



The Arbitration Foundation of Southern Africa
NPC



Dear Attendee,

Welcome to our **5-Day In-Person Mediation Training**.

To ensure a supportive and productive learning environment for everyone, we kindly ask all attendees to observe the following **Code of Conduct** throughout the training:

- **Respect and Inclusivity:** Please be mindful of differing perspectives, backgrounds, and experiences. This training is a shared space for open dialogue, growth, and mutual respect. All voices matter—let's create an atmosphere that is safe and empowering for everyone.
- **Confidentiality:** In group discussions and role-plays, sensitive topics may arise. We ask that what is shared in the room stays in the room, to protect the privacy and dignity of all participants.
- **Full Participation:** Active involvement is essential. Please come prepared to engage, listen deeply, and contribute thoughtfully. Your presence and participation are valued.
- **Punctuality:** We begin promptly at 09h30 each day. Out of respect for the trainers and fellow attendees, please arrive on time and remain present for the full day. Attendance for the 5-day training is 100% mandatory, which includes participation in all class activities and simulations.

Device Policy: One important note regarding our mediation is that it is a human-centred process that requires full presence and attentiveness. Devices, even when used with good intentions, tend to distract not only the user but also those around them.

We appreciate your co-operation and commitment to making this training a meaningful experience for all.

Should you have any questions or specific needs during the week, please feel free to speak with the training administrative team.

VAT No. 4480161498 • Registration No. 1996/007496/08
1st Floor, Grindrod Tower, 8A Protea Place, Sandton, 2196 • P O Box 653007, Benmore, 2010
Tel: +27 11 320 0600 • info@arbitration.co.za • www.arbitration.co.za

Branch Offices: Cape Town +27 21 426 5006 • Durban / Pietermaritzburg +27 31 305 9708
Pretoria / Limpopo +27 12 942 2100 • Garden Route / Eastern Cape +27 44 630 0800

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Logistical Information

Venue:

205 Florence Ribeiro Ave, Groenkloof, Pretoria.

We look forward to a dynamic and enriching week of training with you.

Kind regards

AFSA Training