

Introduction to Mediation

September 2026



2026 VIRTUAL TRAINING PROGRAMME COURSE INFORMATION SHEET

What is the aim of the course?

The course is aimed at providing candidates with an understanding of the general principles of mediation and its relationship to other dispute resolution processes. The course will introduce candidates to the legal position of, and good practice and procedure in, mediation.

The course is intended for candidates who are new to the field of mediation, wish to learn more about mediation and its benefits to users, or wish to become an Associate member of the Chartered Institute of Arbitrators (Ciarb). Ciarb membership provides a world-class qualification demonstrating excellence in ADR. Becoming an Associate member is a step through Ciarb's world-renowned training programme to become a Ciarb Member.

What is covered within the syllabus?

Through private study and virtual lectures and tutorials, candidates will learn and gain knowledge of:

- The nature of conflict
- How mediation differs from other forms of conflict resolution
- The principles of mediation
- The models of mediation
- The core skills of a mediator
- The structure of a mediation meeting

What are the learning outcomes?

On successful completion of this course, candidates will be able to:

- Understand the background to mediation.
- Describe the process and procedure of mediation.
- Understand mediation in the context of other forms of dispute resolution.

What are the entry requirements?

There are no pre-requisite academic or experience entry requirements for this course other than English language competence since training and assessment are carried out in English. It is therefore essential that candidates enrolling on the course are proficient in both written and spoken English. Ciarb does not require any evidence of this proficiency and it is the candidates' responsibility to ensure that their English language skills are adequate for the course and assessment for which they have applied.

What is the enrolment process?

To enrol on the course, submit the completed Registration Form to the Course Administrator at info@ciarbcaribbean.org **NO LATER THAN 12 AUGUST 2026**. Upon successful registration on the course, candidates will receive confirmation that they are provisionally booked on the course, subject to full payment of the course fee, and instructions on how to pay the fee by wire transfer to the Ciarb Caribbean Branch London Bank Account. **Wire transfer is the only method of payment.**

Upon payment of the fee, registration will be confirmed. Candidates will receive joining instructions, access to course materials and the course schedule by email.

What is the course fee and what does it include?

The course fee is GB£225.00 and includes registration, study materials, access to virtual classrooms, tuition and assessment. Ciarb Student members are entitled to a 10% discount.

How is the course delivered?

The course is delivered with a combination of private study and virtual lectures and tutorials. Private study includes reading course materials and undertaking self-assessment tasks in the candidates' own time. Virtual lectures and tutorials involve the candidates attending two half-day virtual classroom sessions, via the Zoom online platform, on Wednesday, 2 September and Thursday, 3 September 2026 starting at 9:00 am (Eastern Caribbean Time).

Ciarb is committed to supporting candidates to be successful in their courses and to achieve successful outcomes in their assessments. The virtual classroom sessions are designed to be interactive teaching and learning experiences taught by senior tutors who will assess individual needs. Candidates therefore will be at a disadvantage if they do not attend all virtual classroom sessions and for this reason it is strongly recommended that candidates attend all scheduled sessions.

How will candidates be assessed?

Candidates will be assessed through an online multiple-choice test accessed via LearnADR, Ciarb's online learning platform, from 4 September 2026 and available for 28 days from that date. Prior to the start date of the assessment period candidates must create a 'My Ciarb' account and will receive an email with instructions on how to access the assignment.

Candidates will be allowed three attempts to complete the test. Each attempt started must be completed within 7 days of its start. All attempts must be completed and submitted within the 28-day assessment period.

Candidates must achieve a minimum overall mark of 55% to pass the course. Results are made available to candidates immediately upon completion of the assessment.

On successful completion, candidates will be awarded a Certificate of Assessment and may progress on to the Module 1 course in Mediation.

Successful candidates will be eligible to apply for Associate grade membership of Ciarb and take advantage of a range of educational and professional benefits. Candidates are only eligible to apply for the relevant membership grade for a maximum of 2 years after having successfully completed the course and assessment.

What is Ciarb's policy on cancellation?

Ciarb reserves the right to cancel the course or change the tutors or the dates or the content of the programme. Candidates will be provided with adequate notice of any cancellation or changes. If Ciarb cancels the course, candidates will be provided with a full refund of any fees paid or the opportunity to transfer their registration to the next course, if available.

Should a candidate wish to cancel his or her confirmed registration of a course, notification must be received by email, prior to the start of the course, to info@ciarbcaribbean.org. Cancellation charges will apply.