

# OCN LONDON

## QUALIFICATION GUIDE

### Level 3 Certificate in Mediation Theory and Practice



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OCNLR Level 3 Certificate in Mediation Theory and Practice  
Qualification No: 600/6214/9

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**

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## General Information

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

The Curriculum and Relationship Development Manager (CRDM) for your Centre will provide support and advice on how to seek approval to offer this qualification. 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 this qualification, please contact the administrative team at OCN London for details of the Centre Approval application process.

## Qualification Overview

The **OCNLR Level 3 Certificate in Mediation Theory and Practice** has been developed in consultation with experienced practitioners and employers to offer an advanced level qualification for practitioners already working in the sector, for those who want to train to be mediators and for learners who have already achieved the Level 2 and 3 Awards in Understanding Mediation and wish to develop more advanced skills.

This qualification is made up of three mandatory units covering the generic mediation skills of ‘Conflict Theory and Mediation’, ‘Facilitating Mediation’ and ‘Using People Skills in the Mediation Process’.

In addition, at least one optional unit must be studied from the Group A skills areas of ‘Workplace Mediation’, ‘Community Mediation’, ‘Family Mediation’, ‘Civil Mediation’ and ‘Mediating in Customer and Consumer Complaints’; and a second optional unit must also be taken either from the Group A skills units or from the method units of ‘Evaluative Mediation’, ‘Narrative Mediation’, ‘Transformative Mediation’, ‘Nonviolent Communication and Concepts’ and ‘Facilitative Model’ of Mediation in Group B.

Learners will acquire skills and knowledge in the following areas:

- building alliances;
- effective negotiation;
- planning and delivering a campaign;
- evaluating own actions.

The **OCNLR Level 3 Certificate in Mediation Theory and Practice** is regulated by Ofqual, the qualifications regulator for England, and is registered on the Regulated Qualifications Framework (RQF).

### Qualification details

The **OCNLR Level 3 Certificate in Mediation Theory and Practice** is available at Level 3 only.

#### Level 3 Certificate

- Qualification Number: 600/6214/9
- Qualification credit value: 15
- Operational start date: 1<sup>st</sup> August 2012
- Review date: 30<sup>th</sup> April 2025
- Guided Learning Hours (GLH): 100
- Total Qualification Time (TQT): 150
- Assessment requirements: internally assessed, internally and externally moderated.

#### Purpose of the qualification

The purpose of the qualifications is to provide the learner with either a progression route from the Level 2 and Level 3 Awards in Understanding Mediation or to offer them

opportunities to deepen their understanding and develop more advanced and specialised skills in mediation theory and practice.

The mandatory units cover generic skills applicable to all types of mediation and the Optional Group A units cover skills required in specific areas of mediation practice. Optional Group B units cover knowledge and skills that will enable the mediator to understand different approaches a mediator might take in the mediation process, including the use of nonviolent communication and concepts.

The qualification also enables learners to demonstrate and evaluate their own practical mediation abilities.

## Who the qualification is for

The **OCNLR Level 3 Certificate in Mediation Theory and Practice** is suitable for Mediation practitioners, volunteers and students who:

- would like to have their existing mediation skills recognised through the achievement of a nationally recognised qualification;
- would like to acquire more advanced knowledge of theory and practice in a variety of mediation skill areas;
- wish to acquire the necessary underpinning knowledge that will enable them to move forward with their continuing professional development;
- wish to enhance their employment opportunities and prospects.

Employers in a range of organisations:

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

The qualification can be offered to a range of learners such as mediation practitioners, volunteers, human resource staff or students on related courses.

## Entry guidance

The minimum age for access to the qualification is 19 years.

## Additional information

The OCNLR Level 3 Certificate in Mediation Theory and Practice does not confer Occupational Competence but supports individuals in their current job role or future job roles.

## Progression and related qualifications

The qualification provides a sound basis for candidates to gain skills that will enable them to move into new areas of mediation practice and to improve their employment prospects. Where the qualification is taken as ‘in service’ training it could enhance progression opportunities within the place of work.

## Structure of the Qualification

### Rules of combination for achievement

The **OCNLR Level 3 Certificate in Mediation Theory and Practice** comprises three mandatory units and ten optional vocational units. Learners must achieve 15 credits in total:

- 8 credits from the three mandatory units;
- 7 credits from the optional units:
  - at least 4 credits must be from optional Group A
  - the remaining 3 credits can be taken from either Group A or Group B.



## Qualification units

Ofqual Unit Reference Number	OCNLR Unit Code	Unit Title	Level	Credit Value	GLH
<b>Mandatory</b>					
<a href="#">D/504/2033</a>	EC8/3/LQ/005	Conflict Theory in Mediation	3	3	20
<a href="#">H/504/2034</a>	EC8/3/LQ/007	Facilitating Mediation	3	3	20
<a href="#">K/504/2035</a>	EC8/3/LQ/011	Using People Skills in the Mediation Process	3	2	16
<b>Optional Group A</b>					
<a href="#">A/504/2038</a>	EC8/3/LQ/003	Civil and Commercial Mediation	3	4	28
<a href="#">T/504/2037</a>	EC8/3/LQ/004	Community Mediation	3	4	28
<a href="#">F/504/2039</a>	EC8/3/LQ/008	Family Mediation	3	4	28
<a href="#">Y/615/2802</a>	GB8/3/LQ/001	Mediating in Customer and Consumer Complaints	3	4	24
<a href="#">M/504/2036</a>	EC8/3/LQ/012	Workplace Mediation	3	4	28
<b>Optional Group B</b>					
<a href="#">F/504/2042</a>	EC8/3/LQ/013	Understanding Nonviolent Communication and Concepts	3	3	22
<a href="#">L/504/2044</a>	EC8/3/LQ/006	Understanding the Evaluative Approach to Mediation	3	3	20
<a href="#">R/615/2801</a>	GB8/3/LQ/002	Understanding the Facilitative Model of Mediation	3	3	20
<a href="#">J/504/2043</a>	EC8/3/LQ/009	Understanding the Narrative Approach to Mediation	3	3	24
<a href="#">A/504/2041</a>	EC8/3/LQ/010	Understanding the Transformative Approach to Mediation	3	3	20

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

## Assessment and Moderation

### Assessment process

The assessment process for this qualification 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 this qualification.

### 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 qualification 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 tutor/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 qualification 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 this qualification, please click on the link below.

[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 secure 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 this qualification 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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