

PJSC ‘HIGHER EDUCATION INSTITUTION
‘INTERREGIONAL ACADEMY OF PERSONNEL MANAGEMENT’’



SYLLABUS
of the academic discipline
« *THEORY AND PRACTICE OF MEDIATION* »

Speciality: **C4 Psychology**

Educational level: **Second (master's) level**

Study program: **Psychology**

General information about the academic discipline

Name of the academic discipline	Theory and practice of mediation
Code(s) and name(s)	C4 Psychology
Specialty(s)	Psychology
Level of higher education	second (master's) level of higher education
Status of the discipline	selective
Number of credits and hours	3 credits/ 120 hours Lectures: 20 hours Seminars/practical classes: 14 hours Independent work: 56 hours
Terms of study of the discipline	1
Language of instruction	Ukrainian
Type of final control	Credit

General information about the instructor. Contact information.

Full name of the instructor	
Academic degree	
Position	
Areas of scientific research	
Links to the registers of identifiers for scientists	
Contact information	
E-mail:	
Department phone	
Teacher's portfolio on the Institute's website	

Course Annotation: The academic discipline “Theory and Practice of Mediation” belongs to the elective courses of the general training cycle, and its study is provided within the educational and professional program for training specialists at the master's level. This course is designed to develop students' theoretical knowledge in the field of mediation of social relations, to carry out intermediary actions in the context of social interaction between social actors with the aim of preventing the emergence of potential conflicts (disputes) in the future or resolving any conflicts (disputes), including civil, family, administrative, as well as any similar cases related to various problematic social situations. It also focuses on skills for planning and conducting scientifically and methodically grounded analysis of these phenomena with proper mastery of all main

contemporary analytical tools, as well as readiness to develop improved modifications of these tools. For many higher education students, this represents a significant step in their academic and professional preparation for future professional activity.

Subject of Study: The dynamics of conflict: studying how perception, thinking, and behavior change under conditions of acute confrontation; psychological barriers: analyzing cognitive biases, emotional blocks, and psychological defenses that prevent parties from reaching agreement; transformation of relationships: the process of moving from confrontation to cooperation through changing the internal attitudes of participants.

Course Goal: To familiarize students with the fundamental principles and foundations of contemporary theories and practices of mediation (social intermediation); to develop professional competencies in this field; to equip students with the necessary knowledge and tools, mastery of which is essential for confident participation in the educational community and professional environment. Today's students are tomorrow's self-sufficient professionals.

Course Objectives:

1. To master the terminology of contemporary theories and practices of mediation;
2. To understand the logic of formation and historical development of the mediation phenomenon – social intermediation as an important aspect of human social activity, the role and place of mediation in human life, theoretical and practical foundations for conflict resolution through alternative dispute resolution methods (mediation);
3. To become familiar with the main categories and concepts of contemporary theories and practices of mediation;
4. To gain an understanding of the status of mediation participants, the essence of the mediator's expertise, and the nature of the mediation procedure;
5. To master the regulatory framework for mediation, the specifics of applying mediation in various social spheres and social practice; and to define prospects for the development of mediation in Ukraine and globally;
6. To learn to apply knowledge from the theory and practice of mediation in educational, research, and professional growth activities.

Prerequisites of the Course: The study of the academic discipline "Theory and Practice of Mediation" is based on the knowledge and skills acquired by students during their first (bachelor's) level of higher education.

Postprerequisites of the Course: The knowledge, skills, and competencies acquired in this discipline form the foundation for conducting and presenting any research during study, and, in particular, mastering the educational components: "Theory and Practice of Coaching."

Program competencies and learning outcomes:

Integral competence	The ability to solve complex problems and challenges in the process of learning and professional activity in the field of psychology, which involves research and / or innovation and is characterised by complexity and uncertainty of conditions and requirements.
General Competencies (GC)	GC4. Ability to identify, pose and solve problems. GC5. Appreciation and respect for diversity and multiculturalism. GC8. Ability to develop and manage projects.
Specific (Professional) Competencies (SC)	SC5. Ability to organise and implement study and training activities for different categories of the population in the field of psychology.

	SC6. Ability to interact effectively with colleagues in mono- and multidisciplinary teams. SC10. Ability to develop and implement innovative methods of psychological assistance to clients in difficult life situations. SC12. Ability to apply psychological and rehabilitation approaches in working with the population in accordance with the best modern domestic and foreign practices.
Program outcomes	ILO9 Solve ethical dilemmas based on the law, ethical principles and universal values. ILO13 Organise and conduct rehabilitation measures for psychological protection of citizens in crisis situations. ILO14 Ensure the operation of the system of psychological services that provide assistance to the population, design new forms of psychological interaction between specialists and the population.

Content of the academic discipline:

№	Topic name	Number of hours, of which:			Teaching methods/assessment methods		
		Lec ture s	Pract ical classe s	Inde pen dent wor k			
1st semester							
Content module I.							
Topic 1.	Mediation as a Social Phenomenon	2	2	6	Teaching methods: verbal (teaching lecture; conversation; educational discussion); inductive method; deductive method; translational method; analytical; synthetic; practical; explanatory-illustrative; reproductive; problem-based presentation method; partially-search; research; interactive methods (situation analysis; discussions, debates, polemics; dialogue, synthesis of thoughts; brainstorming; skills development; situational modeling, processing of discussion questions); modeling of professional activity;		
Topic 2.	Modern Understanding of the Mediation Procedure	2	2	6			
Topic 3.	Basic Principles of Mediation Activity	2	1	6			
Topic 4.	Basic Principles of Mediation Activity	2	2	6			

					innovative teaching methods (competence; project-research); case method.
					Assessment methods: oral control (oral survey, assessment of participation in discussions, other interactive teaching methods); written control (control, independent work, essays); test control (closed-form tests: test-alternative, test-correspondence); method of self-control and self-assessment; case study evaluation.
Topic 5	Features of Conducting the Mediation Procedure	2	1	6	
Modular test work					
Content module II.					
Topic 6	Social Conflict as a Type of Social Interaction	2	1	6	
Topic 7	Social Conflict as a Type of Social Interaction	2	1	4	
Topic 8	Psychology of Social Conflicts	2	1	6	
Topic 9	Psychology of Social Conflicts	2	2	6	
Topic 10	Specifics of the Mediator Profession	2	1	6	
Modular test work					
Total :		20	14	56	
Form of control: credit					

Technical equipment and/or software – official website of IAPM:

<http://maup.com.ua> The educational process uses classrooms, a library, a multimedia projector and a computer for conducting lectures and seminars with presentation elements. Studying individual topics and completing practical tasks requires access to information from the Internet, which is provided by a free Wi-Fi network.

Forms and methods of control.

Control of the success of students is divided into ongoing and final (semester).

Ongoing control is carried out during practical (seminar) classes, the purpose of which is to systematically check the understanding and assimilation of theoretical educational material, the ability to use theoretical knowledge when performing practical tasks, etc. The possibilities of ongoing control are extremely wide: motivation for learning, stimulation of educational and cognitive activity, a differentiated approach to learning, individualization of learning, etc.

Forms of student participation in the educational process that are subject to ongoing control:

- oral report;
- additions, questions to the person answering;
- systematic work in seminar classes, activity during the discussion of issues;
- participation in discussions, interactive forms of organizing classes;
- analysis of legislation and monographic literature;
- written tasks (tests, tests, creative works, essays, etc.);
- preparation of theses, summaries of educational or scientific texts;
- independent study of topics;
- control of the success of students is divided into ongoing and final.

Methods of ongoing control: oral control (survey, conversation, report, message, etc.); written control (test work, essay, presentation of material on a given topic in writing, etc.); combined control; presentation of independent work; observation as a control method; test control; problem situations.

Grading system and requirements.

Table of distribution of points received by students

	Ongoing knowledge control										Modular tests	Credit	Total points
Topics	T op ic 1	T o p i c 2	T op ic 3	T o p i c 4	T op ic 5	T o p i c 6	T o p i c 7	T o p i c 8	T o p i c 9	Top ic 10	20	20	100
Work in a seminar session	3	3	3	3	3	3	3	3	3	3			
Independent work	3	3	3	3	3	3	3	3	3	3			

The table contains information about the maximum points for each type of assignment.

When assessing the mastery of each topic for the current educational activity, the student is given marks taking into account the approved assessment criteria for the relevant discipline.

The criteria for assessing the learning outcomes of students and the distribution of points they receive are regulated by the Regulations on the assessment of academic achievements of students at PJSC "HEI "IAPM".

Modular control. Modular control work on the academic discipline "Theory and practice of mediation" is carried out in written form, in the form of testing, namely, closed-form tests: test-alternative, test-correspondence.

Criteria for evaluating the modular test work in the academic discipline "Theory and practice of mediation":

When evaluating the modular test work, the volume and correctness of the completed tasks are taken into account:

- the grade "excellent" (A) is given for the correct completion of all tasks (or more than 90% of all tasks);
- the grade "good" (B) is given for the completion of 80% of all tasks;
- the grade "good" (C) is given for the completion of 70% of all tasks;
- the grade "satisfactory" (D) is given if 60% of the proposed tasks are completed correctly;
- the grade "satisfactory" (E) is given if more than 50% of the proposed tasks are completed correctly;
- the grade "unsatisfactory" (FX) is given if less than 50% of the tasks are completed.

Absence from the modular test work - 0 points.

The above grades are transformed into rating points as follows:

- "A" - 18-20 points;
- "B" - 16-17 points;
- "C" - 14-15 points;
- "D" - 12-13 points.
- "E" - 10-11 points;
- "FX" - less than 10 points.

The final semester control in the academic discipline «Theory and practice of mediation» is a mandatory form of assessing the learning outcomes of a student. It is carried out within the time limits established by the educational process schedule and in the volume of educational material determined by the syllabus of the academic discipline.

The final control is carried out in the form of an exam. The student is admitted to the final control provided that he/she performed all types of work outlined in the syllabus.

The final (semester) grade of the discipline for which the exam is provided is formed from two components: the results (grade) of the ongoing control; exam grade.

The maximum number of points for the ongoing control is 60, for the examination is 40.

The minimum amount by which the exam is considered as passed is 25 points.

The grade for the ongoing control is formed as the sum of rating points received by the student during the seminars/practical classes and incentive (if provided) points.

After evaluating the student's answers on the exam, the professor summarizes the points received for the ongoing control measures and points for the exam to obtain the final grade for the course.

Scale for the assessment of Credit tasks

Scale	Total points	Criteria
Excellent level	30–40	The task is completed with high quality; the student has achieved the maximum score in the assessment of theoretical knowledge.
Good level	20–29	The task is completed with high quality and a sufficiently high proportion of correct answers.
Satisfactory level	10–19	The task is completed with an average number of correct answers; the student has demonstrated theoretical knowledge with significant errors.
Unsatisfactory level	0–9	The task is not completed; the student has demonstrated theoretical knowledge with major errors.

Assessment of additional (individual) types of educational activities. Additional (individual) types of educational activities include the participation of applicants in scientific conferences, scientific societies and problem groups, preparation of publications, etc. in excess of the tasks established by the relevant syllabus of the academic discipline.

By decision of the department, applicants who participated in scientific research work and performed certain types of additional (individual) types of educational activities may be awarded incentive (bonus) points for a certain educational component.

Incentive points are not normative and are not included in the table of distribution of points received by students and the main scale of the assessment system.

One event can be the basis for setting incentive points only for one most relevant educational component.

The total number of points scored by students for completing tasks for independent work is one of the components of the academic performance in the academic discipline. Independent work on each topic according to the work program of the academic discipline is evaluated in the range from 0 to 2 points using standardized generalized knowledge assessment criteria.

Scale for evaluating the performance of independent work (individual tasks)

The maximum possible assessment of independent work (individual tasks)	Execution level			
	Excellent	Good	Satisfactory	Unsatisfactory
3	3	2	1	0

Forms of control: ongoing control based on the performance of practical work; ongoing control of knowledge acquisition based on the assessment of oral answers to questions, messages, reports, etc. (in practical (seminar) classes); individual or collective project that requires the formation of practical skills and abilities of students (selective form); solving situational tasks; a summary made on the topic studied independently; testing, performing a written test; draft articles, speech abstracts and other publications, other forms that contribute to the full assimilation of the educational program and the consistent development of skills for effective independent professional (practical and scientific and theoretical) activity at a high level.

To assess the learning outcomes of a student during the semester, a 100-point, national and ECTS assessment scale is used.

Summary assessment scale: national and ECTS

Total points for all types of learning activities	ECTS assessment	National scale assessment for Credit, course project (work), internship	
		National scale assessment for Credit, course project (work), internship	For pass/fail (credit)
90 – 100	A	excellent	pass
82 – 89	B	good	
75 – 81	C		
68 – 74	D	satisfactory	
60 – 67	E		
35 – 59	FX	unsatisfactory with the possibility of retaking	fail unsatisfactory with the possibility of retaking
0 – 34	F	unsatisfactory with mandatory re-study of the discipline	fail unsatisfactory with mandatory re-study of the discipline

Course Policy.

- regularly attend lectures and practical classes;
- work systematically and actively in lectures and practical classes;
- catch-up on missed classes;
- perform the tasks required by the syllabus in full and with appropriate quality;
- perform control and other independent work;
- adhere to the norms of academic behaviour and ethics.

The course "Theory and practice of mediation" involves mastering and adhering to the principles of ethics and academic integrity, in particular, orientation on preventing plagiarism in any of its manifestations: all works, reports, essays, abstracts and presentations must be original and author's, not overloaded with quotes, which must be accompanied by references to primary sources. Violations of academic integrity are considered: academic plagiarism, self-plagiarism, fabrication, falsification, copying, deception, bribery, biased evaluation.

The assessment of the student is focused on receiving points for activity in seminar classes, completing tasks for independent work, as well as completing tasks that can develop practical skills and abilities, for which additional (bonus) points can be awarded (participation in round tables, scientific conferences, scientific competitions among students).

Methodological support of the academic discipline

Teaching and methodological materials that provide support for the discipline: lecture notes, methodological recommendations for conducting practical (seminar) classes and methodological recommendations for independent work of higher education students in the academic discipline "Theory and practice of mediation".

Recommended sources of information

Main Sources:

1. Implementation of the Restorative Approach, Mediation, and the Functioning of Understanding Services in Educational Institutions: Educational-Methodical Manual / eds. V. L. Andriienkov, V. V. Baidyk, T. V. Voitziakh. Kyiv: FOP Buria Publishing, 2023. 188 p. [URL](#)
2. Havryliuk R., Patsurkivskyi P. Mediation as a Value: Monograph. Chernivtsi: CNU: Ruta, 2023. 465 p.
3. Healing the Wounds of Conflict. Mediation Can Help. Kyiv: RATIO Publishing, 2024. 344 p. [URL](#)
4. On Mediation: Law of Ukraine dated 16.11.2021 № 1875-IX. [URL](#)
5. Conflictology and Mediation: Educational Manual / V. I. Dokash. Chernivtsi, Lviv: Novyi Svit – 2000 Publishing, 2022. 249 p.
6. Methodical Manual for Practical Work of Participants in the Course "Mediation and Conflict Resolution" / S. O. Lysenko, T. B. Arifhodzhaieva, O. V. Verba. Kyiv: Interregional Academy of Personnel Management, 2024. 94 p.
7. Mediation under Martial Law: Methodical Recommendations / coll. authors. Dnipro: Dnipropetrovsk State University of Internal Affairs, 2025. 92 p.
8. Rakhlic V. Negotiations and Mediation: Textbook for Professional Negotiator Training / V. L. Rakhlic, O. O. Pavlenko. Dnipro: University of Customs and Finance, 2021. 344 p.

Additional Sources:

9. Bozhyna Y. Experience of Mediation Application in Some Foreign Countries. Public Law. 2023. №3. P. 170-176. [URL](#)
10. Hres N. M. Mediation as a Way to Resolve Individual Labor Disputes [Electronic Resource]: Dissertation for the Degree of Doctor of Philosophy in Law / N. M. Hres. Sumy: Sumy National Agrarian University, 2023. 210 p.
11. Dremov D. S. Online Mediation: Implementation Issues and Feasibility Questions. Modern Scientific Journal. 2024. Issue 3. P. 25–31.
12. Mediation in the Professional Activity of a Lawyer: Textbook / coll. authors: T. Bilyk, R. Havryliuk, I. Horodyskyi [et al.]; eds. N. Krestovska, L. Romanadze. Odesa: Ekologiya, 2019. 456 p.
13. Overview of Global Experience of Introducing the Mediation Institute in Tax Relations / ed. I. I. Podik. Khmelnytskyi: FOP Melnyk A. A., 2019. 58 p.
14. Practice of Mediation: Dictionary-Reference Book / comp. S. O.

Harkavets, L. P. Vovchenko. Lysychansk: FOKSPRINT LLC, 2019. 128 p.

15. Psychology of Conflicts: Educational Manual / N. V. Partiko. Lviv: Lviv Polytechnic, 2019. 132 p.

16. Chanysheva H. I. Social Dialogue: Educational-Methodical Manual. Odesa: Phoenix, 2021. 81 p.

17. Sheremet A. Organizational Preconditions for the Mediation Procedure. Jurnalul juridic national: teorie și practică. № 47. 2021. P. 45–49.

18. Yaremko O. M., Hirniak H. S. Mediation as a Basic Social Service: Powers of Local Self-Government Bodies. Halytski Studii. Legal Sciences. 2024. №6. P. 43–49.