

Overview

This standard is about mediation services. It is aimed at people who prepare for and set up mediation services for others.

The standard looks at how to establish the appropriateness of the mediation process with clients and how to agree the conditions and boundaries of the mediation process.

Performance criteria

You must be able to:

1. comply with all relevant legal, professional and organisational policies, procedures and guidelines when preparing for and setting up mediation
2. identify needs of participants involved in the mediation process
3. explain professional boundaries and when information may need to be shared.
4. explain your role in mediation processes
5. explain how impartiality will be maintained in mediation
6. carry out risk assessments for mediation that meet professional requirements, the needs of clients and organisational requirements
7. check that environments for mediation are trauma informed, appropriate to the needs of clients and have been risk assessed
8. explain the purpose and principles of mediation processes at a pace and using language appropriate to clients
9. explain potential limitations of mediation in line with clients needs
10. check clients' understanding of the mediation process clarifying information when required
11. encourage clients to ask questions to help them decide on the appropriateness of mediation for their situation
12. establish clients' commitment to the mediation processes
13. treat clients in ways which promote co-operation and the positive use of mediation in line with recognised good practice
14. explain alternative options in situations where mediation or the use of particular mediators are inappropriate
15. apply principles of mediation in consistent ways throughout the process
16. devise relevant strategies to bring clients in dispute to mediation processes
17. obtain clients consent to proposed mediation models and conditions
18. agree principles of balanced participation of both clients in line with their needs
19. establish the nature and appropriateness of issues for mediation according to the needs of clients
20. record information in line with organisational requirements and data protection

Knowledge and understanding

You need to know and understand:

1. legislation, codes of practice, organisational policies, procedures and guidelines in relation to preparing and setting up mediation.
2. the importance of complying with relevant legal, professional and organisational requirements and guidelines
3. the setting of professional boundaries
4. the principles of mediation
5. how to check clients' understanding and how to help them understand information given to them
6. how to treat clients in ways which promote co-operation and the positive use of mediation
7. communication styles and how to adapt them to suit the needs of clients
8. how to establish commitment from clients and what this is likely to involve.
9. alternative options including referral to other agencies or mediators
10. the models and components of the mediation process
11. the environments that may be most conducive for effective communication
12. how mediation relates to the legal position for clients
13. the roles and responsibilities of those involved in the mediation process
14. organisational and legal recording requirements, including how to store recorded information securely
15. workplace requirements on equity, equality, diversity and inclusion.
16. trauma informed principles and safeguarding requirements

Prepare and set up mediation

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Suite Advice and Guidance

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