

# OCN LONDON

## QUALIFICATION GUIDE

Level 2 and Level 3 Awards in  
Understanding Mediation



# OCN London Qualification Guide

OCNLR Level 2 Award in Understanding Mediation  
Qualification No: 600/5212/0

OCNLR Level 3 Award in Understanding  
Qualification No: 600/5214/4

OCN London aims to support learning and widening opportunities by recognising achievement through credit-based courses and qualifications, promoting high standards of excellence and inclusiveness.

We are proud of our long-term role and unique history in providing innovative learning solutions for a wide range of learners and particularly those who have not previously benefitted from education.

At the heart of what OCN London offers is:

- a commitment to inclusive credit-based learning;
- the creative use of credit with responsive, demand-led qualification development;
- high quality service and support;
- respect for and encouragement of diversity – in learners and learning approaches, partners and settings;
- the development of people, capacity and resources that will ensure effective business partnerships.

### **To navigate within this Qualification Guide**

To locate a section in this electronic guide, click on the heading in the table of contents, on page 4. To return to the contents page, click again on any major heading within the document. Users can of course also scroll through pages in the usual way.

# Contents

	Page
(Click on the heading to navigate to that section)	
General Information	5
Qualification Overview	6
Qualification details	6
Purpose of the qualifications	7
Who the qualifications are for	7
Entry guidance	7
Progression and related qualifications	7
Structure of the Qualifications	8
Rules of combination for achievement	8
Qualification units	9
Assessment and Moderation	10
Assessment process	10
Devising assessments	10
Marking assessment activities	10
Standardisation	11
Learners with particular requirements	11
Requirements for tutor/assessors	11
OCNLR Assessment Guidance and Ofqual Level Descriptors	12

## General Information

This qualification guide contains details of everything you need to know about the [OCNLR Level 2 and Level 3 Award in Understanding Mediation](#). It makes reference to the curriculum areas covered, identifies the learners for whom the qualifications have been developed and specifies the rules of combination for achievement of the qualifications. The guide also covers important aspects of assessment and moderation that are particular to the qualifications. The guide should be used by all involved in the delivery and assessment of the qualifications.

The Curriculum and Relationship Development Manager (CRDM) for your Centre will provide support and advice on how to seek approval to offer these qualifications. Please contact the main switchboard for the name of your CRDM if you do not already know it. If you are not yet an OCN London Approved Centre but wish to use these qualifications, please contact the administrative team at OCN London for details of the Centre Approval application process.

## Qualification Overview

The [OCNLR Level 2 and Level 3 Awards in Understanding Mediation](#) have been developed in consultation with experienced practitioners and employers to offer introductory training to learners who have no previous experience of work in the field of mediation and would wish to work towards employment as a mediator.

The qualifications provide an understanding of the mediation process and the key skills involved in the role of a mediator and they have been developed as a short introduction to the subject.

They could be offered to a range of learners such as volunteers and students on related courses or to those already in employment.

The achievement of the qualifications will also facilitate progression into higher level theory and practice qualifications.

The [OCNLR Level 2 and Level 3 Awards in Understanding Mediation](#) are regulated by Ofqual, the qualifications regulator for England, and are registered on the Regulated Qualifications Framework (RQF).

### Qualification details

The [OCNLR Awards in Understanding Mediation](#) are available at Level 2 and Level 3 only.

#### OCNLR Level 2 Award

- Qualification Number: 600/5212/0
- Qualification credit value: 6
- Operational start date: 1<sup>st</sup> May 2012
- Review date: 30<sup>th</sup> April 2025
- Guided Learning Hours (GLH): 60
- Total Qualification Time (TQT): 60 hours
- Assessment requirements: internally assessed, internally and externally moderated.

#### OCNLR Level 3 Award

- Qualification Number: 600/5214/4
- Qualification credit value: 6
- Operational start date: 1st May 2012
- Review date: 30<sup>th</sup> April 2025
- Guided Learning Hours (GLH): 60
- Total Qualification Time (TQT): 60 hours
- Assessment requirements: internally assessed, internally and externally moderated.

## Purpose of the qualifications

The purpose of the qualifications is to provide the learner with a basic understanding of the role of a mediator, the skills they require and the purpose of mediation in the facilitation of conflict resolution.

The Award at each level comprises two mandatory units which have been designed to be generic in relation to issues involved in understanding mediation, so as to enable the delivery of this qualification in a range of settings.

The qualifications enable learners to demonstrate and evaluate their own practical mediation abilities and make a judgement as to whether they would wish to move on to study more advanced mediation skills and practice as a mediator.

In order to achieve the qualifications candidates will have learned particular communication skills vital in the work of a mediator, and how to work with a co-mediator. Learners will also consider how to manage their own prejudices within the mediation process and reflect upon their ability to use key mediation skills.

## Who the qualifications are for

The [OCNLR Awards in Understanding Mediation](#) are suitable for learners:

- where a sound understanding of basic mediation skills and practice are required to enable them to volunteer or work in the field of mediation;
- who wish to acquire the necessary underpinning knowledge which will enable them to move forward to training in more specialised areas of mediation theory and practice;
- Who wish to enhance their employment opportunities and prospects.

The awards are suitable for employers in a range of organisations:

- as a useful tool to provide human resource and other staff with basic skills in the field of conflict resolution and for the continuous professional development of their workforce at different levels;
- to provide staff with a recognised qualification on the national framework.

## Entry guidance

The minimum age for access to the qualification is 16 years.

## Progression and related qualifications

The qualifications provide a sound basis for candidates to move onto the higher-level qualification in mediation theory and practice. For candidates who choose to progress into the workplace, the qualification is likely to improve their prospects of employability. Where the qualification is taken as in service training it could enhance progression opportunities within the place of work.

## Structure of the Qualifications

### Rules of combination for achievement

The [OCNLR Level 2 Award in Understanding Mediation](#) comprises two mandatory units. Learners must achieve 6 credits in total from the Level 2 mandatory units.

The [OCNLR Level 3 Award in Understanding Mediation](#) comprises two mandatory units. Learners must achieve 6 credits in total from the Level 3 mandatory units.



## Qualification units

### Level 2 Award in Understanding Mediation

Ofqual Unit Reference Number	OCNLR Unit Code	Unit Title	Level	Credit Value	GLH
<b>Mandatory</b>					
<a href="#">T/503/9817</a>	EC8/2/LQ/001	Key Mediation Skills	2	3	30
<a href="#">F/503/9819</a>	EC8/2/LQ/002	Understanding Mediation	2	3	30

*For unit content please click the Ofqual Unit Reference Number*

### Level 3 Award in Understanding Mediation

Ofqual Unit Reference Number	OCNLR Unit Code	Unit Title	Level	Credit Value	GLH
<b>Mandatory</b>					
<a href="#">F/503/9822</a>	EC8/3/LQ/001	Key Mediation Skills	3	3	30
<a href="#">J/503/9823</a>	EC8/3/LQ/002	Understanding Mediation	3	3	30

*For unit content please click the Ofqual Unit Reference Number*

## Assessment and Moderation

### Assessment process

The assessment process for these qualifications is as follows:

- the learners are assessed through activities that are internally set by tutor/assessors;
- the activities must be designed to enable learners to meet the assessment criteria of the unit;
- learners' portfolios of assessed evidence must be internally moderated at the Centre;
- the portfolios of assessed evidence will be externally moderated by an OCN London External Moderator.

There is no additional external assessment for these qualifications.

### Devising assessments

Each unit has a supplementary page with suggestions for the types of assessment activities that can be used to assess learners against the unit. Tutor/assessors should refer to this page before devising assessment tasks.

OCN London assessment guidance relevant to the units in the qualifications is in the [OCNLR Assessment Guidance and Ofqual Level Descriptors](#) section of this qualification guide. The guidance includes a general description of the activity and the type of evidence that is appropriate. The activity or activities set must enable the learners to meet the standards detailed in the assessment criteria. Please contact OCN London for further guidance on devising appropriate assessments.

Centre-devised assessments should be scrutinised by the Internal Moderator before use to ensure that they are fit for purpose. Centre-devised assessments will be scrutinised by the External Moderator to ensure reliability and validity of assessment.

### Marking assessment activities

Each activity must be marked against the identified assessment criteria in the unit and judged to be either achieved or not achieved.

Tutor/assessors need to ensure that the work in a learner's portfolio is:

- authentic – it is the result of the learner's own performance or activity;
- sufficient – enabling the assessor to make a consistent and reliable judgement;
- adequate – appropriate to the level.

Where a series of activities are set, learners must demonstrate the achievement of the required standard identified in the assessment criteria in all activities. All the assessment criteria in a unit must be met before the unit is deemed achieved.

The unit achievement is not graded. Units are either achieved or not achieved.

## Standardisation

Standardisation is a process that promotes consistency in the understanding and application of standards in relation to assessment. It:

- compares assessment judgements from different tutor/assessors
- promotes consistent judgements by different tutor/assessors;
- identifies good practice in assessment;
- promotes the sharing of good practice in assessment between Centre staff.

Standardisation events should be held periodically within Centres to ensure consistent and effective assessment practice. Standardisation events may also be held by OCN London and it is a requirement that each Centre offering units from the qualifications must contribute assessment materials and learners' evidence for standardisation, if requested.

OCN London will notify Centres of the required sample for standardisation purposes and assessment materials, learners' evidence and tutor/assessor feedback may be collected by External Moderators.

## Learners with particular requirements

If learners have particular requirements the Centre should refer to the [Access to Fair Assessment Policy and Procedure](#) which gives clear guidance on the reasonable adjustments and arrangements that can be made to take account of disability or learning difficulty, without compromising the achievement of the assessment criteria.

## Requirements for tutor/assessors

### To be sufficiently competent

In addition to being qualified to make assessment decisions, each tutor/assessor must be capable of carrying out the full requirements within the competency of the units they are assessing. This competence should be maintained annually through clearly demonstrable continuing learning and professional development.

Expert witnesses can be used where they have suitable expertise for specialist areas. The use of expert witnesses should be determined and agreed by the tutor/assessor.

### To be sufficiently knowledgeable

Each tutor/assessor should possess relevant knowledge and understanding of the subject and so be able to make robust and reliable assessment decisions in relation to the subject.

## **OCNLR Assessment Guidance and Ofqual Level Descriptors**

For OCN London's Assessment Guidance and Ofqual's Level Descriptors relevant to these qualifications, please click on the links below.

[Level 2 Assessment Guidance and Ofqual's Level Descriptors](#)

[Level 3 Assessment Guidance and Ofqual's Level Descriptors](#)

## About OCN London

OCN London is a well-established national awarding organisation with over 25 years' experience in accrediting learning. We are a not-for-profit organisation with charitable status, dedicated to widening participation in learning and training, social inclusion and employability. We are also a market leader in the recognition of achievement through credit-based units and qualifications. Based in London, we work with Centres both across the UK and abroad, offering national qualifications and accredited programmes.

Our mission is to provide opportunities for people from across society to benefit from learning, particularly those who have not previously benefitted from education.

### Why work with us?

- We are agile and responsive. This means you will get a personal service with direct access to a named contact and a quick turnaround.
- We pride ourselves on our close relationships with Centres. The people we work with see us as a trusted partner, not just a supplier.
- We want to help you get the best from your learners and employees.
- We have a reputation for high quality. The OCN London brand carries national recognition and kudos.
- We are flexible and recognise the importance of accommodating the needs of different learners and different learning styles.
- We offer exceptional value for money. Just ask the people we work with.
- We are committed to the belief that learning can change lives.

OCN London is regulated by Ofqual and the Quality Assurance Agency for Higher Education.

If you would like to deliver any of these qualifications, please contact our Curriculum Development Team on **020 7689 5867**.

For further information call **020 7278 5511**. E: [enquiries@ocnlondon.org.uk](mailto:enquiries@ocnlondon.org.uk)

Or visit our website: [www.ocnlondon.org.uk](http://www.ocnlondon.org.uk)



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