

This qualification applies to community work delivered through a broad range of services which provide support to enable the resolution of disputes between individuals, both within and external to the workplace.

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.

This qualification would be beneficial to those involved in (but not limited to) the following occupations –

- Family Mediator.
- Mediation Worker
- Counsellor.
- Mediation Caseworker.
- Indigenous Family Consultant.
- Mediator.
- Specific areas of Social worker.
- Other professional positions.

COMPETENCY ALIGNMENT & ACCREDITATION

At the conclusion of the course and successful completion of relevant post-course assessments, participants will be granted a Certificate of Attainment for relevant competency units selected from the *Certificate IV in Community Mediation*. The following are the compulsory competencies for the Certificate.

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
CHCORG5B	Maintain an effective work environment.
CHCOHS301A	Participate in workplace safety procedures.
CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS301A	Work within a legal and ethical framework.
CHCHCS405A	Work effectively with culturally diverse clients and co-workers.

There are also seven (7) electives to be selected from a separate listing.

Em-Four Pty Ltd is been accredited by the NSW Vocational Training and Education Accreditation Board (VETAB) and Commonwealth *Department of Education, Science and Training (DEST)* to deliver the competency units of this course. Statements of attainment awarded to participants who successfully complete all aspects of the course will bear accreditation as Nationally Recognised Training under the auspices of VETAB and DEST.



What We Provide

Our fees cover:

- Delivery of the course by specialist facilitators who are VETAB accredited as *Work Place Assessors & Trainers at Certificate IV* level or higher.
- All practical and written assessments, as well as any re-assessments that might be needed.
- Provision of all Course materials, session notes, and other learning resources.
- Quality venues for face-to-face workshops and training sessions

Your Course Facilitators

Matt Casey – Former Detective Inspector in NSW Police with extensive operational and training background. A member of the ‘Real Justice’ franchise who have been responsible for the development and promotion of the highly acclaimed programme ‘Restorative Practices in Workplaces’. This programme has been conducted in a variety of organisations throughout Australia including Rehabilitation Centre, Correctional Institutions, Defence Instrumentalities, Community Colleges, Schools and Food Manufacturing Industries to name but a few.

Philip Walsh – Former NSW Police Sergeant, before becoming a Lecturer in Policing & Investigations for Charles Sturt University. Philip has a long history teaching and applying investigative and interviewing best practice in both police and public sector law enforcement. He was also responsible for the development of training material, for both the private and public sector, in what might be described as the “humanities.” Recent experience in Human Relations portfolio has strengthened his knowledge of people skills and management.

Director – Em-Four Pty Ltd.

Bruce Magee – Former Detective Sergeant who has investigated and prosecuted the full spectrum of criminal offences over a distinguished career with the NSW Police. He has continued this work in the private sector, both as investigator and teacher. Completed a four year term within the Human Relations framework of Local Government where ongoing exposure to the area broadened his already extensive H.R. knowledge and skills.

Director – Em-Four Pty Ltd.

Gary Matlok – Former NSW Police Sergeant who specialised in emergency operations and human resource management. His approach to case management and problem solving enables course participants to quickly develop the skills needed. Has been involved in Real Justice and “Restorative Practices in the Workplace” programmes for the past five years.

Director – Em-Four Pty Ltd.

CONTACT DETAILS

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