

## Overview

This standard is about the steps that need to be taken when supporting clients through the mediation process. It is aimed at people who provide advice and guidance to clients for services such as public services, education and training, health services and those provided by community social welfare advice providers and others.

The standard looks at how the mediator initially looks to establish issues with clients, how they explore issues, help them identify and evaluate the potential options available to them and finally to build and secure agreements between clients.

## Performance criteria

### *You must be able to:*

1. comply with all relevant legal, professional, and organisational policies, procedures and guidelines in relation to supporting clients through the mediation process
2. introduce clients to the mediation process in line with their needs
3. Stress that clients may withdraw from the process at any time
4. Set appropriate professional boundaries and clarify when information may need to be shared.
5. allow clients sufficient time to express their concerns in line with their needs
6. confirm with clients that information obtained is accurate
7. agree with clients any issues that will form the agenda for discussion in line with their needs
8. discuss issues in an order that allows progress to be made
9. consider options where the concerns of clients cannot be met through mediation or the selected mediator
10. facilitate gathering and exchanging of information between clients
11. manage differences between clients in a professional manner ensuring both perspectives are respected
12. encourage clients to acknowledge each other's perspective in line with their needs
13. establish common ground where agreement is possible
14. clarify issues of confidentiality in line with organisational and data protection requirements
15. check that time allocated to explore options and proposals is appropriate to the progress made within the mediation process
16. give clients opportunities to consider a range of options in line with their needs
17. support clients to evaluate the implications, consequences and practicalities of options in line with their needs
18. agree criteria for resolution with clients
19. create opportunities for decisions on options to be made, including the potential for compromise between clients
20. check the basis of agreements with clients to confirm ownership
21. agree conditions and methods of implementing agreements with clients
22. record agreements in line with organisational requirements

## Knowledge and understanding

### *You need to know and understand:*

1. legislation, codes of practice, organisational policies, procedures and guidelines in relation to supporting clients through the mediation process.
2. the importance of complying with relevant legal, professional and organisational policies, procedures and guidelines
3. principles, approaches and methods of mediation
4. different methods of communication and how to adapt them to suit the needs, preferences, and accessibility requirements of clients, ensuring inclusive practices.
5. how to deal with boundary setting and confidentiality within the mediation process including when information may need to be shared
6. informed consent within the mediation process
7. the roles and responsibilities of those involved in the mediation process (and boundaries)
8. range of interventions available to support the mediation process and the circumstances in which they can be used
9. options available, including;
  - 9.1 referral to other agencies
  - 9.2 other mediators
10. how to support clients in situations of distress or heightened emotions
11. key words and phrases that indicate potential for movement and change
12. what the criteria for agreements are likely to include
13. conditions and methods of implementing agreements which must include the responsibilities of each party
14. range of services and agencies available to provide support
15. the referral procedures
16. range of approaches that can be used to help clients explore and evaluate the options
17. how to match interventions to client's needs
18. organisational and legal recording requirements, including how to store recorded information securely
19. workplace requirements on equity, equality, diversity and inclusion.
20. trauma informed principles and safeguarding requirements

Support clients through the mediation process

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**Relevant Occupations** Education and Training, Health, Public Services and Care, Housing Advisors, Public Service Professionals

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**Suite** Advice and Guidance

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