Open Awards Qualification Unit

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1 Unit Details

Unit Title:	Peer Mediation
Unit Reference Number:	A/615/8057
Level:	Level 1
Credit Value:	3
Minimum GLH:	27

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know about the purpose of peer mediation	1.1 State the main aims of peer mediation
	1.2 List the benefits of peer mediation
2. Know about the use of peer mediation for conflict resolution	2.1 Give examples of conflicts that would be appropriate for peer mediation
	2.2 Give examples of conflicts that would not be appropriate for peer mediation
3. Know why neutrality, confidentiality and voluntary participation are important within peer mediation practice	3.1 State why the mediator must remain neutral during peer mediation
	3.2 Outline why confidentiality is important to peer mediation
	3.3 Outline why voluntary participation is important to peer mediation
4. Know about the key principles of peer mediation	4.1 Identify key principles that underpin peer mediation
	4.2 Outline the importance of the principles that underpin peer mediation
5. Understand the role of a peer mediator	5.1 Outline the role of a peer mediator
	5.2 State the difference between the role of a mediator and an advisor

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6.	Know about the different types of communication skills used by a peer mediator	6.1	List key communication skills needed to become a peer mediator
		6.2	State why these skills are important during peer mediation

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