

# Global Mediation

REPLACING CONFLICT WITH HARMONY

Course Prospectus



## Special Educational Needs & Disability (SEND)

Mediation Training Programme

An advanced course for qualified mediators wishing to carry out mediations in the field of special educational needs and disability, formally approved by the Civil Mediation Council and the College of Mediators, April 2019.



## Overall Aim of the Course

The overall aim of the course is to equip mediators (those with an initial recognised mediation qualification) to be competent to work in the specialist area of SEND mediation, and to be able to apply to the College of Mediators and the Civil Mediation Council for registration as a specialist mediator in SEND.

The aim of the course specifically is for participants to gain awareness, knowledge, and experience of Special Educational Needs and Disability legislation, context, and local processes and procedures, as well as relevant mediation skills.



## Why Study with Global Mediation?

Established in 1999, Global Mediation is widely recognised as the leading SEND Mediation provider in the UK, offering high quality, fully audited and accredited mediation services, and an extensive range of education and training programmes. We currently work in over 60 Local Authorities across the UK, and boast a panel of more than 30 qualified, experienced and dedicated mediators, with 4 additional In-House Specialist Mediators, all of whom are supported by a team of permanent office staff in our North London based offices.

Most recently we have engaged in a period of pioneering project work in partnership with the DfE, in order to produce our innovative SEND Mediator Training Course — an advanced course for qualified mediators wishing to carry out mediations in the field of special educational needs and disability, formally approved by the Civil Mediation Council and the College of Mediators (April 2019). Successful completion of a SEND Mediation Training Course is now required to achieve validation from the Civil Mediation Council and the College of Mediators in order to then qualify and practice as a specialist SEND mediator. Within our profession, the move to become accredited, supported by the DfE, is a hugely positive step and one which we are enthusiastic about — and fully committed to.

Completing a training course in SEND Mediation at Global Mediation will equip you with the necessary knowledge, skills and understanding required to practise as a specialist SEND mediator. You will also be able, where necessary, to apply to the College of Mediators and the Civil Mediation Council for membership.



## Who is the SEND Training Course for?

The course is aimed at professional mediators with an invested interest in mediating disputes within the field of Special Educational Needs and Disability. Mediation practitioners applying for the course will need to have attended and be able to evidence successful completion of a foundation course in mediation.

### Summary of Eligibility

✓	Qualified mediator status	Essential
✓	Experience of mediation practice	Desirable*
✓	Experience in the field of Special Educational Needs and Disability	Desirable
✓	Clear commitment to equal opportunities, inclusion and diversity	Essential
✓	Fluency in English	Essential

\* All individual and relevant experience, extent of mediation skills and confidence in mediating will be taken into account upon application. Global Mediation are also able to offer additional mediation observation, co-mediation and skill development programmes to complement the SEND Mediation Training Course and to offer supported mediator development opportunities. Please contact us or refer to our website for the most up to date opportunities and costings.



## Course Overview

1

Pre-Course Mediation Observation

2

Induction Event

3

Pre-course Reading

4

Part A

5

Part B

### Taught Component:

- Taught Training
- Modules 1 – 4

### Day 1:

- Legislative Framework
- Contextual Knowledge

### Day 2:

- Practice and Conduct
- Local Processes & Procedures

### Professional Practice & Casework:

- Module 5
- 12 Hours
- A minimum of 3 supervised graduated casework opportunities:

1. Observation
2. Co-Mediation
3. Lead Mediator Role

- Two hours written and verbal feedback in order to reflect on practice (assessed)

**Course Support:** Two individual tutorials to support you throughout the course and discuss future plans. Work is supported and assessed by an experienced SEND mediator. Assistance with application to the COM or CMC if required. **Requirements:** – 100% attendance of modules 1–4 required – Completion of Module 5 will usually take between 3-12 months following the Taught Component of the course, dependent on individual circumstances and tutor availability. Three assessed mediation cases are a minimum requirement and additional supported cases may be required, carrying an additional fee.

6

Certificate on Satisfactory Completion

Approval as accredited to undertake SEND mediations  
Submission of application to the Civil Mediation Council and the College of Mediators



## Course Fees

### Your fee of £1800 + VAT includes

- Pre-course mediation observation opportunity.
- An induction meeting and pre-course reading advice.
- Taught component: 4 modules over two days.
- Lunch, refreshments and course materials during the two days taught training.
- DBS application fee.
- Module 5: Professional Practice and Casework consisting of a minimum of 3 graduated casework opportunities (mediation observation; co mediation and lead mediation practice) organised and supervised. Completion of Module 5 will usually take between 3–12 months following the Taught Component of the course, dependent on individual circumstances and tutor availability. Three assessed mediation cases are a minimum requirement and additional supported cases may be required, carrying an additional fee.
- Two individual tutorials to support you throughout the course and to discuss future plans.
- Assistance with preparation of your application to be submitted to the CMC and CoM if needed.
- Certificate upon completion of the course.



## How to Pay

### £1800 + VAT to be paid in two instalments

- £600 (inc VAT) deposit to secure your place.
- £1560 (inc VAT) payable 14 days prior to the commencement of the course.

Fees are refundable in full if cancelled 28 days prior to commencement of the course.

50% of the fees are refundable if cancelled 7 days prior to commencement of the course.

In exceptional circumstances deferment of date may be agreed at the discretion of Global Mediation.

Travel expenses are not included, and you may be required to travel to mutually agreeable locations to complete the Professional Practice Mediation sessions.

Please note that this information is for guidance only, and is subject to change.



## Course Location

The taught component will be held at the venue detailed below. Travel expenses are not included, and you may be required to travel to mutually agreeable locations to complete the Professional Practice Mediation sessions.



**The Radlett Centre**  
1 Aldenham Avenue  
Radlett  
Hertfordshire WD7 8HL

## By Car

The Radlett Centre is easy to get to by car within a few minutes drive from the M1 or M25.

**Parking:** The nearest car park is Newberries Car Park, situated directly across the road with 210 spaces. The car park is free after 6.30pm every evening and all day Sunday, and 'pay and display' at other times.

## By Train

There is a regular Thameslink service to Radlett, with links to St Albans, Luton, & London Kings Cross.

The station is a two minute walk from the Centre. Passenger enquiries 08457 484950.

**Access:** The Radlett Centre can be easily accessed by wheelchair users.



## How to Apply

To register your interest or to request upcoming course dates, please contact us at: [sen@globalmediation.co.uk](mailto:sen@globalmediation.co.uk) We will send you an application form which you will be asked to return with your CV, a covering letter and details of your mediation certification.

## Interview

The interview will be conducted by at least one of the course leaders. It is an opportunity for us to find out what has motivated you to apply for the course, and for you to find out a little more about the course content, the course staff and what to expect upon successful completion of the course, and finally to establish whether the course is right for you. Interviews will be conducted via telephone or teleconferencing, by arrangement.

Applicants are encouraged to share with us any individual or specific needs with regard to this training, so that consideration can be given to providing support, reasonable adjustments, or other assistance.



## Programme Staff

Our programme staff team are skilled within the fields of both mediation and Special Educational Needs and Disability, and draw on their breadth of knowledge and experience in order to deliver and complement the high-quality course content.

*Click on a photo below to see the presenter's profile.*



## Polly Walker

*Course Director*

Polly Walker is an accredited mediator, having joined Global Mediation as a panel member in 2014, moving to the role of In-House Mediator during 2018.

Polly's area of expertise resides in special needs education. Originally training as a primary school teacher, she transitioned to a career focusing on special educational needs, working closely with children and young people presenting with a range of special educational needs, and their families and relevant professionals, within a variety of educational settings. She is committed to all matters of social inclusion and as a result, became a published author, having written and illustrated two children's books with themes around diversity, self-esteem, and conflict resolution.

Polly is extremely passionate about mediation, viewing the process as a valuable opportunity for empowerment, cohesive problem solving and the development of positive communication and mutual understanding. She is highly regarded for her approach – she is professional and assertive, yet warm and engaging, and wholly committed to fairness and neutrality. She has extensive experience of mediating SEN disputes, as well as workplace and community disagreements.

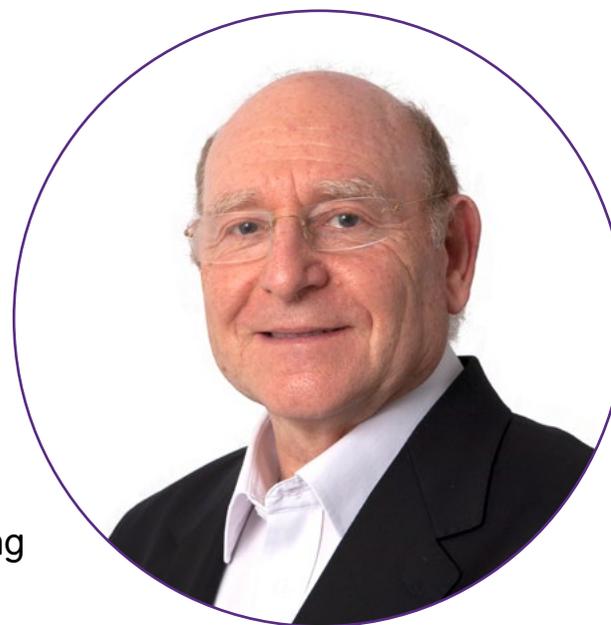
Polly is recognised as an accredited SEND Mediator, awarded by the College of Mediators and the Civil Mediation Council.



## Professor Irvine Gersch

*Co-Course Director*

Emeritus Professor Irvine Gersch is the past Director of Programmes in Educational and Child Psychology at the University of East London. Prior to this, he worked as a teacher, an Educational Psychologist and Principal Educational Psychologist. He has been on the Board of Global Mediation since the Company's inception and now works as a Consultant, with special responsibility for training, quality assurance, safeguarding and business development.



He is widely published on subjects including: school leadership and management; listening to children and behaviour management; parenting; mediation and conciliation in special educational needs; the future of SEN and psychology; and coaching and mentoring.

He has acted as advisor for the Government in SEN and has received two annual awards from the British Psychological Society for distinguished contributions to the profession of educational and child psychology in 2002 and 2016.

Irvine is currently a member of the College of Mediators and the Civil Mediation Council Panel of Assessors, having served on the DfE working party, developing standards and training for SEND mediators.

Irvine is recognised as an accredited SEND Mediator, awarded by the College of Mediators and the Civil Mediation Council.



## Martha Monday

### *Course Tutor*

Martha has been on the Global Mediation panel as an accredited mediator since its inception in 1999. In April 2016 she was assigned the role of In-House Mediator and in April 2018 became Acting Director. As well as carrying out direct mediations in all regions, her role involves local authority liaison, marketing and training.

Martha has extensive mediation experience, having been mediating on a regular basis since 1998. She practised simultaneously as a family law barrister for 16 years and has a Masters in Law, but has recently resigned from the Bar to concentrate upon her mediation practice, preferring the investigative, empowering and non-adversarial approach offered by this process of dispute resolution. Assisted by her honed listening and negotiation skills, she has an exceptional track record of successful mediations. Martha conveys a degree of empathy, whilst remaining alert to the needs of all participants to find fair, practical solutions.

Martha is recognised as an accredited SEND Mediator, awarded by the College of Mediators and the Civil Mediation Council.



## Karen Heenan

### *Course Tutor*

Karen was appointed In-House Mediator with Global Mediation in June 2017. She has been on the Global Mediation panel as an accredited mediator since 2014. She mediates across the country and her role also involves local authority liaison, marketing and training.

Karen has always had a passion for conflict resolution. She qualified as a solicitor, but has spent the majority of her career in the charity sector. More recently, she has held appointments with professional regulatory and other bodies where she chairs hearings to decide on whether an individual is fit to practise or whether his or her actions amount to a breach of professional standards.

Karen is a mediator who inspires confidence and encourages parties to engage, with her warm and professional approach. She believes that mediation provides a way for parties to take control of their own dispute, within the safe space created by the mediator, and to find a mutually acceptable outcome, avoiding potentially costly and protracted legal proceedings.

Karen is recognised as an accredited SEND Mediator, awarded by the College of Mediators and the Civil Mediation Council.



## Chantelle Hercules-Page

*Senior Case Manager and Course Administrator*

Chantelle joined Global Mediation in July 2016 as a Case Manager. She has an NVQ Level 3 in Business and Administration and was previously working for a law firm in an administrative role.

Chantelle has taken on cases from the South East and South West regions and is involved in the entire process of arranging the mediation. She takes initial calls from parents, local authorities and other representatives, finds a suitable mediator for each case and allocates a venue as well as arranging the relevant paperwork and documents.

Chantelle has progressed to the role of Senior Case Manager, and she now deals with the operational side of the office alongside managing the other Case Managers and casework.









GIVE US A CALL

0208 441 1355



SEND US AN EMAIL

[info@globalmediation.co.uk](mailto:info@globalmediation.co.uk)



VISIT OUR WEBSITE

[globalmediation.co.uk](http://globalmediation.co.uk)



VISIT US

8 Lytton Road

Barnet EN5 5BY

**Global Mediation**  
REPLACING CONFLICT WITH HARMONY