

Qualification Guide

OCNLR Level 3 Award in Understanding Mediation

OCN London Qualification Guide

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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

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General Information

This qualification guide contains details of everything you need to know about the **OCNLR Level 3 Award in Understanding Mediation**. It makes reference to the curriculum areas covered and identifies the learners for whom the qualification has been developed. The guide also covers important aspects of assessment and moderation that are particular to the qualification. The guide should be used by all involved in the delivery and assessment of the qualification. The Account Manager for your Centre will provide support and advice on how to seek approval to offer the qualification.

If you are not yet an OCN London Approved Centre but wish to use this qualification, then please contact us on enquiries@ocnlondon.org.uk for details of the Centre Approval application process.

Qualification Overview

The **OCNLR Level 3 Award in Understanding Mediation** qualification has 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 3 Award in Understanding Mediation** qualification is regulated by Ofqual, the qualifications regulator for England, and are registered on the Regulated Qualifications Framework (RQF). It is not a licence to practise.

Qualification details

This Qualification is also available at level 2.

Level 3 Award

- Qualification Number: 600/5214/4
- Qualification credit value: 6
- Operational start date: 1st May 2012
- Review date: 31 August 2029
- Total Qualification Time (TQT): 60
- Guided Learning Hours (GLH): 60
- Assessment requirements: internally assessed, internally and externally moderated

Purpose of the qualification

The purpose of the **OCNLR Level 3 Award in Understanding Mediation** qualification 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 qualification is for

The **OCNLR Level 3 Award in Understanding Mediation** qualification is 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

This qualification is suitable for learners aged 16+.

Progression and related qualifications

This qualification provides continuing professional development 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 qualification

Rules of combination for achievement

The **OCNLR Level 3 Award in Understanding Mediation qualification** comprises mandatory units. Learners must achieve 6 credits in total.

Qualification units

Ofqual Unit Reference Number	OCNLR Unit Code	Unit Title	Level	Credit Value	GLH
F/503/9822	EC8/3/LQ/001	Key Mediation Skills	3	3	30
J/503/9823	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 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 information on the types of assessment activities that can (indicated as 'Optional' or 'O') and/or must (indicated as 'Prescribed' or 'P') be used to assess learners against the unit. Tutor assessors must always refer to this page before devising assessment tasks.

OCN London assessment guidance relevant to the units in this 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.

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 of 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 this 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 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 can be found on our website at: [Access to Fair Assessment Policy and Procedure](#) and 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 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 assessor.

To be sufficiently knowledgeable

Each 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.

Assessment Guidance and Ofqual Level Descriptors

For OCN London's Assessment Guidance and Ofqual's Level Descriptor relevant to this qualification, please click on the link below.

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



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