



Online Delivery of CMC Registered Mediation Skills Training Course during coronavirus crisis

The CMC's Registration and Standards Committee was asked to review whether Registered Mediation Skills training courses can be delivered online, in all or in part, for the duration of the coronavirus crisis. Prior to its decision, it invited providers of Registered Training Courses to submit any views and evidence they had, relevant to this issue. The Committee would like to thank the many providers who did this – the views were many and varied, but all informative.

In reaching its decision, the Registration and Standards Committee considered the overriding principle that the CMC's Registration schemes exist to ensure mediators are properly trained which offers public protection. It also considered that the mediation skills course has a mixture of theory and practical elements; that extensive video conferencing facilities are now available and that different people have different levels of comfort with and ability to use the technology; and that the mediation skills course is not training for online mediation but is online training for face to face Commercial and Civil mediations (including Workplace).

On that basis the Registration and Standards Committee made the following recommendation to the CMC board which it has accepted.

For the duration of the coronavirus crisis, providers of registered training courses can deliver part of their Mediation Skills training course online, with the caveat that **at least one day's training** must be delivered in person. This day should allow each candidate to complete at least two role play sessions as a mediator of a minimum of an hour each, which should be video recorded. The training provider should then assess the candidates in the usual way, and pass the assessment results and recordings to the CMC. The CMC will then spot check the recordings to ensure the candidates meet the expected standard for CMC registration. The results will then be passed to the training provider to pass to the candidates. The candidates will still be required to fulfil all the other CMC requirements prior to Registration.

Providers should note:

- The CMC appreciates there are different ways of delivering online training and having considered the responses received from the training providers the CMC has

set a maximum of 6 candidates per trainer for online training.- Candidates who do not pass will need to undergo additional training in order to be registered.

- The CMC reserves the right to charge the training provider a fee of £80 plus VAT to spot check at least two role-plays at random per course. An additional fee may be requested should subsequent spot checks be needed.
- If they wish to run an online course which could lead to CMC Registration, training providers must inform potential candidates of these arrangements, and any costs involved.

This solution allows existing providers of Registered Training Courses flexibility to run courses primarily online during the coronavirus crisis, whilst finalising their training once it is possible for people to meet in person, and ensures that mediators meet required standards to registration.

Please note that these arrangements are currently a temporary measure and trainers should not assume that online courses can lead to CMC Registration past September 2020.

Providers who carry out some of their training online are required to share feedback from delegates, as well as their own experiences, with the CMC.

The CMC will keep this situation under review. In due course it will utilise both trainer and delegate feedback, along with video assessment evidence to decide on the long-term future of online training for Registered Mediation Skills courses.

In order for the CMC to track the courses using online training, providers are required to inform the CMC of each course they intend to run using online training prior to its commencement.

Civil Mediation Council

7th May 2020