

Qualification Guide

OCNLR Level 7 Diploma in International Arbitration, Mediation and Alternative Dispute Resolution (ADR)

OCN London Qualification Guide

OCNLR Level 7 Diploma in International Arbitration, Mediation and Alternative Dispute Resolution (ADR)

Qualification No: 610/7407/X

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.

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General Information

This qualification guide contains details of everything you need to know about the **OCNLR Level 7 Diploma in International Arbitration, Mediation and Alternative Dispute Resolution (ADR)**. 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 quality assurance that are particular to the qualifications. The guide should be used by all involved in the delivery and assessment of the qualifications.

The Account Manager 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 Account Manager 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 7 Diploma in International Arbitration, Mediation and Alternative Dispute Resolution (ADR)** has been developed to provide learners with the advanced knowledge, technical understanding, and professional skills required to operate effectively within the field of dispute resolution.

The qualification takes a strategic and applied approach, enabling learners to develop competence in arbitration, mediation, and ADR processes, while recognising the importance of judgement, ethical practice, and the effective management of stakeholders in complex dispute scenarios.

There is a strong emphasis on applied learning, preparing learners for progression into professional practice and leadership roles within dispute resolution, with skills that are transferable across sectors and international contexts.

The **OCNLR Level 7 Diploma in International Arbitration, Mediation and Alternative Dispute Resolution (ADR)** is regulated by Ofqual, the qualifications regulator for England, and is registered on the Regulated Qualifications Framework (RQF).

The **OCNLR Level 7 Diploma in International Arbitration, Mediation and Alternative Dispute Resolution (ADR)** has been developed in partnership with UK Awards.

Qualification details

The **OCNLR Level 7 Diploma in International Arbitration, Mediation and Alternative Dispute Resolution (ADR)** available at Level 7 only.

Level 7 Diploma in International Arbitration, Mediation and Alternative Dispute Resolution (ADR)

- Qualification Number: 610/7407/X
- Qualification credit value: 120
- Operational start date: 01 May 2026
- Review date: 01 May 2027
- Total Qualification Time (TQT): 1200 hours
- Guided Learning Hours (GLH): 480 hours

Purpose of the qualification

The **OCNLR Level 7 Diploma in International Arbitration, Mediation and Alternative Dispute Resolution (ADR)** aims to develop learners' advanced knowledge and professional competence in resolving disputes through arbitration, mediation, and alternative dispute resolution processes.

The qualification is designed to equip learners with a comprehensive understanding of the legal principles, procedures, and practical applications of dispute resolution, alongside the ability to apply judgement, analyse complex scenarios, and produce effective outcomes such as arbitral awards and settlement agreements.

On successful completion, learners will be able to plan, manage, and execute dispute resolution processes and demonstrate the skills required for professional practice in arbitration and mediation.

Who the qualification is for

The **OCNLR Level 7 Diploma in International Arbitration, Mediation and Alternative Dispute Resolution (ADR)** is suitable for learners who wish to develop or enhance their professional capability in dispute resolution at an advanced level.

It is particularly appropriate for learners who:

- Are seeking to work in or progress within arbitration, mediation, or dispute resolution roles
- Have a background in law, business, or a related discipline and wish to specialise
- Require a qualification that combines theoretical knowledge with practical application
- Are aiming to develop professional skills in managing and resolving complex disputes

This qualification is typically undertaken by learners aged 18 and above with prior relevant study or experience.

Entry guidance

The minimum age for access to the qualification is 18 years.

Learners are expected to have:

- A Level 6 qualification in a relevant subject (e.g. law, business or related discipline), or equivalent experience
- An appropriate level of English language proficiency
- The ability to undertake study at postgraduate level

Centres may consider applicants with substantial relevant professional experience on a case-by-case basis.

Progression and related qualifications

Learners who successfully complete this qualification may progress to:

- Further Level 7 study in law, dispute resolution, or related disciplines
- Postgraduate study, including Master's degree programmes
- Professional roles within arbitration, mediation, and alternative dispute resolution

Progression to other qualifications or the transfer of credit is subject to the requirements of the receiving institution or awarding organisation.

Structure of the qualification

Rules of combination for achievement

The **OCNLR Level 7 Diploma in International Arbitration, Mediation and Alternative Dispute Resolution (ADR)** comprises 4 mandatory units. Learners must achieve 120 credits in total.

Qualification units

Ofqual Unit No.	OCNLR Unit Code	Unit title	Level	Credit Value	GLH
Mandatory					
K/652/1205	EC1/7/LQ/001	Arbitration Law	7	30	120
L/652/1206	EC8/7/LQ/001	Arbitration Practice and Procedure	7	30	120
M/652/1207	EC8/7/LQ/002	Awards and Award Writing	7	30	120
R/652/1208	EC8/7/LQ/003	Mediation and Alternative Dispute Resolution (ADR)	7	30	120

Unit Title: Arbitration Law	
Level:	Level 7
Credit Value:	30
GLH:	120
OCNLR Unit Code:	EC1/7/LQ/001
Ofqual Unit Reference Number:	K/652/1205

This unit has 4 learning outcomes

Introduction and aim

This unit is a study of the principles of law in international commercial arbitration.

Learners will examine the legislative framework based on the UNCITRAL Model Law on International Commercial Arbitration ("UNCITRAL Model Law") which is a widely adopted legislative framework for international commercial arbitration.

Learners will examine the fundamental legal theories and issues pertaining to international commercial arbitration and be able to effectively explain, interpret, do a comparative study, render opinions and apply such knowledge in a professional setting. In addition, the learners will also be able to explain the different instruments promulgated by UNCITRAL in connection with international arbitration.

The unit will also examine the use of arbitration to resolve disputes arising out of investment treaties including the work of ICSID.

This unit will explore the right to arbitrate as created in the arbitration agreement. Various issues will be examined that relate to the effective function of the agreement. Different scenarios and circumstances that affect the agreement will also be examined including multiparty agreements, investment treaties, and tribunal fees.

Learning outcomes	
On successful completion of the unit, the learner will be able to:	
L01	Understand the principles and rules of international commercial arbitration.
L02	Understand the different applicable legal systems that support international arbitration.
L03	Understand arbitration under investment treaties.
L04	Understand the requirements of an effective arbitration agreement.

Indicative content	
L01	<p>Law of arbitration</p> <ul style="list-style-type: none"> • Global disputes • Advantages and disadvantages of arbitration • Arbitral Institutions <p>UNCITRAL (United Nations Commission on International Trade Law)</p> <ul style="list-style-type: none"> • New York Convention 1958 (United Nations Convention on Recognition and Enforcement of Foreign Arbitral Award) • Model Law on International Commercial Arbitration (“UNCITRAL Model Law”) • UNCITRAL Rules of Arbitration.
L02	<p>National laws of arbitration</p> <ul style="list-style-type: none"> • Different types • Integration with UNCITRAL • Roles of national courts in arbitration
L03	<p>Arbitration under investment treaties</p> <ul style="list-style-type: none"> • Jurisdiction • Applicable law • Compensation <p>ICSID Convention</p> <ul style="list-style-type: none"> • Membership and jurisdiction • Rules of arbitration • History of cases

L04	<p>Arbitration agreement</p> <ul style="list-style-type: none"> • Function and purpose • Validity • Parties • Subject of arbitration • Confidentiality • Defects • Multiparty arbitrations • Fees
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Assessment criteria

L01 Understand the principles and rules of international commercial arbitration.		
Pass: Analyse the purpose and value of international commercial arbitration, with reference to the needs of a potential client.	Merit: Evaluate the role of UNCITRAL and its Model Law and Rules in supporting international commercial arbitration.	Distinction Critically assess the suitability of arbitration for a client's business needs and justify recommendations for resolving future disputes.
L02 Understand the different applicable legal systems that support international arbitration.		
Pass: Analyse the legal system of a chosen country and how it interacts with an arbitral process.	Merit: Compare and contrast the legal systems of two countries and how each interacts with an arbitral process.	Distinction: Critically evaluate the performance of the legal systems and their interaction with an arbitral process, justifying conclusions on their relative effectiveness.
L03 Understand arbitration under investment treaties.		
Pass: Analyse the use of arbitration to resolve a dispute arising out of an investment treaty.	Merit: Evaluate the role of the ICSID Convention and its Rules of Arbitration in supporting the resolution of investment disputes.	Distinction: For a given scenario, critically evaluate the options and justify a suitable approach for resolving future investment disputes.
L04 Understand the requirements of an effective arbitration agreement.		
Pass: Analyse the essential requirements of an effective arbitration agreement for a simple commercial scenario.	Merit: Apply understanding of arbitration agreement requirements to draft an agreement addressing the complexities of a given scenario.	Distinction: Critically evaluate the draft agreements, identifying strengths, weaknesses and areas for improvement.

Learning resources

Reference

The Principles and Practice of International Commercial Arbitration by Margaret L. Moses (Author), Cambridge University Press; 4th edition (1 Feb. 2024), ISBN-10 : 100944476X, ISBN-13 : 978-1009444767

Redfern and Hunter on International Arbitration: Student Version Paperback – Student Edition by Nigel Blackley KC (Author), Constantine Partasides (Author), Alan Redfern (Author), Oxford University Press, Oxford; 7th edition (23 Sept. 2022), ISBN-10 : 0192869914, ISBN-13 : 978-0192869913

International Arbitration: Law and Practice by Gary B. Born (Author), Kluwer Law International; 3rd edition (7 Jun. 2021), ISBN-10: 940353253X, ISBN-13 : 978-9403532530

International Commercial Arbitration: A Comparative Introduction (Principles of Commercial Law series) by Franco Ferrari, Friedrich Rosenfeld, et al., Edward Elgar Publishing Ltd (18 Jun. 2021), ISBN-10: 1800882785, ISBN-13: 978-1800882782

Taming the Guerrilla in International Commercial Arbitration: Levelling the Playing Field (International Law and the Global South) by Navin G. Ahuja, Springer; 1st ed. 2022 edition (25 May 2023), ISBN-10: 9811900779, ISBN-13 : 978-9811900778

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The Cambridge Companion to International Arbitration (Cambridge Companions to Law)
By C. L. Lim (Editor), Cambridge University Press (21 Oct. 2021), ISBN-10: 1108727786, ISBN-13: 978-1108727785

Learning Activities		
Guided learning hours		
Comprising of:		120
Lectures/lessons Classroom-based activity in large groups	18	
Seminars/tutorials Classroom-based activity in small groups	36	
Practical laboratories sessions Laboratory-based activity in specialist spaces		
Project work Project-based activity in simulated work environments either in groups or as individuals	36	
Assessment portfolio development Supervised development of assessment portfolio	30	
Independent learning hours		
Includes additional reading, research, and unsupervised assessment portfolio development		180
Total learning hours		300

Assessment

The grid below provides suggestions for the types of assessment activities that can be used with the unit attached to provide evidence for the learner's portfolio. Please refer to the OCN London Assessment Guidance document for definitions of each activity and the expectations for assessment practice and evidence for moderation.

Case Study	✓	Project	✓
Written question & answer/test/exam		Role play/simulation	
Essay		Practical demonstration	✓
Report	✓	Group discussion	
Oral question and answer	✓	Performance/exhibition	
Written description	✓	Production of artefact	
Reflective log/diary		Practice file	

Unit Title: Arbitration Practice and Procedure	
Level:	Level 7
Credit Value:	30
GLH:	120
OCNLR Unit Code:	EC8/7/LQ/001
Ofqual Unit Reference Number:	L/652/1206

This unit has 4 learning outcomes

Introduction and aim
<p>This unit will cover the commencement of arbitral proceedings and examine the issues associated with the formation of the tribunal and the establishment of the seat of law. The various forms of tribunal will be introduced together with the requirements for expertise and independence.</p> <p>The duties and powers of the tribunal will be examined including those duties imposed by law and those established in the arbitration agreement. Learners will also develop an understanding of jurisdictional matters and ethical considerations in the conduct of the arbitration.</p> <p>This unit will explore the issues associated with the conduct of an arbitral process. The process of events from initiation of the dispute, through various stages with formal and informal activities will be examined. Learners will develop an understanding of how to collect evidence in the process in its various forms.</p> <p>Learners will be introduced to the conduct of a hearing through role play. They will also begin the process of understanding how to weigh evidence when working toward a decision in a dispute.</p>

Learning outcomes	
On successful completion of the unit, the learner will be able to:	
L01	Understand the factors affecting the formation and appointment of arbitral tribunals.
L02	Understand the duties and powers of the arbitral tribunal.
L03	Understand the process of an arbitration from inception of dispute to outcome.

L04	Be able to represent and advise a party through the hearing phase of an arbitral process.
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Indicative content	
L01	<p>Arbitral tribunals</p> <ul style="list-style-type: none"> • Commencement • How many arbitrators • Appointment • Expertise required • Independence • Seat of law
L02	<p>Duties and powers</p> <ul style="list-style-type: none"> • Sources of power • Support from the courts • Duties imposed by law • Ethical duties • Jurisdiction
L03	<p>Arbitration proceedings</p> <ul style="list-style-type: none"> • Preliminary matters • Written submissions • Evidence <ul style="list-style-type: none"> ○ Burden of proof ○ Types of evidence ○ Use of expert witnesses • Hearings <ul style="list-style-type: none"> ○ In person ○ Virtual • Post hearing
L04	<p>Hearing preparation and advocacy</p> <ul style="list-style-type: none"> • Case preparation and documentation • Opening and closing submissions • Examination and cross-examination of witnesses • Use of evidence in advocacy • Pre-hearing assessment of strengths and weaknesses

Assessment criteria		
L01 Understand the factors affecting the formation and appointment of arbitral tribunals.		
Pass: Analyse the types of arbitral tribunals and methods of appointment, with reference to a proposed client's needs.	Merit: Based on the client's business, critically evaluate the options for formation and appointment of arbitral tribunals.	Distinction: Justify a recommended approach to formation and appointment of arbitral tribunals, drawing on the critical evaluation of available options.
L02 Understand the duties and powers of the arbitral tribunal.		
Pass: Analyse the duties and powers of an arbitrator, with reference to a client considering acting in this role.	Merit: Evaluate the ethical considerations affecting the duties and powers of an arbitrator.	Distinction: For a given scenario, critically evaluate how to address a jurisdictional challenge, justifying the recommended approach.
L03 Understand the process of an arbitration from inception of dispute to outcome.		
Pass: Analyse the processes involved in an arbitration, from inception of dispute to outcome, with reference to a client considering taking a dispute to arbitration.	Merit: Evaluate the impact of the burden of proof on the likely outcome of the claim.	Distinction: Critically evaluate the types of evidence required to support the claim, justifying the evidential strategy.
L04 Be able to represent and advise a party to a dispute through the hearing phase of the process.		
Pass: Demonstrate the ability to represent a party in a mock arbitration hearing, preparing all necessary documentation.	Merit: Evaluate the strengths and weaknesses of the party's claim in a pre-hearing assessment.	Distinction: Construct and present a persuasive case for the party, making effective use of all available evidence.

Learning resources

Reference

The Principles and Practice of International Commercial Arbitration by Margaret L. Moses (Author), Cambridge University Press; 4th edition (1 Feb. 2024), ISBN-10 : 100944476X, ISBN-13 : 978-1009444767

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Learning Activities		
Guided learning hours Comprising of:		120
Lectures/lessons Classroom-based activity in large groups	18	
Seminars/tutorials Classroom-based activity in small groups		
Practical laboratories sessions Laboratory-based activity in specialist spaces	36	
Project work Project-based activity in simulated work environments either in groups or as individuals	36	
Assessment portfolio development Supervised development of assessment portfolio	30	
Independent learning hours Includes additional reading, research, and unsupervised assessment portfolio development		180
Total learning hours		300

Assessment

The grid below provides suggestions for the types of assessment activities that can be used with the unit attached to provide evidence for the learner's portfolio. Please refer to the OCN London Assessment Guidance document for definitions of each activity and the expectations for assessment practice and evidence for moderation.

Case Study	✓	Project	✓
Written question & answer/test/exam		Role play/simulation	
Essay		Practical demonstration	✓
Report	✓	Group discussion	
Oral question and answer	✓	Performance/exhibition	
Written description	✓	Production of artefact	
Reflective log/diary		Practice file	

Unit Title: Awards and Award Writing	
Level:	Level 7
Credit Value:	30
GLH:	120
OCNLR Unit Code:	EC8/7/LQ/002
Ofqual Unit Reference Number:	M/652/1207

This unit has 4 learning outcomes

Introduction and aim
<p>This unit will allow the examination of the issues related to making a valid award. It will provide a definition of an award and how to evaluate its effectiveness. Various types of awards will be considered together with the circumstances where they would be suitable. The different types of remedies that can be included in an award will be explored. The costs of the parties to the dispute and how they can be dealt with in the award will also be discussed.</p> <p>Learners will also be introduced to the various challenges that can be made to an award and consider the issues of publication and enforcement.</p> <p>The further aim of this unit is to allow learners to develop the ability to write reasonable and rationale awards based on information provided in relation to a dispute that has been referred to an arbitral process for resolution. Learners will develop and understanding of the essential requirements of an award and the process of deciding the outcome of a dispute. They will develop skills of analysis in determination of the principal issues involved in the dispute, together with skills of judgement in weighing the evidence before them. They will also demonstrate the ability to communicate their thinking through publishing the award.</p>

Learning outcomes	
On successful completion of the unit, the learner will be able to:	
L01	Understand what makes a valid award and the factors that affect the drafting of a suitable award.
L02	Understand the position on costs and how they will be treated in an arbitral process.
L03	Understand the enforcement of, or challenges to, an arbitral award.

L04	Be able to write an award for a dispute and provide reasoned arguments in support of the decision.
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Indicative content	
L01	<p>Awards</p> <ul style="list-style-type: none"> • Definition • Types of awards • Form of award • Remedies
L02	<p>Costs in award decisions</p> <ul style="list-style-type: none"> • Calculation • Allocation • Evidence needed for decisions on costs
L03	<p>Post award processes</p> <ul style="list-style-type: none"> • Enforceability • Challenges • Setting aside of an award under UNCITRAL Model Law on International Commercial Arbitration • Challenging the enforcement and enforcement of an award under the United Nations Convention on the Enforcement and Recognition of Foreign Arbitral Awards (New York Convention)
L04	<p>Award writing</p> <ul style="list-style-type: none"> • Form • Essential elements • Registration and publication • Providing reasons <ul style="list-style-type: none"> ○ Establishing the issues ○ Burden of proof ○ Weighing the evidence ○ Determining the outcome

Assessment criteria		
L01 Understand what makes a valid award and the factors that affect the drafting of a suitable award.		
Pass: Analyse the requirements for a valid award and the factors that affect an arbitral award.	Merit: For a given scenario, evaluate the different forms an award could take and their suitability.	Distinction: For a given scenario, critically evaluate the available remedies and justify recommendations to the arbitrator.
L02 Understand the position on costs and how they will be treated in an arbitral process.		
Pass: For a given scenario, analyse the treatment of costs in the arbitral process and assess the implications for the claimant.	Merit: For the same scenario, evaluate the treatment of costs from the defendant's perspective, comparing the implications with those for the claimant.	Distinction: For a given scenario, determine an appropriate decision on costs, providing justified reasons for the allocation.
L03 Understand the enforcement of, or challenges to, an arbitral award.		
Pass: For a given scenario, analyse the grounds and procedures for enforcing an arbitral award.	Merit: For the same scenario, evaluate the grounds and procedures available to challenge the award.	Distinction: Critically compare the positions of the claimant and respondent, and justify an opinion on the likely outcome based on the available evidence.
L04 Be able to write an award for a dispute and provide reasoned arguments in support of the decision.		
Pass: For a scenario based on a simple dispute, demonstrate the ability to write an effective award, including reasoned findings and allocation of costs.	Merit: For a scenario based on a moderately complex dispute, write an effective award including reasoned findings and allocation of costs, demonstrating evaluation of competing arguments.	Distinction: For a scenario based on a complex dispute, write a well-structured award including reasoned findings, allocation of costs, and a critical assessment of the enforceability of the award.

Learning resources

Reference

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Written question & answer/test/exam		Role play/simulation	
Essay		Practical demonstration	✓
Report	✓	Group discussion	
Oral question and answer	✓	Performance/exhibition	
Written description	✓	Production of artefact	
Reflective log/diary		Practice file	

Unit Title: Mediation and Alternative Dispute Resolution (ADR)	
Level:	Level 7
Credit Value:	30
GLH:	120
OCNLR Unit Code:	EC8/7/LQ/003
Ofqual Unit Reference Number:	R/652/1208

This unit has 4 learning outcomes

Introduction and aim

Conflicts and disputes regularly arise during human interactions with one another, where differences occur due to a range of factors, ranging from contractual to human nature. Mediation is an early intervention form of dispute resolution that has proven to be beneficial to parties embroiled in disputes. In the case of commercial dispute settlement, mediation has proven to be a globally accepted method of resolving disputes.

This unit is a study of the principles and practice of mediation and conflict resolution. It will also cover the legal aspects involving commercial mediation. Learners will examine the fundamentals of disputes and conflicts, and examine a range of factors preventing the timely and amicable resolution of disputes. Learners will examine the practice of mediation and its key legal theories, and be able to effectively explain, interpret, conduct a comparative study, render opinions, and apply such knowledge in a professional setting.

In addition, learners will also be able to explain the procedure of mediation, including agreement to mediate, appointment of mediator, conduct and drafting of settlement agreement arising from mediation. Learners will be able to explain the different instruments promulgated by UNCITRAL, such as the UNCITRAL Mediation Rules, the UNCITRAL Model Law on International Commercial Mediation and International Settlement Agreements Resulting from Mediation, and the UNCITRAL Convention on International Settlement Agreements resulting from Mediation ("Singapore Convention").

Learning outcomes

On successful completion of the unit, the learner will be able to:

L01	Understand a range of factors and comparative studies relating to dispute management strategies and dispute resolution.
L02	Understand the underlying legal frameworks and principles that govern the mediation process.
L03	Understand the work of UNCITRAL in relation to international commercial mediation.
L04	Be able to apply mediation procedures from inception to conclusion, including the drafting of a settlement agreement.

Indicative content

L01	<p>Conflicts and disputes</p> <ul style="list-style-type: none"> • Types of disputes • Dispute resolution methods. • Handling disputes by adopting appropriate communication and techniques. • Communication • Hofstede's cross-cultural psychology dimensions theory <p>Dispute management strategies.</p> <ul style="list-style-type: none"> • Establish a workflow or system for handling disputes with a view to preventing escalation. • Understand how to resolve disputes that have arisen in the workplace or professional setting. • Cultural factors in disputes and their resolution.
L02	<p>Legal theories in mediation</p> <ul style="list-style-type: none"> • Agreement to mediate • Neutrality and impartiality of mediators • Liability of mediators • Confidentiality in mediation • Obligations of the parties in mediation and key legal concepts • Settlement agreements • Enforcement of settlement agreements

L03	<p>UNCITRAL instruments relating to mediation.</p> <ul style="list-style-type: none"> • Mediation Rules • Model Law on International Commercial Mediation and International Settlement Agreements Resulting from Mediation • Convention on International Settlement Agreements resulting from Mediation (“Singapore Convention”)
L04	<p>Mediation procedures and settlement agreement</p> <ul style="list-style-type: none"> • Establishing the agreement to mediate • Determining the mediation rules or procedures applicable • Appointment of mediator • Parties’ preparation for the mediation • Mediator’s role in the mediation • Mediation sessions • Drafting of settlement agreement

Assessment criteria

L01 Understand a range of factors and comparative studies relating to dispute management strategies and dispute resolution.		
Pass: Analyse the factors that affect dispute management strategy and resolution, with reference to a proposed client’s needs.	Merit: For a given scenario, evaluate the roles of culture and communications in the inception and escalation of the dispute.	Distinction: For the given scenario, critically evaluate the dispute management approach and justify recommendations to prevent similar issues from occurring in the future.
L02 Understand the underlying legal frameworks and principles that govern the mediation process.		
Pass: Analyse the legal aspects of mediation in resolving a dispute, with reference to a proposed client’s needs.	Merit: For a given scenario, critically compare mediation with court proceedings and arbitration as methods of dispute resolution.	Distinction: For the same scenario, critically evaluate the options and formulate a dispute resolution strategy incorporating mediation, including provisions for settlement agreement enforcement.
L03 Understand the work of UNCITRAL in relation to international commercial mediation.		
Pass: Analyse the UNCITRAL Convention and the framework and rules governing the conduct of mediation, with reference to a potential client’s needs.	Merit: For a given scenario, evaluate mediation agreements and mediation procedure in accordance with the UNCITRAL Convention and Rules.	Distinction: Critically evaluate the UNCITRAL Convention and justify recommendations for its future development.

<p>L04 Be able to apply mediation procedures from inception to conclusion, including the drafting of a settlement agreement.</p>		
<p>Pass: For a scenario based on a simple dispute, demonstrate understanding of mediation procedures by analysing the process from inception to conclusion, including the requirements for a settlement agreement.</p>	<p>Merit: For a scenario based on a moderately complex dispute, apply mediation procedures from commencement to conclusion and draft an appropriate settlement agreement, evaluating the suitability of the approach taken.</p>	<p>Distinction: For a scenario based on a complex cross-border dispute involving parties located in different jurisdictions, apply mediation procedures from commencement to conclusion, draft a settlement agreement, and critically evaluate the enforceability of the agreement across the relevant jurisdictions.</p>

Learning resources

Reference

Getting to Yes: Negotiating Agreement Without Giving in Roger Fisher (Author) and William Ury (Author), Random House Business (2012), ISBN 10: 1847940935 ISBN 13: 9781847940933

Dispute Resolution Skills and Techniques: Mediation Conciliation Facilitation, Nadja Alexander (Author) and Laurence Boulle (Author), LexisNexis (18 December 2025), ISBN: 9780409361889

Singapore Mediation Handbook, Nadja Alexander (Author), Joel Lee (Author), Lum Kit-Wye (Author), LexisNexis (2019), ISBN 13 9789814798730 ISBN109789814798723

Learning Activities		
Guided learning hours		
Comprising of:		120
Lectures/lessons Classroom-based activity in large groups	18	
Seminars/tutorials Classroom-based activity in small groups		
Practical laboratories sessions Laboratory-based activity in specialist spaces	36	
Project work Project-based activity in simulated work environments either in groups or as individuals	36	
Assessment portfolio development Supervised development of assessment portfolio	30	
Independent learning hours		
Includes additional reading, research, and unsupervised assessment portfolio development		180
Total learning hours		300

Assessment

The grid below provides suggestions for the types of assessment activities that can be used with the unit attached to provide evidence for the learner's portfolio. Please refer to the OCN London Assessment Guidance document for definitions of each activity and the expectations for assessment practice and evidence for moderation.

Case Study	✓	Project	✓
Written question & answer/test/exam		Role play/simulation	
Essay		Practical demonstration	✓
Report	✓	Group discussion	
Oral question and answer	✓	Performance/exhibition	
Written description	✓	Production of artefact	
Reflective log/diary		Practice file	

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.

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 graded, Pass, Merit, Distinction.

Assessment and grading system

For each unit, an assessment grid is provided that sets out the context/scenario for the assessment, indicates the learning outcomes to be achieved, and identifies the evidence required to support their attainment. This grid contains evidence requirements for grading at pass, merit, and distinction. The criteria are cumulative, so to achieve a merit grade a learner must satisfy the criteria for both a pass and for a merit. Similarly, to achieve a distinction grade a learner must satisfy, pass, merit, and distinction criteria.

The grade outcome for a unit will be determined as follows:

- To achieve a **pass** grade in a unit, a pass must be attained for all learning outcomes.
- To achieve a **merit** grade in a unit, a merit must be attained for all learning outcomes.
- To achieve a **distinction** grade in a unit, a distinction must be attained for all learning outcomes.

Learners who either fail to make a final submission of their portfolio, or whose submission does not meet the criteria for a pass, may be counselled and allowed rectification as follows:

- Repeating the whole unit
- Reworking an element of their portfolio

For the diploma to be awarded, a pass grade must be achieved in all units. The grade outcome for the diploma will be based on the predominant outcome for each of the units.

For courses with four units, the grade outcome for the diploma will be determined as follows:

- To achieve a **pass** grade in the diploma, a pass must be attained for units.
- To achieve a **merit** grade in the diploma, a merit must be attained in at least three units.
- To achieve a **distinction** grade in the diploma, a distinction must be attained in at least three units, with all other units being graded merit.

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

Tutors and assessors of this qualification are expected to hold, as a minimum, a Level 7 qualification (e.g. a Master's degree) in law, dispute resolution, business, or a related discipline, or an equivalent qualification.

They should also have relevant occupational experience in arbitration, mediation, alternative dispute resolution, or a closely related professional field.

In addition, tutors/assessors should have:

- Experience of delivering and/or assessing at Level 7 or equivalent
- An understanding of quality assurance processes and assessment practices
- A commitment to maintaining current knowledge of developments within the field

Centres should ensure that all staff involved in delivery and assessment are suitably qualified and experienced.

(Contact OCN London for advice on the suitability of specific qualifications or experience if required.)

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.



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