

# CERTIFICATE IN FAMILY MEDIATION COURSE GUIDE - CFM (A)

UPDATED MAY 2020

**Stage 1:  
Certificate in Family Mediation (Accredited)**

Stage 2:  
Certificate in Family Mediation (Registered)

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## 1. RELATIONSHIPS SCOTLAND

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; Step Family Mediation; Mediation for Young People and their Families; Parenting Apart Information sessions; Young People's Support Groups.

## 2. INTRODUCTION

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 the 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).

The Certificate in Family Mediation consists of two stages of learning. The first stage is the Certificate in Family Mediation (Accredited) and the second stage is the Certificate in Family Mediation (Registered). In order to take part in any of the learning, participants **must be recruited by a Service<sup>1</sup> that is a Member of Relationships Scotland.**

## 3. MANAGEMENT OF THE CFM

The Relationships Scotland Course Director–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 Course Director on changes and developments.

## 4. QUALITY ASSURANCE

Written course work and assessments such as Learning Activities, Learning Reviews and Integrated Case Studies are assessed by the Course Director–Mediation. Learning Reviews and 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 Course Director meets annually with Course Tutors and Course Verifiers to discuss consistency of assessment. The Course Director regularly liaises with the Relationships Scotland Supervision Manager, who provides support and guidance to Supervisors. The

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<sup>1</sup> Relationships Scotland's Selection of Trainee Mediators Procedures. Also see Appendix 1 of Course Guide CFM.

Accreditation and Validation Panel, which is made up of independent academic professionals, also provides guidance to the Course Director–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 Trainee Mediator wishes to offer services outwith the Relationships Scotland network this should be discussed with the Course Director 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.

## **5. ACADEMIC CREDIT RATING AND EXTERNAL VALIDATION**

The CFM is managed, delivered and awarded by Relationships Scotland and leads to an award on the Scottish Credit and Qualifications Framework. The course has been credit rated by Edinburgh Napier University. Both stages have been awarded 25 credits at SCQF level 9. The CFM also has external professional validation from The College of Mediators.

## **6. ACADEMIC CREDIT TRANSFER**

As part of the SCQF credit transfer arrangements the academic credits may be able to be transferred to other organisations. The SCQF Handbook 2015, page 27:

“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. There are three main types of RPL:

- RPL for personal/career development;
- RPL to gain entry to a learning programme;
- RPL for the award of SCQF Credit Points to gain entry with credit or advanced standing in a programme/qualification.

The first type is referred to as formative recognition and the other two are referred to as summative recognition. Only summative recognition can lead to the award of SCQF Credit. An RPL claim for credit involves the comparison of the individual's learning to the aims and/or learning outcomes of the qualification or learning programme for which credit is being sought. The RPL process for the award of SCQF Credit Points will determine the SCQF Level and the number of SCQF Credit Points that can be awarded. This would normally only be carried out to enable a learner to gain entry to a qualification/ learning programme or to allow them to have exemption from parts of the qualification/learning programme. 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.” Further information available online from: [http://scqf.org.uk/wp-content/uploads/2014/05/SCQF\\_handbook\\_WEB\\_FINAL\\_2015.pdf](http://scqf.org.uk/wp-content/uploads/2014/05/SCQF_handbook_WEB_FINAL_2015.pdf)

**7. ENTRY REQUIREMENTS**

Trainee mediators are recruited to participate in the CFM (A) 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 Members' pages of the Relationships Scotland website. Trainee mediators have a contract with their Service and they undertake the practice element of the course with their Service.

In order to participate in the CFM (R) participants must be an Accredited Mediator working in a Member Service and have completed the Certificate in Family Mediation (Accredited) or equivalent.

Relationships Scotland also offers an Accreditation of Prior Learning and Experience process for Family Mediators. This process is suitable for experienced family mediators from other parts of the UK or other countries and family law mediators accredited by the Law Society of Scotland and who are members of CALM (Comprehensive Accredited Lawyer Mediators). For further information about this process contact the Course Director.

**8. 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.

**9. LEARNING OUTCOMES**

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

- LO 1 – Demonstrate and 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 the mediation process and the basic models and theories that underpin mediation practice.
- LO 4 – Evidence knowledge and understanding of: Advanced Mediation Skills; Advanced Models and Theories; Ethical Dilemmas and Principles in Mediation; Mediation in Different Contexts
- LO 5 - Evidence knowledge and skills gained through participation in Continuing Professional Development training events
- LO 6 - Critically reflect upon their mediation practice and the knowledge and understanding of Family Mediation that underpins it.
- LO 7 – Evidence and apply knowledge and understanding of the role of the reflective practitioner and supervision in developing best practice in mediation.

**10. STRUCTURE****STAGE 1 - CERTIFICATE IN FAMILY MEDIATION (ACCREDITED)**

The first stage in the learning is the **Certificate in Family Mediation (Accredited)**. This 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. It is a part-time course that is completed within 1-1 ½ years and requires approximately 250 hours of student learning. About half of these hours are through Distance Learning. A key element of the course is

integrating the Distance Learning with the Service Based Practice Learning and the Facilitated Learning. This includes nine days of training over five weekends. The Learning is designed in three Units. 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.

Appendix 1.1 (page 14) illustrates the structure of this stage of the CFM. Please note that the dates of the Facilitated Learning events and Service Based Practice Learning events can vary.

## **STAGE 2 - CERTIFICATE IN FAMILY MEDIATION (REGISTERED)**

The second stage of the learning is the **Certificate in Family Mediation (Registered)**. This is a part-time course, which should be completed within approximately 2 years of achieving Accredited Mediator status. It encourages Accredited Mediators to build upon their learning from the 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. This course requires approximately 250 hours of student learning.

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.

### **11. LEARNING METHODS**

In both stages of the CFM the learning is delivered in different and complementary ways and includes Distance Learning, Service Based Practice Learning and Facilitated Learning. The aim is to integrate the learning from each area. The methods used in Stage One and Stage 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 DVDs; completion of learning activities to consolidate learning; self-directed reading; skills practice; assessed skills practice; learning log; mentored co-mediation practice; mediation practice; supervision; supervisor observation of participants' mediation practice.

### **12. ASSESSMENT**

Participants are evaluated on the development of their competence as mediators during the Training Days, Mentored Co-Mediation practice and Mediation practice. They are also assessed upon the completion of written course work. The assessment is both formative (FA) and summative (SA) which are defined as:

“Formative assessment has a developmental purpose and is designed to help learners learn more effectively by giving them feedback on their performance and on how it can be improved and/or maintained.”

“Summative assessment is used to indicate the extent of the learner’s success in meeting the assessment criteria used to gauge the intended learning outcomes of a module or programme.”<sup>2</sup>

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<sup>2</sup> Ref: Quality Assurance Agency. *Code of practice for the assurance of academic quality and standards in higher education. Section 6: Assessment of students.* 2006. [www.qaa.ac.uk](http://www.qaa.ac.uk)

The purpose of using a variety of methods of assessment is to support participants in their learning and to ensure their competence to practice. There are clear assessment criteria and assessments will be carried out in a fair and consistent manner. The two stages of the CFM have specific Assessment Methods and different Assessment Procedures outlined in the Course Handbooks. The structure of this assessment includes: completion of a learning log, completion of learning activities, assessed skills practice, observed and assessed mediation practice, a learning review, integrated case studies, registration panel, Service Assessment Meetings. The Assessment Procedures are in the Course Handbook available in the Training and CPD section of the Members' Pages of the Relationships Scotland website.

Participants are expected to evidence a progression in the knowledge, understanding and competence required through the courses. They must pass both formative and summative assessments to achieve the Certificate in Family Mediation. Participants **must** pass the first stage - Certificate in Family Mediation (Accredited) in order to become an Accredited Mediator with Relationships Scotland and to be eligible to practice as a mediator on their own in the Member Service. They must continue their learning by completing the written assessments of the second stage – Certificate in Family Mediation (Registered) within 2 years of becoming an Accredited Mediator.

If for any reason a mediator's contract with the Service is terminated, then they cannot continue on the CFM. Students/trainees on all Relationships Scotland courses must pay their fees in their entirety before Certificates can be issued. This applies both to students/trainees paying their own fees direct to Relationships Scotland and those paying via their Services. Certificates can only be issued if there are no outstanding debts either to a Service or to the National Office.

### **13. 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 the CFM (A) and the CFM (R).
- 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 CFM (A) Facilitated training events is essential. 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 Course Director and the Trainee Mediator's Service and has to reach the same standard as the work completed on the course. This will incur additional costs. Trainee Mediators on the CFM(A) are expected to participate in at least one tutorial session. Accredited Mediators on the 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).
- Time keeping is particularly important during the CFM (A) Facilitated Learning. 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 Course Director or Tutor to explain in advance.
- 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 (A). 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 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(A) Course Handbook and the CFM (R) Course Handbook.
- to provide Trainee/Accredited Mediators, Supervisors and Service Managers with written feedback for each assessment and be available to discuss these assessments.
- to communicate and provide support to Trainees/Accredited Mediators, Supervisors and Services throughout the CFM.
- to provide opportunities to offer feedback to the Course Director-Mediation about the CFM and to encourage ongoing evaluation of the course, through evaluation forms
- to communicate with the Trainee 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 Mediator.
- 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 appoint a supervisor and to provide supervision sessions throughout the course as outlined in the course requirements.
- to support the trainee 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 Course Director-Mediation if there are any concerns about a Trainee/Accredited Mediator, the course or if further support is required.
- to provide feedback to the Course Director-Mediation about the CFM(A) and to encourage ongoing evaluation of the course through the completion of evaluation forms.
- to communicate with the Trainee Mediator and Course Director-Mediation if a Trainee/Accredited Mediator's Agreement is terminated for any reason and to complete the exit interview process.

**Commitments - By Trainee/Accredited Mediators**

- to undertake the Certificate in Family Mediation, including all the assessments by the agreed deadlines.

- to attend all the facilitated learning events, or catch-up training/additional training as required (which will incur an additional cost).
- to take part in induction/observation sessions 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.
- If there is a difficulty with any of the assessment deadlines, to follow the process for negotiating an extension as outlined in the CFM (A)/CFM (R) Course Handbook.
- to contact the Course Director-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 Course Director-Mediation, Supervisor or Service Manager if further support is required.
- to provide feedback to the Course Director-Mediation about the CFM to encourage ongoing evaluation of the course through the completion of evaluation forms.
- following successful completion of the CFM (A), to go on to complete the Certificate in Family Mediation (Registered) and achieve Registered Mediator status within 2 years of Accreditation.
- to communicate with the Service and Course Director-Mediation if the Trainee/Accredited Mediator's Agreement is terminated for any reason and to complete the exit interview process.

Fees for all Relationships Scotland courses must be paid in their entirety before Certificates can be issued. This applies both to trainees paying their own fees and those being paid by their Member Service. Certificates or Diplomas can only be issued if there are no outstanding debts either to a Member Service or to the National Office.

#### **14. 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 (see Appendix 2.5 in the CFM (A) Course Handbook). 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.

#### **15. 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 Course Director 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. *The Good Study Guide*<sup>3</sup> is a useful text to help prepare for studying again. This text and other key texts from the course can be borrowed from the Library at Relationships Scotland National Office. It is important that participants speak with the Course Director if they have any specific learning needs prior to starting the course. The Course Director 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.

#### **16. 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. This will include using web-based resource material. Written course work will be available electronically and trainees are encouraged to use the electronic versions. It will be possible to complete most assessments electronically. A paper copy of some assessments may be required.

#### **17. LEARNING PATHWAY FOR FAMILY MEDIATORS**

Once both stages 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 on the members' pages of the Relationships Scotland website. There is also the opportunity to participate in further training such as Consultation with Children 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. If there are good reasons for making an exception to the requirements, the Course Director will raise this with the Head of Practice initially. If the issue requires further discussion or approval it can be brought to the AVP.

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<sup>3</sup> Ref: Northedge A. (2005) *The Good Study Guide* (second edition), Milton Keynes, Open University Press.

**18. FURTHER INFORMATION**

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

**Course Director – Mediation**

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**STAGE 1 - CERTIFICATE IN FAMILY MEDIATION (ACCREDITED)****19. AIM**

The 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.

**20. 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.

**21. STRUCTURE**

The **Certificate in Family Mediation (Accredited)** 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 – specifically domestic abuse; the role of the reflective practitioner and supervision in promoting best practice in Member Services.

**22. LEARNING METHODS**

The learning is delivered in different and complementary ways and includes Distance Learning, Service Based Practice Learning and Facilitated Learning. The aim is to integrate the learning from each area.

**DISTANCE LEARNING – 120 hours**

Course material is sent out to trainees 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 – 60 hours**

There are nine training days that take place over five weekends, course participants must attend all of these. These training days are facilitated by the Course Director, Course Tutors 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 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 and may be more than 10 hours.

**ASSESSMENT METHODS****Learning Activities**

Trainees must complete Unit 1, Unit 2 and Unit 3 Learning Activities. Completion of these Learning Activities provides evidence of progress to meet the Learning Outcomes for each Unit. These include activities to identify learning from web-based resources; activities to

evidence understanding of information in course material; books; DVDs; observation of intake session and mediation session. These are formative assessments and written feedback is given to trainees.

**Mediation Practice**

Trainee mediators are assessed on their mediation practice by the Course Tutors. In order to begin mentored co-mediation practice they must achieve Level 3 on the Mediation Competency Framework (see CFM (A) Course Handbook - Assessment Procedures). This is a summative assessment. Trainees are also assessed on their competence as a mediator throughout their mentored co-mediation practice and an observation of their mediation practice by their supervisor. Trainees must achieve Level 5 on the Mediation Competency Framework to achieve Accredited Mediator status. This process is a summative assessment. These assessments are discussed at Service Assessment Meetings and recorded throughout the course. 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.

**Learning Review**

The Learning Review-Unit 2 encourages trainees to evidence their knowledge and understanding from the course materials and reading; skills practice and training inputs and reflect upon this. Trainees 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, trainees must use excerpts from their Learning Log in their Learning Review as evidence of their growing competence as a reflective practitioner. The Learning Review is a summative assessment and provides evidence to meet Learning Outcomes 1, 2 and 5.

**Integrated Case Study**

Trainees are expected to integrate their knowledge and understanding of the mediation process, practice and underlying theories using practice examples. Trainees are asked to evidence their mediation competencies and skills including their development as a reflective practitioner and their use of supervision. Trainees must use excerpts from their Learning Log in their Integrated Case Study as evidence of their growing competence as a reflective practitioner. The Integrated Case Study is a summative assessment and is required to provide evidence towards meeting all the Learning Outcomes for the CFM (A).

**23. ASSESSMENT DEADLINES**

- **Unit 1** – this unit is assessed upon completion of the Learning Activities. The deadline for submission is on or before the 31<sup>st</sup> October.
- **Unit 2** – this unit is assessed upon completion of the Learning Activities and a 1750 word Learning Review. The deadline for submission is the on or before the 28<sup>th</sup> February.
- **Unit 3** – this unit is assessed upon completion of the Learning Activities, Mediation Practice Record and a 2750 word Integrated Case Study. The deadline for submission is on or before the 31<sup>st</sup> December.

Further information on extensions to deadlines and the appeals process can be found in the CFM (A) Course handbook - Assessment Procedures.

**Certificate in Family Mediation**

**Course Guide CFM (A)**

APPENDIX 1.1 – STRUCTURE OF THE CFM(A)											
YEAR ONE											
JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MARCH	APRIL	MAY	JUNE
<b>Distance Learning</b>											
Unit 1 Learning Activities				Unit 2 Learning Activities and Assessment				Unit 3 Learning Activities and Assessments			
<b>Facilitated Learning</b>											
	CFM(A) Training Days 1 + 2	CFM(A) Training Days 3 + 4	CFM(A) Training Days 5 + 6	CFM(A) Training Days 7 + 8							CFM(A) Training Day 9
<b>Service Based Practice Learning</b>											
Induction/First Observations											
Supervision/Mediator Meeting											s
							Service Assess Meet (1)				
											Mentored co-mediation practice
<b>YEAR TWO</b>											
JULY	AUGUST	SEPT	OCT	NOV	DEC						
<b>Distance Learning</b>											
Unit 3 Learning Activities and Written Assessments											
<b>Service Based Practice Learning</b>											
Supervision/Mediator Meetings/ Observation											
Mentored co-mediation practice											
											Service Assessment Meeting (2)

**NB: Appendix 1.1 is based on the CFM (A) beginning in July and being completed in 1 ½ years. Dates of Service Based Practice Learning are set by the Member Service and the course may be completed within 1- 1½ years**

## APPENDIX 1.2 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 (residence).
- the time children spend with their parents, particularly those they aren't living with (contact).
- 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 Manager and/or the Member Service Board.
- participate on the Relationships Scotland Certificate in Family Mediation (Accredited) course and, if successful, become Relationships Scotland Accredited Mediators.
- continue their learning through completing the Certificate in Family Mediation (Registered) and 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. For Accredited Mediators the minimum is 4 hours per year or 10% of mediation practice hours whichever is the greater, subject to a maximum of 12 hours.
- participate in mediators' meetings in the Member Service, as agreed.

**THE TRAINING OF MEDIATORS IS VERY EXPENSIVE.**

**FOLLOWING TRAINING, MEDIATORS ARE EXPECTED TO WORK WITH THEIR MEMBER SERVICE FOR A MINIMUM OF 2 YEARS.**

**MEDIATORS ARE EXPECTED TO GO ON TO ACHIEVE REGISTERED MEDIATOR STATUS WITHIN 2 YEARS OF COMPLETING THE CFM (A)**

### TRAINEE FAMILY MEDIATOR - PERSON SPECIFICATION

	Essential (E) Desirable (D)
<b>QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE</b>	
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
<b>SKILLS AND ABILITIES</b>	
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
<b>PERSONAL QUALITIES</b>	
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
<b>PRACTICAL</b>	
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 Certificate in Family Mediation (Accredited).	E
Commitment to the Member Service for a minimum of 2 years after completion of the CFM (A) and to working towards the Certificate in Family Mediation (Registered).	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