



Award in Intermediate Technical and Practical Alternative Dispute Resolution Skills

Date of Issue:
May 2023

Who should attend:	Officials, employees and experts related to the process of dispute resolution in organizations as well as students in tertiary education intending to follow a career where dispute resolution will be part of their work duties.		
Course Duration:	Total contact hours: 30 (f2f)	Self-Study Hrs: 120	Assessment: 2 hours
Dates:	10 sessions of 3 hours		
Delivery:	Campus Hub, Msida	Reg. fee to be established	Language of instruction: English
Assessment:	40% role play as part of the continuous assessment during the course where the participation and use of relevant ADR techniques as covered in Module 1 will be observed and assessed and 60% for the assignment for each module - a reflective analysis of an assigned case study, with a number of structured questions to evaluate practical critical and creative thinking skills for use in an ADR.		
Accreditation:	This course has been approved by the Malta Further and Higher Education Authority (MFHEA) as equivalent to Level 5 (6 ECTS) – License No: 2013-FHI-019; Further & Higher Education Institution		

There are no formal entry requirements. Participants are expected to:

- typically be people working in supervisory/junior/middle management roles;
- have basic computer literacy skills & basic understanding of social media;
- have a knowledge of the English language that enables the learner to follow an MQF Level 5 course.

Aim and Contents of the Course

The course is an intermediate-level hands-on intensive course (includes moots and role play sessions). Its main purpose is the training and the supply of prospective ADR practitioners to the mediation and arbitration sectors. Apart from gaining good negotiation skills required in any type of position and employment, they may proceed directly to a placement with qualified practitioners in anticipation of future work as mediators and/or arbitrators in any type of dispute that might arise. They will be able to identify conflicts of interests and the importance codes of ethics play. The learner will be able to distinguish between the different notions of mediation and arbitration.

Course Outline

Module 1: The Nature of Conflict and Conflict Management Styles and Skills

- ✓ Understanding Conflict and Conflict Management Styles and Skills
- ✓ Introduction to the notion of Alternative Dispute Resolution (ADR)
- ✓ Methods of Alternative Dispute Resolution
- ✓ Case Studies: several areas of dispute considered

Module 2: Dispute Resolution through ADR methods

- ✓ Negotiation
- ✓ Mediation
- ✓ Arbitration
- ✓ Consumer disputes
- ✓ ADR entities
- ✓ EU Directives
- ✓ Online Dispute Resolution platform

Course coordinator

Dr Mario Caruana LL.D., CEDR Accredited Mediator, is a lawyer by profession. His practice includes family, civil and commercial mediation. He is a visiting lecturer at the University of Malta and lectures within the Faculty of Laws. The Malta Arbitration Centre appoints him to act as arbiter in condominium cases which are referred to it in accordance with the Law. He has experience in condominium management. He is the founder of ADR (Malta) Centre, a firm providing alternative dispute resolution services (in particular mediation services), and organises short-courses designed to provide hands on experience in the field where they practice.

Assessment & Certification

40% role play as part of the continuous assessment during the course and 60% for the assignment for each module. Grades attained and pass rates are equivalent to University of Malta grading structure. Upon successfully completing the course with 80% attendance, attendees will receive an MFHEA Accredited Certificate from Malta University Consulting Ltd. If a participant fails any module but attends 80% of all sessions, he/she will be eligible for a certificate of attendance. No re-sit/s will be offered.

General Information

For further information kindly contact: Malta University Consulting Ltd, Robert Mifsud Bonnici Street, Lija. Tel: 21240746; e-mail: trainingservices@muhc.com.mt; website: www.maltaconsulting.mt
Cheques are to be made payable to Malta University Consulting Ltd.



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Learning Outcomes:

Knowledge:

- The theoretical part of both modules will provide the learner with the necessary ADR concepts;
- Knowledge of the skills including framing and reframing of arguments for use in ADR;
- Knowing how to carry out a reality test to a number of proposals to resolve a dispute;
- Ability to identify which law and rules apply to the facts of dispute, to correctly coordinate the ADR technique in use;
- The ADR Code of Ethics;
- Clear understanding of Negotiation, Mediation and Arbitration as critical components of Alternative Dispute Resolution.

Skills:

The learner will be able to:

- be analytical, can identify categorise and prioritise issues while utilizing the techniques of ADR;
- empathise and move towards interests while coordinating an ADR;
- brainstorm and be creative to come up with different options which could resolve the dispute;
- think critically while engaging ADR techniques;
- improve creative thinking while utilizing ADR techniques by evaluating and researching; everything, apart from maintaining at all times an inquisitive research attitude;
- know how and when to apply the skills of negotiation, mediation and arbitration according to the situation at hand;
- judge when and how to use knowledge obtained towards the best and fairest outcome while conducting mediation or arbitration for a dispute.

Competencies:

- Able to identify conflict and its different causes;
 - Apply the several conflict management theories to resolving the conflict;
 - Draw up a conflict management strategy before and during negotiations start;
 - Gain a practitioner's understanding of the disciplines involved in conducting a mediation or an arbitration.
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