RELATIONSHIPS
counselling, mediation & family support across SCOTLAND

Certificate in Family Mediation

Course Guide 2027

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1. Introduction Page 3

2. Aim Page 3

3. Learning Outcomes Page 3

4. Structure and Learning Methods Page 3

5. Entry Requirements Page 4

6. Expectations and Commitments Page 4

7. Evaluation of the Course Page 6

8. Supporting your Study Page 7

9. Management of the CFM Page 7

10. Academic Credit Rating and External Validation Page 7

11. Academic Credit Transfer Page 8

12. Quality Assurance Page 8

13. Environmental Impact Page 8

14. Learning Pathway for Family Mediators Page 9

15. Further Information Page 9

Appendices

1.1 – Structure of the CFM Page 10

1.2 – Family Mediator Job Description and Person Specification Page 11

1.3 - CFM Modules Outline Page 13

1. Introduction

Relationships Scotland aims to be the key organisation for relationship and family support across Scotland. Relationships Scotland supports a comprehensive national network of relationship counselling, family mediation services and child contact centres on mainland and island Scotland. Services that are Members of Relationships Scotland provide a wide range of supports including: Relationship Counselling; Family Mediation; Child Contact Centres; Sex and Relationship Therapy; Young People's Counselling; Stepfamily Mediation; Mediation for Young People and their Families; Parenting Apart Information sessions; Young People's Support Groups.

Family mediation is a voluntary process in which a trained, impartial mediator helps family members to communicate more effectively, and to make their own arrangements for the future, particularly for children. Family Mediators in Services that are Members of Relationships Scotland work predominantly with those involved in family breakdown, particularly parents who are separating or living apart. Mediation helps parents to communicate better with one another and to reach their own agreed and informed decisions about some or all of the issues relating to or arising from family breakdown.

Relationships Scotland's training for Family Mediators has been developed over many years and is firmly rooted in promoting good practice. The most recent developments have been driven by feedback from Mediators working in Member Services. These changes have also taken into account changes in family mediation in Scotland, the UK and internationally. The key driver remains providing the best service to families in Scotland. The result of all these drivers is the Certificate in Family Mediation (CFM). In order to take part in any of the learning, participants **must be recruited by a Service[1] that is a Member of Relationships Scotland**.

2. Aim

The Certificate in Family Mediation aims to equip participants with the practice skills, knowledge and understanding required to be a highly competent Family Mediator and to achieve Registered Mediator status.

3. Learning Outcomes

By the end of the CFM participants will be able to:

- LO 1 – Demonstrate knowledge and understanding of the mediation process, principles, models and theories that underpin family mediation practice.
- LO 2 – Apply knowledge and understanding of the context of separation and divorce/dissolution, children's needs, managing risk, relevant legislation, policies, procedures and research that supports family mediation practice in Relationships Scotland.
- LO 3 - Critically reflect upon their family mediation practice and the knowledge and understanding that underpins it.
- LO 4 - Demonstrate a high level of understanding and application of the competencies and skills in family mediation practice, both in-person and using online technology, required to be a Relationships Scotland Registered Mediator.
- LO 5 – Evidence and apply knowledge and understanding of the role of the reflective practitioner and supervision in developing best practice in mediation.

4. Structure and Learning Methods

The CFM is a part-time course that can be completed within 2-3years. It requires approximately 500 hours of student learning. This takes place through Distance Learning (195 hours), Facilitated Learning (85 hours) and Service Based Practice Learning (220 hours) and a key element of the course is integrating the learning from these different areas (see Appendix 1.1).

[1] Relationships Scotland's Selection of Trainee Mediators Procedures. Also see Appendix 1 of Course Guide CFM.

The CFM consists of two modules:

- Module One-Certificate in Family Mediation (Accredited).
- Module Two-Certificate in Family Mediation (Registered).

The learning methods used in Module One and Module Two differ, however they include: trainer input; large group exercises; small group exercises; individual and group tutorial sessions, observation of intake sessions and mediation sessions; directed reading of texts/handouts; accessing online resources; watching videos; completion of learning activities to consolidate learning; self-directed reading; skills practice; assessed skills practice; learning log; mentored co-mediation practice and mediation practice (both in-person and using online technology); supervision; supervisor observation of participants' mediation practice. We are currently piloting the use of a Moodle Learning Management System to support learners.

Module One – Certificate in Family Mediation (Accredited)

This module is designed to build upon the experience that trainees bring and to introduce them to the basic knowledge, understanding and practice skills required to be a competent Family Mediator and to achieve Accredited Mediator status. The learning is designed in three Units and includes ten training days over six weekends along with an online welcome session. The course is assessed through the completion of written work, assessed skills practice and assessed mentored co-mediation practice, which requires trainees to reflect upon their competence as a mediator.

Module Two – Certificate in Family Mediation (Registered)

This module encourages Accredited Mediators to build upon their learning from Module One-CFM(A) and to integrate their learning from mediation practice, self-directed reading and CPD training events. This leads to Registered Mediator status with Relationships Scotland. The main focus of the learning is through mediation practice with over half of these hours through Service Based Practice Learning, the remainder are through Distance Learning and Facilitated Learning. The course is assessed through the completion of written work, assessed mediation practice and a Registration Panel.

5. Entry Requirements

Trainee Mediators are recruited to participate in the CFM by Member Services. The Selection Criteria and Job Description can be found in Appendix 1.2. A copy of the Selection Procedures for Trainee Family Mediators is available on the Member Service Resources Hub. Mediators then progress onto Module Two-CFM(R). In order to participate in Module Two-CFM(R) participants must be an Accredited Mediator working in a Member Service and have completed Module One-CFM(A) or equivalent. Trainee/Accredited Mediators have a contract with their Service and they undertake the practice element of the course with their Service.

Relationships Scotland offers an Accreditation of Prior Learning and Experience process for Family Mediators. This process is suitable for experienced Family Mediators trained by other organisations in Scotland and from other parts of the UK or other countries. For further information about this process contact the T&D Manager-Mediation.

6. Expectations and Commitments

Our Expectations about the CFM

- Both stages of the CFM can be demanding, both emotionally and physically. Our expectation is that trainees will have set aside time to commit to all aspects of the training and to completing both Module One-CFM(A) and Module Two-CFM(R). Estimated commitment is 5 hours per week.
- The Distance Learning element of the course requires the Trainee/Accredited Mediator to be a self-motivated learner and able to plan time for the learning.
- Attendance at all of the Module One-CFM(A) Facilitated Training Days is essential. Time keeping is particularly important and these sessions will start promptly so that we can finish on time for everyone's benefit. If lateness is unavoidable, we ask that Trainee Mediators

make contact with the T&D Manager-Mediation to explain in advance. If there is unavoidable absence, for example due to illness, Trainee Mediators still need to cover the required work, which will involve extra work with the Member Service and/or with a tutor. Any catch-up work is discussed with the T&D Manager-Mediation and the Trainee Mediator's Service and has to reach the same standard as the work completed on the course. This will be done to minimize costs, but any additional direct costs will incur an additional charge.

- Trainee Mediators completing Module One-CFM(A) are expected to participate in at least one tutorial session. Accredited Mediators completing Module Two-CFM(R) are expected to participate in at least one tutorial session a year. The tutorial sessions can be offered in a format that suits the mediator (individual/group, in person, online video conference or telephone).
- Accredited Mediators completing Module Two-CFM(R) are required to meet the minimum practice standards[2] and attend at least two CPD events during the course (12 hours CPD/12 Category A CPD Points[3])
- Trainee/Accredited Mediators come to the course with a wide range of experience. Some parts of the course will be easier for some than for others. Shared learning is an essential aspect of the CFM. For the benefit of all members of the course, everyone is asked to participate fully in discussions and exercises, including the skills practice.
- Trainee/Accredited Mediators also come from different Member Services. Sharing learning about mediation in different Services and the opportunity to share that learning with other Trainees/Accredited Mediators is integral to the CFM.

Commitments - By Relationships Scotland National Office

- to provide the Distance Learning and Facilitated Learning for Module One-CFM(A) and provide the structure for Module Two-CFM(R) Distance Learning and Facilitated Learning as set out in the CFM Course Guide.
- to use experienced Course Facilitators, Course Tutors and External Presenters on the CFM. All Course Tutors and Course Verifiers will be Registered Mediators with Relationships Scotland.
- to encourage an open learning environment and to offer thoughtful feedback on Trainee/Accredited Mediators' mediation skills.
- to be open and transparent about the assessment process as detailed in the CFM Course Handbook.
- to provide Trainee/Accredited Mediators, Supervisors and Member Service Chief Officers with written feedback for each assessment and be available to discuss these assessments and support resubmissions if required.
- to communicate and provide support to Trainees/Accredited Mediators, Supervisors and Services throughout the CFM.
- to provide opportunities to offer feedback to the T&D Manager-Mediation about the CFM and to encourage ongoing evaluation of the course, through evaluation forms.
- to communicate with the Trainee/Accredited Mediator and the Service if the mediator is unable to continue on the course for whatever reason and to support the exit interview process.

Commitments – By the Member Service

- to make payment of the course fee to Relationships Scotland National Office. Any other arrangement for payments of fees or expenses is agreed between the Service and the Trainee/Accredited Mediator. Any arrangements for payment of all or part of the course fee agreed between the Member Service and the Trainee Mediator/Accredited Mediator should be transparent and include a cancellation process.
- to provide the Service Based Practice Learning as outlined in the course requirements (including induction sessions, observation sessions) to support the mediator's learning.
- to support the Trainee/Accredited Mediator to attend the required Facilitated Learning events and complete the required Distance Learning Activities.

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[2] See Relationships Scotland Practice Standard for Family Mediators
[3] See Relationships Scotland CPD Approval Process for Mediation Services

- to appoint a supervisor and to provide supervision sessions throughout the course as outlined in the course requirements.
- to support the Trainee/Accredited Mediator through mentored co-mediation practice/mediation practice and through the assessment process for the course.
- to provide access to Service resources, including books, the members section of the Relationships Scotland website, policies and procedures.
- to contact the T&D Manager-Mediation if there are any concerns about a Trainee/Accredited Mediator, the course or if further support is required.
- to provide feedback to the T&D Manager-Mediation about the CFM and to encourage ongoing evaluation of the course through the completion of evaluation forms.
- to communicate with the Trainee/Accredited Mediator and T&D Manager-Mediation if there are any concerns or a Trainee/Accredited Mediator's Training Agreement is terminated for any reason and to complete the exit interview process. If for any reason a mediator's contract with the Service is terminated, then they cannot continue on the CFM.

Commitments - By Trainee/Accredited Mediators

- to undertake the Certificate in Family Mediation, including all the assessments by the agreed deadlines. Completion within 2 years requires approximately 5 hours commitment per week. The training of mediators is a significant commitment, following training, mediators are expected to work with their Member Service for a minimum of 2 years.
- to attend all the Facilitated Learning events, or catch-up training/additional training as required (which may incur an additional cost).
- to complete the Distance Learning Activities.
- to take part in induction/observation sessions and observation of mediation practice in the Service.
- to complete the required number of hours of mentored co-mediation practice/mediation practice.
- to attend supervision and case discussion/mediators' meetings (times and dates to be mutually agreed).
- to abide by Relationships Scotland's Code of Professional Conduct for Family Mediators.
- to abide by Relationships Scotland and Service Policies and Procedures.
- to be responsible for their own learning and manage the time required to commit to the course.
- to follow the process for negotiating an extension if there is a difficulty with any of the assessment deadlines, as outlined in the CFM Course Handbook.
- to contact the T&D Manager-Mediation if there are any concerns regarding the Distance Learning Activities, the Facilitated events, the Service Based Practice Learning or the Assessment Process. Relationships Scotland also has a Student Complaints Policy.
- to contact the T&D Manager-Mediation, Supervisor or Member Service Chief Officer if further support is required.
- to provide feedback to the T&D Manager-Mediation about the CFM to encourage ongoing evaluation of the course through the completion of evaluation forms.
- to communicate with the Service and T&D Manager-Mediation if there are any concerns or the Training Agreement is terminated for any reason and complete the exit interview process. If for any reason a mediator's contract with the Service is terminated, then they cannot continue on the CFM.
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7. Evaluation of the Course

Relationships Scotland are keen to develop their practice and continue to improve the CFM. With this in mind, there will be on going evaluation of each stage of the course. Any mediator that leaves before they complete the course will be expected to complete an Exit Interview. These processes will evaluate the impact of the learning and the course delivery and will be used to further develop the CFM. Relationships Scotland National Office is keen to hear from participants about their experience of the course and suggestions for improvements at any time.

8. Supporting your Study

We start from the basis that the participants on the CFM are experienced individuals, who are able to reflect on their own experience and take responsibility for identifying and accessing what they need and the choices they make. The philosophy of the course is to create an environment where it is safe to experiment and make mistakes. To this end, we hope to encourage openness and respect for each other's individual skills and learning styles. The teaching/learning format will vary but will provide a number of opportunities for sharing experience.

The content of the course may raise issues for participants. As mediators within a Member Service the primary route for support with these issues is through supervision. There is more information about this in the Policy and Practice Procedures for the Supervision of Family Mediators. There are also opportunities throughout the course to process issues or concerns that have arisen with the T&D Manager-Mediation and Course Tutors.

As adult learners, participants bring life experience and previous study experience to this course. There will be other pressures on their time such as family, friends, employment, leisure activities and it is useful to consider how this training is going to fit in with the other claims upon time. If they have not studied for some time, it is sometimes helpful to be reminded of study techniques. There are texts within the resources at Relationships Scotland National Office to help prepare for studying again along with some mediation texts and journals. It is important that participants speak with the T&D Manager-Mediation if they have any specific learning needs prior to starting the course. The T&D Manager-Mediation is available to discuss any concerns there are about the course including the completion of written material.

The course is designed to ensure that there is no discrimination against any participant on the CFM. Relationships Scotland has a National Policy on Equality and Diversity. Alongside this Relationships Scotland have other policies and procedures to support participants in their learning such as a Student Complaints Procedure and Appeals process. Participants will have a contract with Services and there will be local policies and procedures which participants need to familiarise themselves with.

9. Management of the CFM

The Relationships Scotland Training and Development Manager–Mediation (T&D Manager-Mediation) manages the CFM. This work is overseen by the Head of Practice for Mediation. The Mediation Practice Committee, which is made up of representatives from Member Services, monitors, evaluates and provides guidance to the T&D Manager-Mediation on changes and developments.

10. Academic Credit Rating and External Validation

The CFM is managed, delivered and awarded by Relationships Scotland. The course has been credit rated by the University of the West of Scotland and awarded 50 credits at SCQF level 9 until December 2027. We will be seeking a new credit rating body during 2027. The CFM has external professional validation from The College of Mediators.

Relationships Scotland is also approved as an organisation to accredit Family Mediators by the Lord President of the Court of Session in Scotland. As a result, Family Mediators who successfully complete Module One of the CFM can join the Relationships Scotland Register of Family Mediators and the confidentiality of the mediation process is then protected under the Civil Evidence (Family Mediation) (Scotland) Act 1995.

11. Academic Credit Transfer

As part of the SCQF credit transfer arrangements the academic credits may be able to be transferred to other organisations:

"Credit Transfer is a type of RPL [Recognition of Prior Learning] which allows the transfer of SCQF Credit Points from one qualification to another or learning programme to another to minimise the duplication of learning. … The amount of credit which will be recognised for Credit Transfer is at the discretion of the receiving institution. The process of recognising prior learning involves making a professional judgement as to what has been learned, how much learning has taken place and whether the learning is still current"
(The SCQF Handbook, page 27-28. [Online]. Available from: https://scqf.org.uk/wp-content/uploads/2024/09/handbook.pdf

12. Quality Assurance

Written course work and assessments such as Learning Activities and Integrated Case Studies are assessed by the T&D Manager-Mediation. Integrated Case Studies (summative assessments) are double marked internally. Samples of the written summative assessments are sent to an external marker (top, middle and bottom). The purpose of appointing an external marker is to ensure consistency of standard and marking.

Course Tutors, Course Verifiers and Supervisors assess elements of mediation practice. The T&D Manager-Mediation meets regularly with Course Tutors and Course Verifiers to discuss consistency of assessment. The T&D Manager-Mediation regularly liaises with the Relationships Scotland Supervision Manager, who provides support and guidance to Supervisors. The Accreditation and Validation Panel, which is made up of independent academic professionals, experienced and newly qualified practitioners and students, also provides guidance to the T&D Manager-Mediation on the CFM and the procedures.

All Family Mediators within Services that are Members of Relationships Scotland must be Accredited or Registered with Relationships Scotland, which gives mediators protection under the Civil Evidence (Family Mediation) (Scotland) Act 1995. Accredited Mediators meet the training requirements to join the Scottish Mediation Register of Mediators for categories other than Family (Divorce and Separation) Mediation. There may be specific requirements for mediation practice in other contexts. Registered Mediators can also be listed for Family (Divorce and Separation) Mediation. It is Relationships Scotland's expectation that students on our courses would not practice privately in areas that they are not yet qualified in, unless on a sanctioned placement. If a mediator in training wishes to offer services out with the Relationships Scotland network this should be discussed with the T&D Manager-Mediation in the first instance. Issues or exceptions to this expectation can be raised with the Head of Practice, and if necessary, brought to the AVP for approval.

13. Environmental Impact

Relationships Scotland National Office is committed to reducing the impact of study upon the environment. With this in mind we are working towards reducing the amount of paper used during our courses without reducing the quality of the training. Written course work will be available electronically and trainees are required to use the electronic versions. We are currently piloting the use of Relationships Scotland Moodle Learning Management System.

14. Learning Pathway for Family Mediators

Once both modules of the CFM have been completed, Registered Mediators are required to continue their learning through mediation practice, continuing professional development and supervision. These annual requirements are stated in the Practice Standards for Relationships Scotland Family Mediators and can be found in the Member Service Resources Hub. There is also the opportunity to participate in further training such as Child Inclusive Mediation (formerly known as Consultation with Children and Young People in Mediation) and the Certificate in Mediator Supervision.

There may be some circumstances when a current mediator in training may want to apply to another Relationships Scotland course. The mediator may not meet the entry requirements fully as they are in the final stages of their mediation training. It is expected that the Course Director of the course applied for will speak with the Course Director of the current course to establish whether taking on another course is advisable. Areas to consider, for example:

- how far the applicant is through their current course.
- whether there are any concerns about workload and capacity to complete the initial course if a subsequent course is undertaken.
- whether it will be possible for the student to achieve sufficient practice hours for both courses.
- the applicant's status with any outstanding assessments.

If there are good reasons for making an exception to the requirements, the T&D Manager - Mediation will raise this with the Head of Practice initially. If the issue requires further discussion or approval, it can be brought to the AVP.

15. Further Information

To find out more about the Certificate in Family Mediation please contact:

Training and Development Manager-Mediation
Sonia Bruce
T: 0345 119 2020
E: sonia.bruce@relationships-scotland.org.uk

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APPENDIX 1.1 - STRUCTURE OF CFM (based on the CFM beginning in January and being completed in 2 years)

*Service Assessment Meeting

MODULE ONE-CFM(A)

Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
DISTANCE LEARNING												
Unit 1 Learning Activities												
		Unit 2 Learning Activities										
					Unit 3 Learning Activities and Assessments							
FACILITATED LEARNING												
Welcome Session	CFM(A) TD 1 & 2	CFM(A) TD 3 & 4		CFM(A) TD 5 & 6		CFM(A) TD 7 & 8	CFM(A) TD 9		CFM(A) TD 10			
SERVICE BASED PRACTICE LEARNING												
Induction/First Observations		Supervision/Mediator's Meetings					Mentored co-mediation practice/Supervision/Mediator Meetings/ Observation					
						SAM* (1)					SAM* (2)	
ASSESSMENTS SUBMITTED												
	Unit 1 Learning Activities			Unit 2 Learning Activities						Integrated Case Study, Unit 3 Learning Activities, Mediation Practice Record		

MODULE TWO-CFM(R)

JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN
DISTANCE LEARNING												
Self-Directed Reading in four areas and Completion of Learning Activities												
FACILITATED LEARNING												
Attend CPD events (minimum 2x6 Category A CPD points) and Completion of Learning Activities												
SERVICE BASED PRACTICE LEARNING												
Mediation Practice (min 30 hours and ten cases)												
Supervision (minimum 4 hours per year)												
Learning Activities												
Learning Log												
Supervisor Observation of two mediation sessions												
SAM* after 15 hours of Mediation Practice or 1 Year												
FINAL ASSESSMENTS SUBMITTED												
										Integrated Case Study		
										Learning Activities		
										Supervisors Report		
										REGISTRATION PANEL		

Appendix 1.2 – Job Description and Person Specification

Job Description – Family Mediator

Family Mediation is a voluntary process in which a trained, impartial mediator helps family members to communicate more effectively, and to make their own arrangements for the future, particularly for children. Family mediation assists those involved in family breakdown, in particular parents who are separating or living apart, to communicate better with one another and to reach their own agreed and informed decisions about some or all of the issues relating to or arising from the family breakdown.

The family mediator's role is to:

- provide an impartial, professional service for families.
- help families to become aware of and to put children's needs first.
- help families, particularly parents, to communicate better with one another and to manage the conflict which can cause confusion and distress for their children and themselves.
- help families, particularly parents, to resolve issues arising out of family breakdown, particularly those affecting children and young people, and to make arrangements for the future.
- respect confidentiality and work within the appropriate policies and procedures of the organisation, including those related to assessment of risk such as child protection and domestic abuse.

Issues raised in family mediation include:

- conflict, its effect on children and young people, and managing it effectively.
- communication between parents, and with their children and young people.
- parental roles and responsibilities.
- what children and young people need from their parents.
- where children live, particularly if parents live apart, and the time children spend with their parents.
- keeping in touch with children when they are with their other parent.
- how children spend holidays and celebrate special days.
- managing health and education matters when parents live apart.
- the emotional process of separation and divorce/dissolution for children, young people and adults.
- children's understanding of and involvement in the changes in their family situation.
- issues associated with families re-forming.
- the involvement of other family members e.g., grandparents, step-parents.
- the legal context, particularly of the divorce/dissolution process.
- assessment of risk e.g., protecting children and vulnerable adults, domestic abuse.
- the appropriateness of other supports e.g., individual or relationship counselling, child contact centres, addiction support.

Trainee family mediators are:

- selected by family mediation services that are members of Relationships Scotland and trained as mediators by Relationships Scotland National Office.

Family mediators:

- are accountable to the Member Service Chief Office and/or the Member Service Board.
- participate on the Relationships Scotland Certificate in Family Mediation and if successful become Relationships Scotland Registered Mediators.
- work to Relationships Scotland's Code of Professional Conduct for Family Mediators.
- meet Relationships Scotland's Practice Standards. This includes a minimum of 15 mediation practice hours per year, and for Registered Mediators, an annual requirement to participate in 12 hours continuing professional development (CPD).
- participate in supervision of their mediation practice, including self-evaluation.
- participate in mediators' meetings in the Member Service, as agreed.

The training of mediators is a significant commitment, following training mediators are expected to work with their Member Service for a minimum of 2 years.

Person Specification – Trainee Family Mediator

	Essential (E) Desirable (D)
Qualifications, Knowledge and Experience	
Able to study at SCQF Level 9/SVQ 4 (i.e., Ordinary Degree – Third Year)	E
Qualification in a relevant profession such as Social Work, Social Care, Community Education, Teaching, Law, Counselling, etc.	D
Experience of one or more of the following areas: voluntary organisations, counselling, mediation, negotiation (e.g., in law or trade union), work with people in conflict or distress, work with families and children.	D
Awareness of children's development and needs.	D
Knowledge and experience of promoting equality and diversity.	D
Skills and Abilities	
Good listening skills.	E
Good verbal and written communication skills.	E
Ability to act impartially.	E
Ability to empathise with others.	E
Ability to reflect upon and learn from experiences.	E
Ability to take responsibility for own learning and development.	E
Computer literate.	E
Personal Qualities	
Reliable and flexible approach.	E
Non-judgmental approach.	E
Self-awareness and resilience.	E
Openness and commitment to new learning.	E
If you have experienced separation/divorce/dissolution, to have adjusted to the situation and to be able to use this experience constructively.	E
Practical	
Attendance at all the facilitated learning events and preparedness to undertake catch up work if required.	E
Access to a computer for web-based activities and completing written course work	E
Commitment to completing the CFM [Module One-CFM(A) and Module Two-CFM(R)].	E
Commitment to the Member Service for a minimum of 2 years after completion of CFM	E
Availability and flexibility to undertake mediation practice and to participate in meetings in the Member Service, as agreed.	E
Commitment to Relationships Scotland's Code of Professional Conduct for Family Mediators and to meeting the Practice Standards for Family Mediators including a minimum of 15 mediation practice hours per year	E
Commitment to participate in supervision of mediation practice, including self-evaluation according to Relationships Scotland's Policy and Practice Procedures for Supervision of Family Mediators.	E

1.3 – CFM Modules

Module One – Certificate in Family Mediation (Accredited)

Aim:

Module One-Certificate in Family Mediation (Accredited) aims to equip participants with the knowledge, understanding and practice skills required to be a competent family mediator and to achieve Accredited Mediator status.

Learning Outcomes:

By the end of the course participants will be able to:

- LO 1 - Demonstrate knowledge and understanding of the context of family mediation in Scotland and relevant legislation, policies, procedures and research.
- LO 2 - Demonstrate knowledge and understanding of separation and divorce/dissolution and the diverse needs of children and families.
- LO 3 - Evidence knowledge and understanding of the mediation process and the basic models and theories that underpin mediation practice.
- LO 4 - Demonstrate competencies and skills in mediation practice required to be an Accredited family mediator.
- LO 5 - Evidence knowledge and understanding of the role of the reflective practitioner and supervision in developing best practice in mediation.

Structure

Module One-CFM(A) is designed in three Units:

UNIT 1 – Introduction to Family Mediation in Scotland - the personal, historical, social and legal context.

(LO 1, LO 5): This unit includes an introduction to Family Mediation in Scotland; exploring the changing nature of the family; an introduction to family law, divorce/dissolution law and the legal process in Scotland; an introduction to equality and diversity issues; the role of the mediator in addressing inequality in mediation; exploring what the mediator brings to the mediation process and the role of the reflective practitioner.

UNIT 2 – Separation and Divorce/Dissolution – the needs of children and families.

(LO 1, LO 2, LO 5): This unit includes the impact of separation, loss and change on families; legislation, policies and research related to promoting the welfare of children and families in Scotland, how separation and divorce/dissolution can affect children and the factors involved in their adjustment; the role of mediation in promoting best outcomes for children; the mediators role in responding to concerns about a child's welfare e.g. child protection issues; the distinctions between direct and indirect consultation with children; techniques mediators can use to help parents to focus upon their children's needs and manage the process of loss and change.

UNIT 3 –The Mediation Process, Practice and Underlying Theories

(LO 1, LO2, LO3, LO4, LO5): This unit includes an introduction to the mediation process; mediation competencies, skills, techniques and principles; Relationships Scotland's Code of Professional Conduct; conflict theory and the role of the mediator in managing conflict; issues of power difference in mediation and the role of the mediator in responding to unproductive power dynamics; the mediator's role in responding to concerns about abuse or risk – including domestic abuse and trauma informed practice; introduction to different mediation models and approaches, including mediation practice using online technology; the role of the reflective practitioner and supervision in promoting best practice in Member Services.

Learning Methods

Distance Learning – 110 hours:

Course material is made available on Relationships Scotland Moodle Learning Management System for trainee mediators to work through at home, individually and at their own pace. This work consists of reading handouts and books; accessing resources on the internet; watching videos; completing Learning Activities and Assessments.

Facilitated Learning – 70 hours:

There are ten training days that take place over six weekends along with an online welcome session. Training Days 1-8 take place in-person and Training Days 9-10 take place online via Zoom. Course participants must attend all Training Days. These training days are facilitated by the T&D Manager-Mediation, Course Tutor and external presenters. These are interactive sessions and include trainer input, large group exercises, small group exercises, tutorial sessions and mediation skills practice. The training days are designed to consolidate the trainees' Distance Learning and Service Based Practice Learning, introduce additional areas of learning, enable the trainee mediator to apply learning to mediation skills practice and develop their skills as a reflective practitioner. These training days include assessed skills practice which take place in small tutor groups. The trainee mediator's in-person skills practice is assessed by Course Tutors and filmed to encourage the trainee mediator's development as a reflective practitioner.

Service based Practice Learning – 70 hours:

This includes an induction meeting, developing knowledge and understanding of the local area and Member Service policies and procedures, observation of intake sessions and mediation sessions, at least 4 supervision sessions, mediators' meetings, assessment meetings, a minimum of 10 hours of mentored co-mediation practice, supervisor observation of mentored co-mediation practice and completion of a Learning Log. The actual number of hours of mentored co-mediation practice is at the Supervisor's discretion as the mediator may require more than 10 hours to meet the level of competence.

Assessment Methods

Learning Activities:

Trainees must complete Unit 1, Unit 2 and Unit 3 Learning Activities. These are formative assessments and provide evidence towards all Learning Outcomes. Written feedback is given to trainees.

Mediation Practice:

Trainee mediators are assessed on their mediation skills practice on the Training Days by the Course Tutors. This is a summative assessment. Trainees are also assessed on their competence as a mediator throughout their mentored co-mediation practice and a minimum of one observation of their mediation practice by their supervisor. This process is a summative assessment. The assessments and other supporting materials are collated in the Mediation Practice Record. The Mediation Practice Record provides evidence to meet Learning Outcome 4 and 5.

Integrated Case Study:

Trainees are expected to integrate their knowledge and understanding of the mediation process, practice and underlying theories using a practice example in an Integrated Case Study (3500 words). Trainees complete a Learning Log throughout the course to reflect on their personal development and learning. The Learning Log is not assessed; however, trainees must use excerpts from their Learning Log in their Integrated Case Study. The Integrated Case Study is a summative assessment and is required to provide evidence towards meeting all the Learning Outcomes for Module One-CFM(A).

Module Two – Certificate in Family Mediation (Registered)

Aim:
Module Two-Certificate in Family Mediation (Registered) aims to consolidate the learning from the Module One-CFM(A); to equip participants with the practice skills, knowledge and understanding required to be a highly competent family mediator and to achieve Registered Mediator status.

Learning Outcomes:
By the end of the course participants will be able to

- LO 1 - Apply knowledge and understanding of: the Context of Family Mediation in Scotland; Separation and Divorce/Dissolution and the Diverse Needs of Children and Families; relevant Legislation, Policies, Procedures and Research.
- LO 2 - Demonstrate a high level of understanding and application of the competencies and skills in mediation practice required to be a Relationships Scotland Registered Mediator.
- LO 3 – Evidence knowledge and understanding of: Advanced Mediation Skills; Advanced Models and Theories; Ethical Dilemmas and Principles in Mediation; Mediation in Different Contexts.
- LO 4 - Evidence knowledge and skills gained through participation in Continuing Professional Development training events.
- LO 5 - Critically reflect upon their mediation practice and the knowledge and understanding of Family Mediation that underpins it.
- LO 6 – Apply knowledge and understanding of the role of the reflective practitioner and supervision in developing best practice in mediation.

Structure:
Module Two-CFM(R) is designed to support the Accredited Mediator to consolidate their learning from Module One-CFM(A) in their mediation practice (LO 1, LO 2, LO6). This learning mainly takes place within the Member Service. It also requires the Accredited Mediator to continue their learning through self-directed reading and participation in Continuing Professional Development training events from the Relationships Scotland National Programme or CPD events approved by the CPD Approval Process (LO 3, LO 4). The mediator evidences their learning in Learning Activities, an Integrated Case Study and a Registration Panel (LO 2, LO 3, LO 4, LO 5, LO 6). The mediator, in discussion with their Supervisor, has some flexibility in choosing the areas for further study.

The Accredited mediator can complete the requirements in 1 year. A supervisor observation of mediation practice and a Service Assessment Meeting takes place between 10-15 hours of mediation practice. Should the mediator require more than a year to complete then they must meet minimum annual requirements in the Relationships Scotland Practice Standards.

Learning Methods

Service Based Practice Learning – 150 hours.

- A minimum of 30 hours mediation practice. This includes a minimum of 8 cases. The actual number of hours of mediation practice is at the Supervisor's discretion as the mediator may require more than 30 hours to meet the level of competence (minimum annual requirements must be met).
- A minimum of 4 hours supervision per year or 10% of mediation practice hours, whichever is the greater, subject to a maximum of 12 hours per year.
- Supervisor Observation of mediation practice - at least two mediation sessions, one observation must take place between 10-15 hours of mediation practice.
- A Learning Log is completed after every mediation session and to reflect upon other areas of learning. For example. Distance Learning, Facilitated Learning, attendance at Member Service Meetings, such as mediators' meetings.
- Learning Activities are completed to record Service Based Practice Learning.
- A Service Assessment Meeting takes place between 10-15 hours of mediation practice.

Distance Learning – 85 hours

- Self-directed reading. Accredited Mediators, in discussion with their supervisors/T&D Manager-Mediation, identify their own reading material/resources to develop their knowledge and understanding of mediation in practice. The areas of learning that they are required to cover are Advanced Mediation Skills; Advanced Models and Theories; Ethical Dilemmas and Principles in Mediation; and Mediation in Different Contexts.
- Distance Learning Activities are completed to record their learning from texts and articles and relate this to their mediation practice. This learning is also used within the Integrated Case Study and Registration Panel.

Facilitated Learning – 15 hours.

- Attendance at CPD events, which are part of the Relationships Scotland CPD National Programme or other CPD events awarded Category A points through the Relationships Scotland CPD Approval process. This is an opportunity for Accredited Mediators, alongside their supervisor and Member Service, to choose areas of learning to improve practice and which interest them. A minimum of two CPD events (12 hours Category A CPD) must be attended (minimum annual requirements must be met).
- Facilitated Learning Activities are completed to record learning from participation in the CPD event and the impact upon their mediation practice. This learning is also used within the Integrated Case Study and Registration Panel.

Assessment Methods

Learning Activities:

Accredited Mediators must complete Learning Activities within three areas: Service Based Practice Learning, Distance Learning and Facilitated Learning. The Learning Activities record that the required amount of mediation practice, supervision, self-directed reading and participation in CPD events has been completed. They encourage Accredited Mediators to record and reflect upon their learning and support them in the completion of their Integrated Case Study and Registration Panel. This process is a summative assessment that provides evidence that the required amount of Service Based Practice Learning, Distance Learning and Facilitated Learning has taken place.

Mediation Practice:

Supervisors assess Accredited Mediators on their mediation practice throughout Module Two-CFM(R). An Accredited Mediator must be able to evidence that they meet the required level of competence in mediation practice by the end of their 30 hours (minimum) mediation practice. This will be assessed (formative and summative) by their Supervisor and involves at least two supervisor observations of mediation practice. The formative assessment takes place between 10-15 hours of mediation practice. The Supervisor completes a second observation, usually when the mediator nears 30hours of mediation practice (or more at the supervisor's discretion) and completes a summative assessment – the Supervisor's Evaluation Report. This provides evidence towards meeting Learning Outcomes 1, 2, 6.

Integrated Case Study:

Accredited Mediators are expected to critically reflect upon their mediation practice and the knowledge and understanding of Family Mediation that underpins it in their Integrated Case Study (4500 words). Accredited Mediators are expected to complete a **Learning Log** throughout the course to reflect on their personal development and learning. The Learning Log is not assessed; however, mediators must use excerpts from their Learning Log in their Integrated Case Study. The Integrated Case Study is a summative assessment and is required to provide evidence towards meeting Learning Outcomes 1, 2, 3, 4, 5, 6.

Registration Panel:
A Registration Panel is arranged after the Accredited Mediator has successfully submitted the Learning Activities, the Supervisor's Evaluation Report and the Integrated Case Study. The Panel takes place online via Zoom. The Accredited Mediator is required to talk about their learning from the CFM and their mediation practice, including the case examples that they have used in their Integrated Case Study. The Registration Panel is a summative assessment and is required to provide evidence towards meeting Learning Outcomes 2, 5, 6.

Further information about the assessment process for Module One-CFM(A) and Module Two-CFM(R) can be found in the CFM Course Handbook - Assessment Procedures.