



SOCIAL DIALOGUE

CERTIFICATION COURSE ON CONCILIATION/MEDIATION OF LABOUR DISPUTES

27 SEPTEMBER – 24 OCTOBER 2021

 4 WEEKS, 35 HRS/WEEK

Information Note

BACKGROUND

The recent changes in the global labour market have affected traditional labour dispute resolution methods. The place of adversarial rights-based processes such as labour tribunals or arbitration is not in dispute, but alongside this is a growing recognition of the value of effective consensus-based dispute resolution methods including conciliation and mediation.

Nowadays, conciliation/mediation plays an important role in the way in which employers, employees and their representative organisations, including trade unions, find agreed solutions to common problems in the workplace, enterprise and different levels.

An agreement reached through conciliation/mediation has usually benefits for all parties involved. First of all, it creates an opportunity for disputing parties to find a mutually beneficial solution to a dispute when negotiation has failed. Secondly, the intervention of an independent conciliator/ mediator often helps parties reduce the extent of their differences. The outcome of a successful labour conciliation/ mediation is a new equilibrium that resolves the prevailing dispute and establishes the foundations of a more co-operative relationship. Finally, it is well known that when parties have agreed the terms of the resolution to a dispute instead of having a decision imposed upon them by a third party, they are much more likely to comply with that outcome. Enforceability is therefore much less of a problem.

Furthermore, an effective dispute managing system promoting consensus-based initiatives reduces both the cost and the time associated with traditional methods of dispute resolution whether it be through tribunals, arbitration or the use of strikes and lockouts. An effective conciliation/mediation system therefore enhances social peace while lightening the burden of work for labour tribunals. Tribunal systems are then able to allocate their resources to a smaller number of proceedings, thus raising the quality of their activities without diminishing access to justice for employers and employees.

In some systems conciliation/mediation is mandatory while in others it is voluntary. There are also situations where statutory and private conciliation/mediation services co-exist. Whatever the scenario, it is crucial that conciliators/mediators inspire confidence in both parties to a dispute if they are to help them achieve an effective agreement. Such experts need to be trained in conflict management and negotiation processes, as well as in the process of conciliation/mediation.

With the intention of strengthen the position of conciliators/ mediators within the bargaining process while fostering the application of core ILO principles and standards, the ILO and the ITCILO have designed a course which aims to develop and improve, as well as certify the competencies of conciliators/ mediators.

COURSE STRUCTURE AND METHODOLOGY

This course is the assessment part of the ITCILO Online Course on Conciliation/Mediation of Labour Disputes A9713758 (or of a previous edition of the same course) and its learning continuation.

Please note that the attendance and successful completion of the Online Course on Conciliation/Mediation of Labour Disputes A9713758 (or a previous edition of the same activity) is a requirement to attend this course and have access to the assessment process.

This course lasts from 27 September to 24 October 2021, for a total duration of four weeks. It foresees approximately 35 hours of time involvement.

Participants will have access to a dedicated online platform on the E-Campus, the online portal of the ITCILO, accessible through a laptop and any portable electronic device.

On this e-platform, participants will find resources and the tools related to the activities of the assessment process: the activities related to the three components of the assessment process and their instructions, the course schedule, the reading material on conciliation/mediation and other reference resources. The course will be highly interactive, facilitated by the course manager and the tutors, who will provide comments, feedback and clarification on the topics of the activities.

The assessment process foresees the successful completion of three components:

1. ROLE-PLAYS

The first component foresees the participation in role-plays related to conciliation/mediation. Participants will be involved in four role-plays exercises, in which they will have the opportunity to play the role of the conciliator/mediator at all stages of the conciliation/mediation process. Two of the role-plays will be coached, and two assessed on the basis of a competency framework. During these exercises, participants will be guided and assessed by highly experienced and renowned conciliators/mediators. After each of the four sessions, both coached and assessed, participants will receive an oral individual feedback.

The two assessed role-plays constitute part of the requirements to obtain the course certificate. These will be weighed at 60% of the final score (minimum requirement is 72 marks out of 120). Each participant will have to participate in all four sessions and hence will play the role of the conciliator / mediator four times, two during the coached sessions and two during the assessed sessions.

These sessions will be organised online through the online platform of the course and the programme Zoom. Each exercise foresees the division of participants into small groups. In these groups, each participant will play either the role of the conciliator or the role of one of the other parties during the simulation. Each participant will have to be present in each of the sessions, even in those where he / she will not play the role of the conciliator

/ mediator. Every time, a different scenario will be used. Every role play foresees the involvement of two participants as conciliator / mediator and will last approximately two hours. Nevertheless, please note that in order to allow for a smooth organisation of the sessions, a duration of approximately four hours should be foreseen in the planning the attendance to the course. The course schedule will be communicated approximately ten days prior to the beginning of the course.

These sessions will be conducted during the first three weeks of the course.

2. WRITTEN TEST

The second component consists in the completion of a written test. This assignment will comprise mostly of multiple-choice questions and short answers questions. The focus of this test will be on the key topics related to conciliation/mediation covered during the 'Online course on conciliation/mediation of labour disputes', mandatory for the participation in this course. This test will be drafted and submitted through the dedicated e-learning platform before the end of the course. It will be weighed at 25% of the final score (minimum requirement is 30 marks out of 50).

3. PERSONAL DEVELOPMENT PLAN

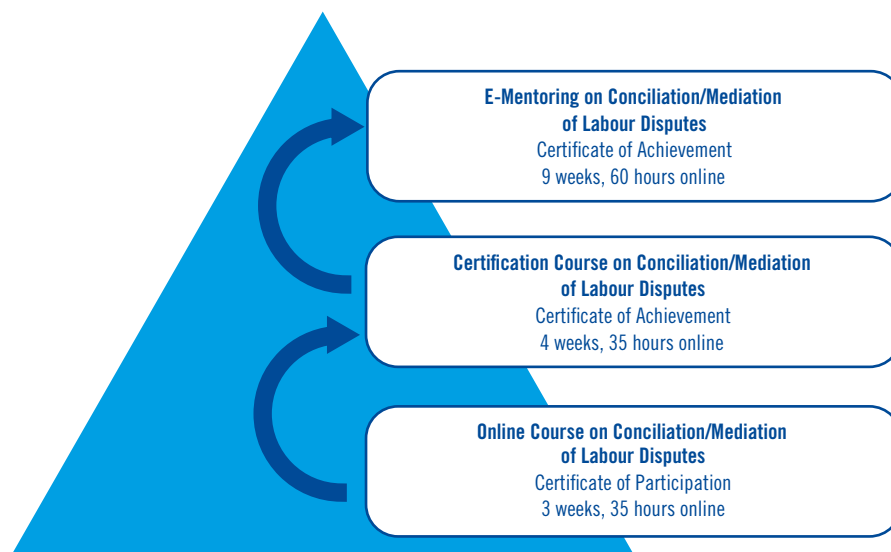
The third component consists in the draft of a Personal Development Plan (PDP). Participants will be asked to reflect on their strengths and weaknesses as conciliators/ mediators, and to discuss how they plan to use their newly acquired conciliator/ mediator skills in the future. The PDP will be assessed on the basis of the ability to be self-reflective and the link between learning, future plans and competencies. This activity will be submitted through the e-learning platform within two weeks from the end of the course. It will be weighed at 15% of the final score (minimum requirement is 18 marks out of 30).

Participants will be informed of the results of the assessment of the two assessed sessions, the written test and the PDP approximately one month after the course has ended.

The participants who will successfully complete all three components of the assessment process will be awarded an ITCILO Certificate of Achievement in Conciliation/Mediation of Labour Disputes. Unsuccessful candidates will have the opportunity to appeal their results and if necessary to retake their assessments remotely in their own country. Retakes will be conducted by video and online. The outcome of retakes will be final.

After the successful completion of both this course (or a previous edition of the same activity) and the Online Course on Conciliation/Mediation of Labour Disputes A9713758 (or a previous edition of this course) or of a previous edition of the face-to-face Certification Course on Conciliation/Mediation of Labour Disputes, there is the possibility to further complement your learning path on conciliation/mediation with the 'E-Mentoring on Conciliation/Mediation of Labour Disputes' A9713738. The successful attendance of this course will grant you a Certificate of Achievement. For further information about this training initiative and to apply for it, please visit the following web page: <https://www.itcilo.org/courses/e-mentoring-conciliationmediation-labour-disputes>

The Learning Path on Conciliation/Mediation of Labour Disputes



OBJECTIVES

The objective of the course is to assess and certify the competencies of those involved in conciliation/mediation of labour disputes and therefore contribute to an increased recognition of their role and functions. Please note that this course does not grant accreditation and does not imply any right to employment with a dispute resolution body.

PARTICIPANTS' PROFILE

- Staff from labour disputes agencies.
- Staff from Ministries of Labour involved in dispute prevention and resolution.
- Employers' and Workers' representatives.
- Industrial relations experts and practitioners.
- Labour law lawyers.

Please note that the number of participants is limited to 18.

LANGUAGE

The whole training programme will be conducted in English. Therefore participants are expected to have a good command of the English language. A phone interview is conducted prior to the course to assess the fluency of participants.

APPLICATIONS

The ILO promotes equality of opportunities and strongly encourages women's applications.

The cost of participation (1,485 Euros) should be paid in advance by the participant or his/her sponsoring organisation. It includes: tuition, access to dedicated e-learning platform and training resources.

For information please consult: <https://www.itcilo.org/courses/certification-course-conciliationmediation-labour-disputes>

To apply for the course, please fill in the online application form, not later than **15th August 2021** at the following link: <https://oarf2.itcilo.org/MIF/A9713760/en>

WITHDRAWAL, CANCELLATION POLICY, AND REFUNDS FOR OPEN COURSES

If an enrolled participant wishes or must withdraw from a course, they may choose to apply to a different course or be substituted by another candidate. The participant must notify the Centre, in writing, of their decision at least 14 days prior to the start date of the course. Cancellation of participation in regular courses will result in the following penalties:

- 14 days or more prior to the start date of the course: No penalty, 100% refund of amount paid less applicable bank charges
- 8 to 13 days prior to the start date of the course: Penalty of 50% of course price, refund of residual amount paid (if any) less applicable bank charges
- 7 days or less prior to the start date of the course: Penalty of 100% of course price.

INFO

FOR FURTHER INFORMATION PLEASE CONTACT

International Training Centre of the ILO

Social Protection, Governance
and Tripartism Programme
Viale Maestri del Lavoro, 10
10127 Turin – Italy

Tel: + 39 0116936917
Email: spgt@itcilo.org

COURSE CODE: A9713760

Made of paper awarded the European Union Eco-label,
reg.nr FR/011/002, supplied by International Paper. 