

## FREQUENTLY ASKED QUESTIONS

### **1. Does completing this course mean I am a qualified workplace mediator?**

Basically the answer is yes – this course Units 1 & 2 equips you to carry out workplace mediations either as part of your work role or as an independent mediator. It is also important to point out that it is the course which is accredited (in this case by the Open College Network OCNWM) not the individual.

### **2. Who accredits this course? Who is the Open College Network ?**

The Open College Network (WMOCN) is a well-known recognised accrediting body for skills/vocational courses such as these. Successful completion of Units 1 & 2 will give you an OCN Credit Certificate in 'Mediation in the Workplace'<sup>™</sup> and the additional Advanced Unit 3 will give you an additional Certificate in 'Workplace Mediation with Teams'<sup>™</sup> (All PMR courses are trademarked under strict copyright and are only provided by PMR Ltd).

### **3. Does doing this course mean I can call myself a workplace mediator?**

Basically – yes. This six-day course provides excellent practitioner skills training and covers a lot of information in a short time; it gives the essentials of how to carry out a workplace mediation between two individuals in dispute. It will be up to you how you use these skills and gain experience.

### **4. Can I just do Unit One- 3 days only?**

The answer is Yes- you can do Unit 1 only as a good introduction to workplace mediation and its skills (non accredited) but you will need to complete Units 1 & 2 and the ocn written assessments in order to receive the OCN Credit Certificate 'Mediation in the Workplace'

### **5. How is the course assessed?**

All the details of how the course is assessed is described in the section 'Learner Information & OCN Assessment Procedure' in the course Joining Details that will be e-mailed to you when you submit your Booking Form on our web page. Assessment is very straight forward and is by written work called 'Learning Outcomes' (based on what you have learnt on the course) which you type up after each unit and e-mail to PMR; and also by skills assessment by the tutor throughout the role-plays and exercises of unit one.

### **6. Do I need any prior qualifications in order to do this course?**

No – no prior qualifications are required though you will need to be able to produce written work (in good standard english) and show you have understood the 'learning competencies' of the course. It is preferable that you do have some experience in this field i.e. in management, personnel, employment law, coaching, welfare, equal opportunities, communication or counselling skills or similar but not necessarily so.

### **7. Will PMR give me work experience in workplace mediation if I do this course?**

Basically the answer is 'No' as we only use mediators who have many years of experience...PMR provides an excellent training but it will be up to you how you use the course or your skills; though it is true to say that this field is expanding very rapidly in the UK and there is a certainly a growing demand for trained workplace mediators.