

Open Awards Qualification Unit



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1 Unit Details

Unit Title:	Mediation
Unit Reference Number:	R/615/9151
Level:	Level 2
Credit Value:	3
Minimum GLH:	24

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand mediation and its role in conflict resolution	1.1 Describe the mediation process
	1.2 Describe the purpose of mediation in conflict resolution
	1.3 Give examples of conflict situations
	1.4 Identify which of the situations identified are appropriate for mediation
2. Understand the role of a mediator	2.1 Describe the role of a mediator
	2.2 Describe the skills and qualities required by a mediator
	2.3 Assess own suitability to undertake the role of a mediator
3. Understand the underlying principles of mediation	3.1 Describe the underlying principles of mediation
	3.2 Outline their importance in a mediation context