

# Telecommunications Industry Ombudsman

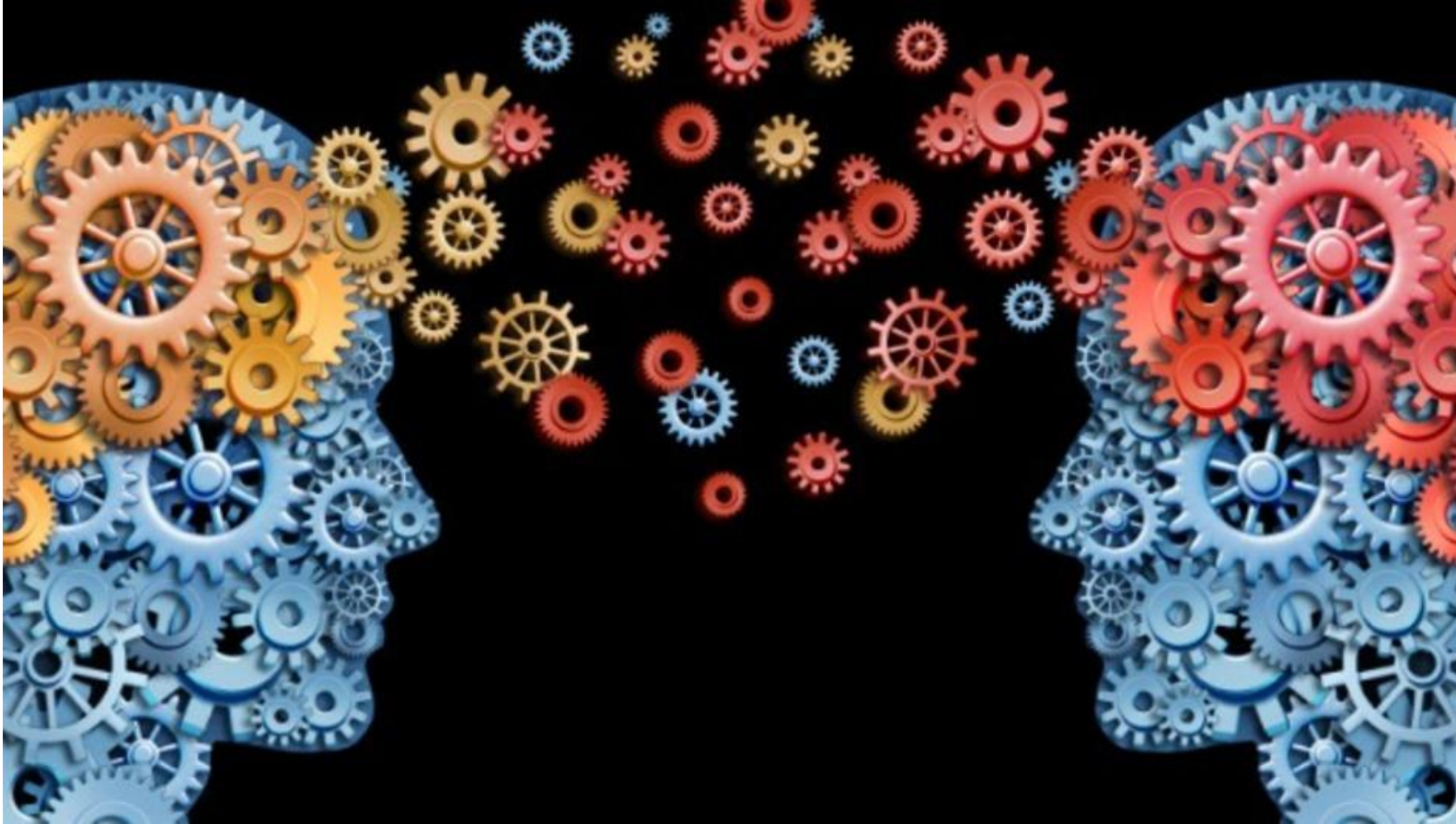
## DEVELOPING OUR PEOPLE

Diane Carmody, Deputy Ombudsman 5 May 2016

# Where we were



# A learning organisation



# Creating the structured learning program



# Our Graduate Certificate of Dispute Resolution (Industry)

ADR methods	Communication	Law	Case Management
<ul style="list-style-type: none"><li>• ADR methods and principles</li></ul>	<ul style="list-style-type: none"><li>• Consumer diversity</li></ul>	<ul style="list-style-type: none"><li>• Contract law</li></ul>	<ul style="list-style-type: none"><li>• Procedural fairness</li></ul>
<ul style="list-style-type: none"><li>• EDR schemes and jurisdiction</li></ul>	<ul style="list-style-type: none"><li>• Challenging conduct</li></ul>	<ul style="list-style-type: none"><li>• Apply legislation</li></ul>	<ul style="list-style-type: none"><li>• Working with DR clients</li></ul>
<ul style="list-style-type: none"><li>• Investigations</li></ul>	<ul style="list-style-type: none"><li>• Communication in dispute context</li></ul>	<ul style="list-style-type: none"><li>• Common law</li></ul>	<ul style="list-style-type: none"><li>• Telco technology</li></ul>
<ul style="list-style-type: none"><li>• Conciliations</li></ul>		<ul style="list-style-type: none"><li>• Codes, guidelines and best practice</li></ul>	<ul style="list-style-type: none"><li>• Record keeping</li></ul>

Graduate Certificate in  
Dispute Resolution (Industry)

# Apply dispute resolution methodologies



Graduate Certificate in  
Dispute Resolution (Industry)

# Manage an industry dispute caseload

WORKBOOK



## What we have learnt

