantastic online version of the course! Really valuable training.'



[The learning management system] was clear and easy to use.'

Program outline

Online learning

Mediation overview

- ADR models
- Facilitative mediation
- Characteristics of a facilitative mediator
- AMDRAS standards

Mediator skills

- Communication skills
- Mediation strategies
- Ethics and self-care
- Complexities in mediation

Mediation process

- Process stages
- Pre-mediation (intake and suitability assessment)
- Mediation formats
- Agreements

Culture, diversity and mediation practice

- Attitudes to conflict and conflict resolution
- Expectations and communication differences
- Process decisions

Practice workshops

- Practical activities
- Knowledge and skill consolidation
- Simulated mediations with AMDRAS accredited coaches

Mediation skill set training and assessment

This course provides unique access to the CHCSS00142 Mediation Skill Set units. During these units, you'll develop vocational skills required for mediation, by:

- learning micro and process skills
- participating in simulated client mediation sessions
- completing documentation and assessments relevant to industry practice.

Course outcomes

Upon completion of the course, you will also gain a statement of attainment for CHCSS00142 Mediation Skill Set.

- CHCMED004 Prepare for Mediation
- CHCMED005 Facilitate Mediation
- CHCMED006 Consolidate and Conclude Mediation

AMDRAS assessment

You'll undertake simulated client mediation sessions, observed and assessed by AMDRAS accredited assessors to become eligible for accreditation under the AMDRAS.

Relationships Australia Victoria is an accredited AMDRAS body and training provider.



Digital literacy requirements, support and IT needs

To successfully participate in our courses, students are expected to have basic digital literacy skills.

You'll need access to a computer or laptop, a stable internet connection, an inbuilt or separate webcam and microphone, and software such as Microsoft Office. If you're unsure about these requirements or need support, please let us know, we're here to help.

We understand that students have different levels of digital confidence. We encourage you to let us know if you need support with using technology. Our team can help connect you with learning support tailored to your needs.

Intakes in 2026

1: Starts 9 February 2026
Online (VIC/NSW local time).

2: Starts 4 May 2026
Hybrid delivery, online or in person in Camberwell, Victoria.

3: Starts 12 October 2026
Online (VIC/NSW local time).

Fees

\$3900. Includes assessments.

Applications

Register your interest for this course on our website.

We will then contact you with information on next steps and to organise an interview prior to being offered a place in the course.

Scan the QR code or visit
rav.org.au/Mediation-Course



Call (03) 8573 2222
Email ravtraining@rav.org.au

Student feedback

“All the theory is relevant, and the role playing outcomes are all the things I will be applying to my new career in mediation.”

Student wellbeing and support

Our team is here to support your learning not just academically, but personally too. If you need help, whether with mental health, learning, or personal matters, please reach out, your wellbeing matters to us.

Culturally safe and inclusive learning environment

We are committed to creating a culturally safe, respectful, and inclusive learning environment that supports all students. We strongly encourage enrolments from Aboriginal and Torres Strait Islander peoples and aim to ensure our training practices honour and reflect the richness of First Nations cultures.

Support for students with disability

We welcome and support students with disability. We understand that the needs of each learner vary. If you wish to disclose your support needs, we'll work with you to identify suitable learning adjustments. If we're unable to meet your specific support requirements, we'll refer you to suitable services or training providers better equipped to help.

Commitment to culture, diversity, and inclusion

Our training environment promotes equality, inclusion, and respect for all. We value the diversity of our student community and are committed to providing an inclusive space for people of all backgrounds, cultures, gender identities, abilities, and ages.

Literacy and learning support

If you need support with reading, writing, or numeracy, assistance is available. You can contact the Reading Writing Hotline by visiting readingwritinghotline.edu.au or calling 1300 655 506 for free and confidential help.

Fees and additional costs

We are committed to transparent fee disclosure. Course fees, along with any additional costs—such as laptops, internet access, or software like Microsoft Office—will be clearly outlined before enrolment. Please reach out if you need help understanding these costs or finding affordable options. We care about your wellbeing.

If we cannot enrol you

We aim to support all learners, but if we are unable to meet your individual learning or support needs, we will inform you openly and respectfully. We will also assist you by referring you to another provider or service that can better meet your needs.

Feedback

Your feedback helps us grow and improve. We encourage all students to share their ideas, concerns, or suggestions at any stage of their learning journey. You can contact us directly—we value what you have to say.

Relationships Australia Victoria

We are a specialised provider of family and relationship services, and a leading training provider with national and international experience.

Through our Centre for Learning and Innovation we provide research and evidence-led training, informed by over 75 years' service delivery experience.

Our extensive service suite includes counselling, couple and family therapy, family relationship support, conflict management, family dispute resolution, mediation, mental health services, family violence prevention, support and recovery programs and parenting education. We deliver training across a broad range of topics related to these and other areas, as well as designing customised training solutions.

Contact us

Call (03) 8573 2222

Email ravtraining@rav.org.au

rav.org.au/Mediation-Course

Relationships Australia Victoria is a Registered Training Organisation (RTO registration code 21977), providing nationally-recognised courses. Through our RTO, RAV is regulated by ASQA, and maintains its compliance with *The 2025 Standards for Registered Training Organisations*.

