



Online Mediators QAP

Competency Framework

ADR point assesses the competencies and skills for online mediators in the following way¹.

ASSESSMENT

The assessment consists of 2 parts: Written and Oral. Each trainee must reach at least 70 points in each. The role play will be assessed according to the competency framework.

	Test	Method	Points
1	Individual self-reflective paper	Paper on learning outcomes from the ODR training and/or experience assessed based on understanding the fundamental principles	30 out of 100 of the written assessment
2	Multiple choice test	Multiple choice test. It includes questions on mediation techniques and legislation	70 out of 100 of the written assessment
3	Online Role play - Simulation test	Each participant will be assessed once as a mediator in a 60minute online role play and will participate as a party in two more role plays when his co-trainees will be assessed. In total she/he will experience 3 additional role plays. These will be videotaped and assessed by 2 TCAs who will provide feedback in accordance with the competency framework	100 out of 100 of the oral assessment

E-Mediation (EM) Core Competency Knowledge Elements

The required competencies will be assessed across the different assessment parts as shown in the following table.

N	COMPETENCY	<i>This competency will be measured in the following part of the assessment:</i>
1	Situational Awareness 1. Knowing when the online environment may not be a suitable way to conduct the mediation process;	<i>Self- Reflective Paper</i>

¹ ADRpoint adopts the criteria set by IMI Guidelines for online mediators .

	<p>2. Determining when ODR approaches are likely to add value to the process;</p> <p>3. Staying abreast of developments in ICT, ODR schemes, various ODR platforms and general issues related to Online Dispute Resolution (ODR);</p> <p>4. Knowledge about the impact of ICT on the practice of mediation.</p>	<p><i>Self- Reflective Paper</i></p> <p><i>Multiple Choice Test</i></p> <p><i>Self- Reflective Paper</i></p>
2	<p>Basic Knowledge</p> <p>5. Understanding the principles of text based, video based, audio based communication (or a combination) and ability to identify the most appropriate one for a mediation or for phases of the mediation process;</p> <p>6. Understanding of the role of a mediator, and how the mediator’s approach and practice are adaptable or not to the online environment;</p> <p>7. Knowledge and adherence to ethical standards;</p> <p>8. Knowledge of the dynamics of online negotiation;</p> <p>9. Knowledge of relevant laws affecting mediation practice in the online environment (if any): enforceability of online mediation agreements (where relevant), confidentiality and privilege;</p> <p>10. Knowledge of the various laws affecting the structure and enforceability of online mediation agreements, particularly across jurisdictions;</p>	<p><i>Multiple Choice Test</i></p> <p><i>Online Role play</i></p> <p><i>Multiple Choice Test</i></p> <p><i>Multiple Choice Test</i></p> <p><i>Online Role play</i></p> <p><i>Multiple Choice Test</i></p> <p><i>Multiple Choice Test</i></p>
3	<p>Platform/Technology</p> <p>11. Ability to select the appropriate ICT platform that meets the needs of the parties;</p> <p>12. Knowledge about which features of the ICT platform to use in a mediation (functions, security, access, complexity, others);</p> <p>13. Knowledge (as applicable) in Technology (hardware and software) (i) Devices needed to perform the mediation using ICT (ii) Telecommunications technology (iii) Information technology (iv) Required electronic records;</p> <p>14. Knowledge about possible technology issues and breakdown.</p>	<p><i>Multiple Choice Test</i></p> <p><i>Multiple Choice Test &</i></p> <p><i>Online Role play</i></p> <p><i>Multiple Choice Test</i></p> <p><i>Multiple Choice Test</i></p>
4	<p>Process/Impact</p> <p>15. Understanding of the emotional, social and cognitive advantages and disadvantages of using ICT in a conflict resolution process and the ability to measure and manage the impact and effects on third</p>	<p><i>Online Role play</i></p>

	<p>parties;</p> <p>16. Ability to move between different communication channels based on the nature of the relationship and task at hand; (e.g. use of email to coordinate a call, use the phone before going to a face to face meeting and then shift back to phone before writing again a final email);</p> <p>17. Understanding of biases related to ICT use and impact on parties and third parties' performance in mediation;</p> <p>18. Knowing how to use relevant procedures and techniques for facilitating online communication including (i) management of asynchronous communication, (ii) balancing limitations of each ICT towards the needs of each party;</p> <p>19. Familiarity with the impact of the online environment in techniques like listening, questioning, paraphrasing, summarizing and concurrent caucusing.</p>	<p><i>Online Role play</i></p> <p><i>Online Role play & Multiple Choice Test</i></p> <p><i>Online Role play</i></p> <p><i>Online Role play</i></p>
5	<p>Communication with Parties</p> <p>20. Understanding and explaining to the parties policies, procedures and protocols relevant to conduct the mediation using ICT. Including but not limited to:</p> <p>20-1-Ethical and legal issues (i) Consent, privacy, confidentiality, security (ii) Limitations of technology;</p> <p>20-2-Documentation (i) Scheduling and follow-up (ii) Accountability /responsibility; (iii) enforceability;</p> <p>21. Understanding of technological challenges and ability to identify them for each participant, including but not limited to literacy, acceptance, and compatibility;</p> <p>22. Knowing how to use techniques for adequately supporting technologically challenged participants and address possible imbalances between parties;</p> <p>23. Knowledge of cultural bias related to the use of technologies in mediation practice.</p>	<p><i>Online Role play</i></p> <p><i>Online Role play& Self- Reflective Paper & Multiple Choice Test</i></p> <p><i>Online Role play& Self- Reflective Paper</i></p> <p><i>Online Role play& Multiple Choice Test</i></p> <p><i>Online Role play& Self- Reflective Paper</i></p>

E-Mediation Core Competency Practical Skills

The required skills will be assessed across the different assessment parts as shown in the following table. For more details you can visit:

<https://imimmediation.org/orgs/cag-odr/>

STAGES	STEPS	<i>The skills required at this stage will be measured in the following part of the assessment::</i>	<i>Score Sheet/ Maximum Points</i>
<i>1. General skills in mediation (IMI Certification)</i>	1. General skills include but are not limited to ethical obligations, neutrality, awareness of potential biases (conscious and unconscious), and confidentiality.	<i>A. documents provided by the applicant to prove experience</i> <i>B. Online role-play</i>	<i>20 points</i>
<i>2. Skills related to technology</i>	2.1. Basic computer skills and basic mobile computing skills; 2.2. Working with ICT platform set-up, operation, and trouble-shooting; 2.3. Ability to manage efficiently any technology challenges; 2.4. Ability to use the technical equipment and environment (e.g. lighting, sounds, distractions) in order to deliver a high-quality experience to participants of the respective e-Mediation; 2.5. Ability to convey clear and effective messages in verbal and non-verbal communication synchronously and asynchronously; 2.6. Ability to use the ICT platform in such a way that the platform does not take away the focus from the content of the conversation with/among the parties; 2.7. Ability to show confidence and critical self-awareness in working with technology to address parties' issues; 2.8. Ability to simultaneously address people who are in different countries and regions and different time zones – understanding the impact that this can have on the dynamics of the communication; 2.9. Understanding implications for privacy in storing digital	<i>A. Multiple Choice Test</i> <i>B. Online Role play</i>	<i>30 points</i> <i>30 points</i>

	<p>information and communicating with parties and others online;</p> <p>2.10. Ability to combine asynchronous communication and videoconferencing in order to manage caucuses;</p> <p>2.11. Ability to use specific options of the ICT platform such as (i) meeting planning, (ii) screen sharing, (iii) online caucus, (iv) giving mouse controls, (v) muting and unmuting, (vi) multiple webcams (vii) multiple modes of communication simultaneously.</p>		
<i>3. Skills related to the e-Mediation process</i>	<p>3.1. Assessing suitability of the dispute/disputants to e-Mediation</p> <p>3.2. Determining which approaches are likely to add value to e-Mediation;</p> <p>3.3. Determining and explaining to the parties the impact of the use of ICT in terms of process and potential impact on the outcome of mediation;</p> <p>3.4. Dealing with the different levels of readiness of the parties to accept the implication of using ICT in the mediation process, evaluating and securing equal access to ICTs for all parties involved.</p> <p>3.5. Determining special costs or fees associated with the use of ICT in e-Mediation.</p> <p>3.6. Preparing for e-Mediation</p> <p>3.7. During e-Mediation</p> <p>3.8. Reaching agreement</p> <p>3.9. Post-mediation process</p>	<p><i>A. Self- Reflective Paper</i></p> <p><i>B. Multiple Choice Test</i></p> <p><i>C. Online Role play</i></p>	<p><i>30 points</i></p> <p><i>40 points</i></p> <p><i>50 points</i></p>
TOTAL POINTS		<p><i>A. Self- Reflective Paper</i></p> <p><i>B. Multiple Choice Test</i></p> <p><i>C. Online Role play</i></p>	<p><i>30 points</i></p> <p><i>70 points</i></p> <p><i>100 points</i></p>