

Note 1 and 2 Online training courses

Note 1 online training course.

The course programme is identical in duration and content to our approved in person mediation training.

Start and finish times depend on the delegates and the time zones they are in.

There is no departure from the topics or subjects covered, lecture, exercises or role plays just because it is delivered online.

Note 2

We ran a pilot in-house course to test the platforms, delivery and efficacy of the training online.

The course feedback was incredible and the delivery was better than we had anticipated, in that there was not shortcoming over our in-person course.

We use the Zoom platform, with breakout rooms for small group work and role plays. There is a tutor in each breakout room at all times, just as we have a tutor in each room when we deliver training in person.

We insist that delegate's video is on throughout the course, save for when they step out of the role play room when not in private session.

When not in the room, we turn off video, but they continue to see and hear what occurs in the other breakout rooms during the coached role plays. During role plays they are moved out of the breakout rooms and brought back when required by the assessors. Time out of the room is limited to 10-15 minutes during assessed role plays only. This creates a greater degree of realism for the role play.

Breaks are clearly scheduled in the programme. Morning and afternoon breaks are 30 minutes. Lunch is a full hour. This allows for comfort breaks and time away from the screen.