

**Unit Title: Conflict Theory in Mediation**

Level:	Three
Credit Value:	3
GLH:	20
OCNLR Unit Code:	EC8/3/LQ/005
Ofqual Unit Reference Number:	D/504/2033

*This unit has 5 learning outcomes*

LEARNING OUTCOMES	ASSESSMENT CRITERIA
<b>The learner will:</b>	<b>The learner can:</b>
1. Understand the concept of conflict.	1.1. Explain the concept of conflict. 1.2. Explain three characteristics of conflict interaction.
2. Understand the factors that can contribute to conflict.	2.1. Explain the factors in at least two conflict situations. 2.2. Explain how different triggers can result in conflict. 2.3. Analyse why these factors can contribute to a conflict.
3. Understand how conflict might be resolved through the mediation process.	3.1. Describe two different conflict situations. 3.2. Explain possible different responses to these conflict situations. 3.3. Explain how conflict might be resolved through the mediation process.
4. Understand the role of the mediator in conflict resolution.	4.1. Explain the role of the mediator in resolving a conflict. 4.2. Assess the limitations of the role of the mediator. 4.3. Explain the importance of the impartiality of the mediator. 4.4. Explain the importance of mediator confidentiality.

<p>5. Understand conflict resolution strategies in the mediation process.</p>	<p>5.1. Explain the importance of adopting a strategy for conflict resolution. 5.2. Explain why a strategy would need to be flexible. 5.3. Critically compare two different strategies for resolving a specific conflict through mediation.</p>
---	---

## Assessment

The grid below gives details of the assessment activities to be used with the unit attached. Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

**P = Prescribed** This assessment method *must* be used to assess all or part of the unit.

**O = Optional** This assessment method *could* be used to assess all or part of the unit.

Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	
Essay	O	Practical demonstration	