

Board of Directors

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Deputy Chairperson

Mr Laurie Glanfield
Director General, NSW
Attorney General's
Department

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Mr Michael Ahrens
Mr Martin McCurich
Mr Noel Reidy
Professor Doug
Jones, AM

Dispute Resolution Scheme

Credit Ombudsman
Service

Course registration form 2006 Sydney courses

Conflict Resolution/Dispute Avoidance Certificate (1 day)

**Mediation/Conciliation Accreditation
Skills, Techniques and Practice (4-5 days)**

**Mediation/Conciliation Accreditation
Advanced Experiences and Review (3 days)**

Complaint Handling (1 day)
'A Complaint is a Gift'

TRAINING TEAM



Training Manager

Steve Gibbeson

Communications Officer

Nerida Cook

Consultants

Gail Shennan

coach, accreditor and specialist trainer

Salli Browning

coach, accreditor and specialist trainer

Bill McCabe

coach, accreditor and specialist trainer

Don Jenkins

coach and accreditor

ACDC also appoints other topic specialists from a network list established over 20 years

ACDC MEDIATION ACCREDITATION BOARD

Chairperson

Dr Simon Longstaff

Executive Director,
St James Ethics Centre

Board Members

Judge Margaret Sidis

NSW District Court

Ms Susan Knights

Senior Lecturer, Faculty of Education
University of Technology, Sydney





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Conflict Resolution/Dispute Avoidance Certificate (1 day)

Dates

- 21 June
- 26 July 6 September

Cost

\$550.00 (inclusive of GST)

Mediation/Conciliation Accreditation - Skills, Techniques and Practice

Sydney Dates

- 6-9 June
- 27-30 June
- 11-14 July (Local Government Specific Course)
- 1-4 August
- 12-15 September

Accreditation

The course includes an optional assessment day leading to ACDC Mediation Accreditation if successful. The accreditation certificate is recognised by the ACDC Mediation Accreditation Board and is valid for two years. ACDC is a joint Supreme Court of NSW Protocol Partner for the supply of suitable mediators and the training is also recognised by the NSW Bar Association and the Law Society of NSW.

Participants are able to attend any of the optional accreditation days.

- 19 June
- 17 July
- 24 July
- 9 August
- 22 August
- 22 September

(Please choose an assessment field from the box on the next page)

Melbourne Dates

- 15 -18 August
- optional accreditation day TBA

(Please choose an assessment field from the box on the the next page)

Cost

\$2200.00 for 4 days, extra \$550 for optional accreditation day (all inclusive of GST)



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Mediation/Conciliation Accreditation - *Advanced Experiences and Review*

Date

13-15 June

19-21 September



Cost

\$1650.00 for 3 days (inclusive of GST)

(Please choose an assessment field from the box below.)

Please tick your assessment field:

Information Technology Mediation

Conciliation

Business & Commercial Mediation

Local Government Mediation

Workplace Grievance Mediation

Complaint Handling – ‘A Complaint is a Gift’ (1 Day)

Date

8 August

Cost

\$550.00 (inclusive of GST)

Discounts

A 5% discount applies when one participant books and pays for any two or more courses or assessments at the same time.

An additional 5% discount applies when 3 or more participants from the one organisation attend the same course.

Package deals for our full program at 10% off full price, and 25% off for groups of 3 and more.



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Discounts, cancellations, assessment and accreditation

Discounts

The training base charge is \$550 per day, however, a 5% discount applies when one participant books and pays for any two or more courses or assessments at the same time. An additional 5% discount applies when 3 or more participants from the one organisation attend the same course.

Cancellations

Cancellations received in writing 15 days or more before the commencement of the course are eligible for a refund less an administration fee of \$195. **A transfer to a future training date is effectively a cancellation from the existing enrolment date and without sufficient notice, ACDC will incur real losses.** No refunds can be given if less than 14 days' notice of cancellation is received, which is usual practice in the training industry. This is because significant expense has already been outlaid. Venues/catering have been confirmed, coach/assessors have been booked, customised learning materials have been prepared and clients have received valuable pre-course information. A suitable substitute participant is acceptable given sufficient notice. If you are unable to attend all or part of a course and have already paid, you are entitled to enrol in the next course for a 20% discount. ACDC reserves the right to alter programs and terms without notice. If ACDC cancels the course (which it may do at its discretion), transfer to another course is encouraged or full refund is provided.

Assessment and Accreditation

Accreditation is through the Mediation Accreditation Board (MAB), valid for two years and records are not kept longer than this. When participants are assessed as "not yet competent", individual arrangements are made for further coaching and/or another assessment.

Recognition of Prior Learning (RPL)

ACDC's Recognition of Prior Learning (RPL) system is free and designed to facilitate pathways to ACDC qualifications by formally recognising informal and non-formal learning. RPL is intrinsic to effective lifelong learning.

The process begins with enrolment in an ACDC course for which the participant does not formally hold the prerequisite entry requirement. The enrolment is followed by an over-the-phone interview to assess readiness to participate in the desired level of training. This telephone interview is followed by the participant supplying printed primary evidence (eg copies of existing certificates) and/or secondary evidence (eg a short reflective essay on pragmatic learning experiences) to backup claims made over the phone.

When registering for Recognition of Prior Learning (RPL) a limited offer is available to purchase a reference manual for the course being skipped for \$65 including GST (no further discount available). At other times, the manuals are available for \$130 (including postage, handling and GST).

Please send me a reference manual