



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE

Promoting Consensus and Access to Justice

www.IMImediation.org

ADR POINT PC – ALTERNATIVE DISPUTE RESOLUTION CENTER

IMI Online Dispute Resolution QAP

About the Organisation

Organisation's full legal name	ADR POINT PC -ALTERNATIVE DISPUTE RESOLUTION CENTER
Year and country of formation	2016 -Under both Greek Law and European Law (Directive 2013/11)
Organisation contact details	7, Tsimiski street, 546 25 Thessaloniki, Greece, 00302310510005, info@adrpoint.gr, 00302310512612, www.adrpoint.gr/en
Organisation provides Feedback Digest support (optional)	Yes
Organisation's existing IMI-recognised programs (if applicable)	QAP (IMI Certified Mediators)
Locations and languages	-Locations: This ODR-QAP is an international program based on IMI standards that may be delivered in many jurisdictions

	<p>and in an online format. In jurisdictions where mediators must be accredited by local authorities, the applicant must be accredited as such before applying for ODR-QAP.</p> <p>-Languages: English or Greek.</p> <p>ADR point provides services tailored for different geographical areas. Trainings offered by ADR Point contain an assessment section to ensure all standards are met by candidates regardless of their jurisdiction.</p> <p>The ADR point ODR training which is part of this program is provided either in Greek (for Greek speaking candidates) or in English, being a common language in the international business environment. The last module of the training contains sessions tailored to the specifics of the target group and addresses issues specific to the jurisdiction and culture of the trainees.</p>
<p>This program assesses applicants who meet at least one of the following criteria:</p> <ul style="list-style-type: none"> ● they have completed at least 20 online mediations in the preceding 24/36 months; ● they are IMI Certified and have completed at least 5 full-scale online mediations; or ● they live in a country without an IMI Qualifying Assessment Program and have completed at least 20 full-scale online mediations. 	<p>Correct</p>

General Requirements

How verification of applicants' existing (general) mediation skills and knowledge are verified

ADR point is an Alternative Dispute Resolution body established in the European Union approved by the Ministry of Development, notified to the European Commission according to the ADR Directive (2013/11/EU) and registered to the European Union Online Dispute Resolution (ODR) platform (Regulation 524/2013/EU). It is the first Greek private body acquiring such status and this has been achieved through a very demanding filing & submission process. As we are under an obligation to report to the European Commission and the national authority, we maintain high standards of qualifications and skills for our practitioners and all our processes.

In order to acquire the status of an IMI Online Mediator, applicants to ADR point must prove that they fulfill one of the following criteria:

- 1 they have completed at least 20 online mediations in the preceding 24/36 months;
- 2 they are IMI Certified Mediators and have completed at least 5 full-scale online mediations;
- 3 or have completed at least 20 full- scale mediations (or 200 hours if any of mediations lasted longer than one day) and 5 full-scale online mediations, in countries where there is no Qualifying Assessment Program for IMI Certification

Candidates are requested to present a record of the above experience in the following form:

- A detailed CV
- A logbook including the type of cases, the time spent in each mediation and the contact details of the lawyers or the party represented, so that the assessors can randomly verify

the entries. Candidates may submit their own logbook or use the one provided by IMI at

<https://imimediation.org/en/mediation-logbook/>

- A report on the challenges faced, the strategy employed to overcome them and the learning outcomes from each of the above mediations.

The assessors may invite the candidates for an interview and address questions related to their experience, as stated in their logbooks.

The overall commitment of the applicant to mediation will also be taken into account through:

- further specializations in mediation fields such as workplace mediation, banking
- mediation, family mediation, advanced mediation, negotiations etc
- judging experience in international mediation competitions (ICC, INADR, etc)
- participation in continuous development programs
- publication of articles etc

Disclaimer: All information is treated as confidential and used only for the assessment process. ADR point privacy policy for the collection of data applies.

In addition to the submission of the above documents as proof of experience, candidates must attend the 4 modules comprehensive ADR point ODR Training and successfully pass the respective assessment following their participation. This training and assessment are addressed to experienced mediators and ensure that all candidates acquire the necessary skills to move their mediation practice in an online environment in accordance with IMI standards. Details are

	<p>explained in the following sections.</p> <p>Applicants with extensive experience and training in ODR may apply to sit the ADR point ODR Training Assessment and be exempted from attending the training as described in the following section.</p>
<p>Program methodology</p>	<p>ADR point ODR Training and ADR point ODR QAP fully adopt the criteria set by IMI to assess the competencies of Online Mediators (see https://imimmediation.org/practitioners/competency-criteria/#ODR)</p> <p>ADRpoint offers a comprehensive 4 modules ODR Training complying with international standards. Lead international trainers and coaches make sure that each trainee is trained and practices on the skills that an online mediator must possess, through exercises and role plays.</p> <p>Upon completion of the training, candidates must successfully pass the training assessment.</p> <p>ADR point ODR Training Assessment consists of 2 parts: Written (2 sub-parts) and Oral (1 sub-part).</p> <ol style="list-style-type: none"> 1. a) Individual self-reflective paper (30 points of the written assessment) <ol style="list-style-type: none"> b) Multiple choice test (70 points of the written assessment) 2. Role play (100 points of the oral assessment) <p>Trainees must successfully undertake all parts and reach a score of at least 70 points in each part (written and oral). The role play will be assessed according to the competency framework. Trainees will receive either a “Competent” or</p>

	<p>“Not yet Competent” note.</p> <p>Applicants who have successfully completed ADR point ODR Training and Assessment can later provide proof of experience in the form explained in the previous section in order to become IMI Online Mediators.</p> <p>Applicants with extensive experience and training as Online Mediators may apply to sit the ADRpoint ODR Training Assessment and be exempted from attending the training. Under special circumstances, where the applicant proves that already has extensive practical experience and training as an Online Mediator, ADRpoint may waive the obligation to attend the 4 modules training and the candidate will be eligible to undertake the ADRpoint ODR Training Assessment as prescribed above.</p> <p>In order to be exempt the candidate must fulfill one of the following criteria:</p> <p>a) successful completion of another training which covers the same topics as ADRpoint ODR training and is offered by an organization recognized either by IMI or the ministry of justice of the jurisdiction of the applicant</p> <p>OR</p> <p>b) participation in 10 additional full online mediations as a mediator, (not mandatory first sessions or information meetings in jurisdictions where these apply), on top of the ones required to prove the experience for the ODRQAP.</p>
<p>Program transparency</p>	<p>The assessment criteria are outlined in the attached competency framework and will be published on ADR point website following the approval of this application.</p>
<p>Program integrity</p>	<p>The Assessors are selected before each assessment. They</p>

must be top lead trainers with extensive experience in online mediation and ODR training and top qualifications from many international institutions (such as Harvard or Pepperdine). The assessors ADR point works with have trained over one thousand mediators and online mediators, they have delivered many international trainings and they are actively involved in law drafting committees on mediation both on national and European level.

In particular regarding ODR, the assessors must be ODR trainers, having trained more than 200 mediators in ODR and have conducted at least 10 online mediations as mediators on top of all other experience.

Assessors are experienced mediators, trained and skilled to remain impartial. Assessors are either experienced trainers with whom ADRpoint has collaborated in the past and received exceptionally positive feedback, who have not acted as trainers in the training preceding the assessment or independent experts. They work independently and ADRpoint shall not interfere with the assessment process in any way.

(Further information can be found in ADR point's conflict of interest policy)

ADR point also has a Board of Advisors, an independent body of academics and practitioners from different jurisdictions and backgrounds, all related to ADR and ODR, and all committed to offer ADR point the required knowledge, experience & expertise for optimizing its operational capacity, delivering quality in mediation and enhancing the effectiveness of its dispute resolution mechanisms.

<p>Program quality</p>	<p>Dealing with the IT world, the content of the course will be constantly, (i.e. before the start of each training session), revised according to the updates and new situations that may arise. The Assessors will be monitored by ADR point's Director to ensure (under the monitoring of IMI) strict implementation of the guidelines. ADR point will annually evaluate the performance and practice of the Assessors using the following criteria: impartiality, competency, and objectivity through self-examinations, feedback and number of online mediations done. ADR point firmly believes that high quality of assessors leads to high quality of mediation practitioners. As a private entity offering mediation services, quality is at the core of our business. Therefore, our assessors will always be of the highest standards.</p> <p>Furthermore, we do confirm our agreement to provide upon the request of IMI all necessary information related to the performance and practice of our assessors in an ongoing monitoring process with a view of maintaining a sustainable quality control process.</p>
<p>Diversity promotion</p>	<p>ADR point is accessible on an equal basis to all mediators without discriminating against on any of the grounds mentioned above. This does not only lie in the philosophy of our organization and is proved by the diversity of the mediators of our network but is further reconfirmed by the fact of being an official ADR entity of the EU which is known for its strict policies against any kind of discrimination.</p> <p>Further examples are also projects run by ADR point offering dispute resolution access to vulnerable people as well as refugees. Commitment to diversity has been a core value for ADR point. For further details please see ADR point Diversity & Inclusion Policy</p>

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Substantive Criteria

<p>How online mediation experience is assessed</p>	<p>In order to acquire the status of an IMI Online Mediator, applicants to ADR point must prove that they fulfill one of the following criteria:</p> <ol style="list-style-type: none"> 1. they have completed at least 20 online mediations in the preceding 24/36 months; 2. they are IMI Certified Mediators and have completed at least 5 full-scale online mediations; 3. or have completed at least 20 full- scale mediations (or 200 hours if any of mediations lasted longer than one day) and 5 full-scale online mediations, in countries where there is no Qualifying Assessment Program for IMI Certification <p>Candidates are requested to present a record of the above experience in the following form:</p> <ul style="list-style-type: none"> - A detailed CV - A logbook including the type of cases, the time spent in each mediation and the contact details of the lawyers or the party represented, so that the assessors can randomly verify the entries. Candidates may submit their own logbook or use the one provided by IMI at https://imimediation.org/en/mediation-logbook/ - A report on the challenges faced, the strategy employed to overcome them and the learning outcomes from each of the above mediations. <p>The assessors may invite the candidates for an interview and address questions related to their experience, as stated in</p>
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	<p>their logbooks.</p> <p>The overall commitment of the applicant to mediation will also be taken into account through:</p> <ul style="list-style-type: none"> -further specializations in mediation fields such as workplace mediation, banking -mediation, family mediation, advanced mediation, negotiations etc -judging experience in international mediation competitions (ICC, INADR, etc) -participation in continuous development programs -publication of articles etc <p>Disclaimer: All information is treated as confidential and used only for the assessment process. ADR point privacy policy for the collection of data applies.</p>
<p>How online mediation knowledge is assessed</p>	<p>Candidates must attend the 4 modules comprehensive ADR point ODR Training and successfully pass the respective assessment following their participation. This training and assessment are addressed to experienced mediators and ensure that all candidates acquire the necessary skills to move their mediation practice in an online environment in accordance with IMI standards. Details are explained in the following sections.</p> <p>Applicants with extensive experience and training in ODR may apply to sit the ADR point ODR Training Assessment and be exempted from attending the training as described in the following section.</p> <p>ADR point ODR Training Assessment consists of 2 parts: Written (2 sub-parts) and Oral (1 sub-part).</p>

	<p>1. a) Individual self-reflective paper (30 points of the written assessment) b) Multiple choice test (70 points of the written assessment)</p> <p>2. Role play (online- 100 points of the oral assessment)</p> <p>Trainees must successfully undertake all parts and reach a score of at least 70 points in each part (written and oral). The role play will be assessed according to the competency framework. Trainees will receive either a “Competent” or “Not yet Competent” note.</p> <p>ADR point ODR Training and ADR point ODR QAP fully adopt the criteria set by IMI to assess the competencies of Online Mediators (see https://imimediation.org/practitioners/competency-criteria/#ODR). For more information on the test used for each Competency Knowledge Element, please see the competency framework attached</p>
<p>How online mediation skills are assessed</p>	<p>ADRpoint ODR Training and ADRpoint ODR QAP fully adopt the criteria set by IMI to assess the skills for Online Mediators (see https://imimediation.org/practitioners/competency-criteria/#ODR)</p> <p>1. General skills in mediation (IMI Certification) are assessed through the documents provided by the applicant to prove experience and through the online role-play.</p> <p>2. Skills related to technology are assessed through the multiple choice test and the online role-play</p> <p>3. Skills related to the e-Mediation process are assessed through the self-reflective paper, the multiple choice test and</p>

	<p>the role-play.</p> <p>For more details on the assessment for each skill and competency, please see the tables in the Competency Framework attached.</p>
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Quality Assurance

<p>Program registered in accordance with jurisdiction requirements</p>	<p>Not Applicable</p>
<p>Where mediator registration is required in a jurisdiction, trainers, coaches and assessors are registered as mediators</p>	<p>Yes</p>
<p>Clarification of passing criteria; how participants pass or fail</p>	<p>ADR point ODR Training Assessment consists of 2 parts: Written (2 sub-parts) and Oral (1 sub-part).</p> <ol style="list-style-type: none"> 1. a) Individual self-reflective paper (30 points of the written assessment) <ol style="list-style-type: none"> b) Multiple choice test (70 points of the written assessment) 2. Role play (online- 100 points of the oral assessment) <p>Candidates must successfully undertake all parts and reach a score of at least 70 points in each part (written and oral). The role play will be assessed according to the competency framework. Trainees will receive either a “Competent” or “Not yet Competent” note.</p> <p>Following the successful completion of the assessment, the candidate (who receives a “Competent” note) must provide proof of experience in order to become IMI Online Mediator</p>

	<p>in the following form:</p> <ul style="list-style-type: none"> -A detailed CV -A logbook including the type of cases, the time spent in each mediation and the contact details of the mediator and the party represented, so that the assessors can randomly verify the entries. Candidates may submit their own logbook or use the one provided by IMI at https://imimediation.org/en/mediation-logbook/ -A report on the challenges faced, the strategy employed to overcome them and the learning outcomes from each of the above mediations. <p>The assessors may invite the candidates for an interview and address questions related to their experience, as stated in their logbook.</p> <p>Candidates who successfully prove their experience will become IMI Online Mediators</p>
<p>Next steps should a participant fail the assessment</p>	<p>Candidates who do not pass the ODR Training Assessment will be provided with clarifications and constructive feedback for improvement. They may attend parts of a following training for free to improve skills and re-sit the exam for a re-assessment fee.</p> <p>Candidates who fail to prove sufficient experience may resubmit once more their CV, logbook and report when they have acquired the required experience.</p> <p>Should there arise any complaints from the assessment process, candidates have the right to submit a complaint in accordance with our complaints policy. It will be reviewed duly. This can lead to an acceptance and a re-assessment. A</p>

	new Assessor will be designated.
How privacy and data protection requirements for course/assessment participants are complied with	We take all measures to ensure compliance with GDPR. Please see our Privacy Policy here: https://www.adrpoint.gr/en/privacy-policy and also in the attached documents.
Document attachments	<p><i>List of attachments:</i></p> <ul style="list-style-type: none"> • ADR Point Feedback Form; • ADR Point Complaints & Appeals Policy; • ADR Point Diversity & Inclusion Policy; • ADR Point Conflict of Interest Policy; • ADR Point Privacy Policy; • ADR Point ODRQAP Outline; • ADR Point ODRQAP Competencies.-
Additional comments regarding application (if applicable)	