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GENERAL NOTICE

NOTICE 598 OF 2014

DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT

AMENDMENT OF RULES REGULATING THE CONDUCT OF THE PROCEEDINGS OF THE MAGISTRATES' COURTS OF SOUTH AFRICA

INVITATION TO SUBMIT COMMENTS ON THE ACCREDITATION NORMS AND STANDARDS FOR MEDIATORS

The Department of Justice and Correctional Services invites comments on the qualification standards for accreditation of mediators as required by rule 86 of the Court-Annexed Mediation Rules. The qualification standards indicated in the Schedule below were drawn by the Mediation Advisory Committee which is tasked to advise the Minister regarding the implementation of the rules.

Comments in relation to the qualification standards can be directed to Court Services and Policy Development Branch, for the attention of Ms Mary Munyembate by Thursday, 28 August 2014 to the address below: –

- (a) If it is forwarded by post, to be addressed to
The Department of Justice and Correctional Services
Private X81, PRETORIA, 0001
- (b) If delivered by hand, be delivered at –
Reception, Momentum Building, 329 Pretorius Street, PRETORIA
- (c) If it is delivered by Email, it be delivered to MMunyembate@justice.gov.za
- (d) Faxed to 086 507 5409

Enquiries can be directed to Ms Mary Munyembate, Tel: 012 315 4826

SCHEDULE

Under the provisions of rule 86 of the Magistrates' Courts Rules, and for the purpose of accrediting mediators to the panel referred to in rule 86(2), the Minister has, taking into consideration national and international qualifications, standards and practice, determined the qualifications, standards and levels set out herein.

1. Syllabus and course content

- (1) Every mediator must undergo a minimum of 40 hours contact training certified by an institution which offers a mediation training course consisting of course content and contact training as stipulated in these standards approved by the Minister, which must include:
- (a) A theoretical component consisting of -
 - (i) basic civil procedure;
 - (ii) a study of the court-annexed mediation rules;
 - (iii) the role and function of the mediator;
 - (iv) principles, stages and methodology of mediation;
 - (v) social-context and diversity awareness;
 - (vi) conflict management;
 - (vii) decision-making;
 - (viii) communication and diplomacy;
 - (ix) ethics and professional conduct;
 - (x) negotiation and influence;
 - (xi) conflict management;
 - (xii) interpersonal relations;
 - (xiii) confidentiality, privacy and reporting obligations; and
 - (xiv) neutrality and impartiality.

- (b) A practical component consisting of
 - (i) role play; and
 - (ii) mock mediation sessions before a trained mediator.
 - (c) Every applicant must be accredited by and be affiliated to an institution which offers a mediation training course consisting of course content and contact training as stipulated in these standards approved by the Minister.
- (2) An applicant may apply to the Minister for exemption from any of the requirements for accreditation.

2. Mediator levels

- (1) A level 1 mediator must have a minimum of a NQF level 4 competency in terms of the National Qualifications Framework Act (Act 68 of 2008) and must possess basic computer literacy skills.
- (2) A level 2 mediator must have a NQF level 7 qualification or higher competency in terms of the National Qualifications Framework Act (Act 68 of 2008) plus a minimum of 7 years mediation experience in general mediation or specific fields of mediation.

3. Character and other certification

- (1) Every applicant for accreditation must produce-
 - (a) A character reference, which is not older than 3 months from the date from when it was written;
 - (b) Proof of South African citizenship, or in the case of a non-national, a valid work permit or permanent South African resident's permit;
 - (c) A statement that the applicant-
 - (i) Is not an unrehabilitated insolvent;
 - (ii) Does not suffer from a mental illness or a severe or profound intellectual disability in terms of the Mental Health Act (Act 17 of 2002);

- (iii) Has not been convicted of a crime involving fraud or dishonesty or violence, or has not been convicted of a crime where the sentence was imprisonment without the option of a fine.
- (d) Proof that the applicant has successfully completed the level of mediation training referred to in paragraph one.
- (e) A certificate of good-standing by a professional body or an institution which offers a mediation training course consisting of course content and contact training as stipulated in these standards approved by the Minister

4. Panel of mediators

- (1) The Minister may enroll a successful applicant on the Panel of Court-Annexed Mediators and such a mediator may be permitted to offer mediation services in any magistrates' court which has been designated for court-annexed mediation.
- (2) The Minister may at any time remove any person from the Panel of Court-Annexed Mediators if such person conducts or fails to conduct himself or herself in a manner which does not comply with the standards determined by the Minister.

5. Mediator ethics

Every Mediator must -

- 5.1 Act with honesty, impartiality, due diligence and independence;
- 5.2 Conduct himself or herself in a manner that is fair to all parties and must not be swayed by fear, favour or by self-interest;
- 5.3 Not tout for a mediation assignment and thereby undermine the mediation process;
- 5.4 Accept a mediation assignment only if available to conduct the mediation promptly and competently;
- 5.5 Avoid entering into any financial, business or social relationship, which is likely to compromise their impartiality, or which might reasonably create a perception of

partiality or bias; and

- 5.6 Not assert influence on any person involved in the court-annexed mediation processes by any improper means whatsoever, including the receipt of gifts or other inducements.

6 Fees

Every mediator must refrain from soliciting or negotiating any private arrangement relating to fees and must abide by the fee structure determined by the Minister.

7. Duty to disclose conflict of interest

- 7.1 Every mediator must disclose at any stage any interest or relationship that is likely to affect his or her impartiality or which might create a perception of partiality including:

- (a) Any direct financial or personal interest in the matter; and
- (b) Any existing or past financial, business, professional, family or social relationship which is likely to compromise impartiality.

- 7.2 After disclosure the mediator may continue to mediate a matter if both parties agree: Provided that the mediator must withdraw if the conflict of interest may unduly influence the mediation process.

8. Mediator's conduct and obligations during mediation proceedings

- 8.1 Every mediator must respect freedom of conscience, belief and expression and must avoid and dissociate himself or herself from comments or conduct that is racist, sexist or otherwise inconsistent with the Bill of Rights in the Constitution.

- 8.2 Every mediator must conduct proceedings fairly, diligently and in a fair manner.

- 8.3 A mediator must ensure that the parties and their representatives act in accordance with commonly accepted decorum.

- 8.4 A mediator must be patient and courteous to legal practitioners, parties and the

public, must act courteously and respect the dignity of others.

- 8.5 Every mediator must respect the right to equality before the law and the right of equal protection and benefit of the law.
- 8.6 Every mediator must observe religious, gender and cultural rights.
- 8.7 Every mediator must be punctual for a mediation session and keep to time limits, if any, set by the parties.
- 8.8 Every mediator must be impartial and must not make any decisions or findings of law or fact or determine the credibility of any person participating in the mediation.
- 8.9 A mediator must inform the parties that all discussions and disclosures, whether oral or written, made during the mediation session are confidential and inadmissible as evidence in any court, save for those that are included in a settlement agreement or are otherwise discoverable in terms of the rules of court or ordered by a court.
- 8.10 Every mediator must at the beginning of the proceedings ensure that he or she understands the positions, needs, and expectations of the parties involved in a dispute.
- 8.11 A mediator must understand the issues pertaining to the dispute before endeavoring to assist the parties with the settlement of that dispute.
- 8.12 Every mediator must prepare for mediation by *inter alia* understanding the issues in dispute beforehand and perusing all documentation pertaining to the matter.
- 8.13 A mediator must decline an assignment to mediation or withdraw or request technical assistance if he or she considers that a matter is beyond his or her competence or expertise.
- 8.14 A mediator must not hold undisclosed discussions with any party or his or her representative without the consent of the other party: Provided that the mediator may in the interest of resolving the dispute holds discussions with the parties separately.

- 8.15 Every mediator should be patient and courteous to the parties and their representatives;
- 8.16 A mediator must not permit parties or their representatives to record proceedings mechanically or electronically.
- 8.17 A mediator cannot delegate his or her duty to any other person without informing the mediation clerk/registrar, and obtaining the consent of the parties.
- 8.18 A mediator must conduct mediation in such a manner so as to avoid an escalation of costs for the parties.
- 8.19 A mediator must avoid unnecessary postponements, point-taking, and undue formality.
- 8.20 A mediator must not exert undue influence in order to promote a settlement or to obtain a concession from any party.
- 8.21 Every mediator must upon resignation, or discharge from service or the expiry of an appointment, complete all part-heard mediations as soon as possible, unless directed otherwise by a court or the parties.
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As the mandated government security printer, providing world class security products and services, Government Printing Works has adopted some of the highly innovative technologies to best serve its customers and stakeholders. In line with this task, Government Printing Works has implemented a new telephony system to ensure most effective communication and accessibility. As a result of this development, our telephone numbers will change with effect from 3 February 2014, starting with the Pretoria offices.

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- Publications Enquiries : 012 748 6052/6053/6058 GeneralEnquiries@gpw.gov.za
 - Maps : 012 748 6061/6065 BookShop@gpw.gov.za
 - Debtors : 012 748 6060/6056/6064 PublicationsDebtors@gpw.gov.za
 - Subscription : 012 748 6054/6055/6057 Subscriptions@gpw.gov.za
- SCM : 012 748 6380/6373/6218
- Debtors : 012 748 6236/6242
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