



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE

Promoting Consensus and Access to Justice

[www.IMImediation.org](http://www.IMImediation.org)

## ADR POINT PC – ALTERNATIVE DISPUTE RESOLUTION CENTER

*IMI Mediation Advocacy Qualifying Assessment Program*

### About the Organisation

<b>Organisation's full legal name</b>	ADR POINT PC -ADR POINT PC ALTERNATIVE DISPUTE RESOLUTION CENTER
<b>Year formed, and under which jurisdiction</b>	2016 -Under both Greek Law and European Law (Directive 2013/11)
<b>Organisation's contact details</b>	7, Tsimiski street, 546 25 Thessaloniki, Greece, 00302310510005, info@adrpoint.gr, 00302310512612, www.adrpoint.gr/en
<b>Application type</b>	IMI Certified Mediation Advocate (QAP assessing mediation advocates)
<b>Submission type</b>	New QAP/MAQAP application

<p><b>Feedback Digest support</b></p>	<p>Yes</p>
<p><b>Locations and Languages</b></p>	<p>-Locations: This MAQAP is an international program based on IMI MA Competency Criteria that may be delivered in many jurisdictions either fully in person, fully online or in a hybrid format, following the requirements for delivering online-only training set by IMI.</p> <p>ADRpoint, before delivering the program, will examine whether the jurisdiction of the applicants (according to the location of their Bar Association) has set further requirements for the qualification of mediation advocates. In such case, candidates must also demonstrate that they meet those local requirements in addition to the ones set through this program. Since this is an international program, applicants for specific jurisdictions must prove that they meet both the IMI and the local requirements (if any).</p> <p>Regarding the training which is part of the MAQAP program, in case a specific jurisdiction sets as mandatory the teaching of topics that are not included in the schedule, all jurisdiction-specific mandatory content will be added to the submitted training schedule. In such case ADRpoint shall notify IMI about the additional content.</p> <p>- Languages: English or Greek. 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. The ADR point Mediation Advocacy 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.</p>

<b>Existing CMTP</b>	Not Applicable
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## MA-QAP Application

**Program assesses mediation advocates who meet at least one of the requirements:**

- Applicant has experienced at least five mediations as a mediation advisor/advocate
- Applicant is an IMI Certified Mediator
- Program is in a country where there is no [IMI Qualifying Assessment Program](#) and Applicant has acted as sole mediator in at least 10 cases/200 hours

### Experience of the Mediation Process

*The MA-QAP must include a methodology for ensuring that Applicants have demonstrated to the satisfaction of the Program's Assessors experience of mediation as a mediation advisor/advocate in at least five mediations. The QAP must include clearly identified criteria on this requirement. Exemptions: IMI Certified Mediators; Mediators having acted as sole mediator in at least 10 cases/200 hours (in countries where there are no Qualifying Assessment Program for IMI Certification)*

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 certified Mediation Advocate, applicants to ADR point

must prove that they fulfil one of the following criteria:

-They have acted in at least five full mediations as a Mediation Advocate.

-They are IMI Certified Mediators

-They have acted as sole mediator in at least 10 cases/200 hours, in countries where there is no IMI Qualifying Assessment Program.

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 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.

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

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

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, online mediation, advanced mediation, negotiations etc
- judging experience in international mediation competitions (ICC, INADR, etc)
- participation in continuous development programs
- publication of articles etc

In addition to the submission of the above documents as proof of experience, candidates must attend the 3 day comprehensive ADRpoint Mediation Advocacy Training and successfully pass the respective assessment following their participation. Details are explained in the following sections (see questions on Knowledge and Skills).

Under special circumstances, where the applicant proves that already has extensive practical

experience and training as a mediation advocate, ADRpoint may waive the obligation to attend the 3day training and the candidate will be eligible to undertake the ADRpoint Mediation Advocacy Training Assessment. The criteria are described in the following section.

## Knowledge of Mediation Advocacy

*The MA-QAP must include a methodology for determining that Applicants have demonstrated a strong understanding of general mediation advocacy theory and practice. Written tests, essays, reports, theses and interviews may be used to determine such knowledge. Applicants are expected to be tested on and exhibit a comprehensive understanding of Mediation Advocacy theory derived from the leading international textbooks on the subject. MA-QAPs may use the listing of Core Competency Knowledge Elements set out in Annex 1 (see IMI website).*

ADRpoint Mediation Advocacy Training and ADRpoint Mediation Advocacy QAP fully adopt the criteria set by IMI to assess the knowledge of mediation advocacy (see IMI Annex I at <https://imimediation.org/en/orgs/competency-criteria-mediation-advocates-advisors/>).

ADRpoint offers a comprehensive 3 Day Mediation Advocacy Training complying with international standards. Lead international trainers and coaches make sure that each trainee is trained and practices on the skills that a mediation advocate must possess, through exercises and role plays. A substantial part of the training is dedicated to role plays and exercises, another part is dedicated to the preparation of the mediation advocate and the drafting of documents before, during and after the mediation and, finally, another part is dedicated to applicable local provisions on mediation and particularities. The latter part is delivered by local experts, where applicable.

Upon completion of the training, candidates must successfully pass the training assessment.

ADRpoint Mediation Advocacy Training Assessment comprises of the following parts:

1. Preparation of mediation brief and strategy plan based on a case study (25 points)
2. Multiple choice test (25 points)
3. Role play (50 points)
4. Individual self-reflective paper (mandatory but not graded).

Trainees must successfully undertake all 4 parts and reach a score of at least 70 points in total for the graded parts. Trainees will receive either a “Competent” or “Not yet Competent” note.

Candidates who have successfully completed ADRpoint Mediation Advocacy Training and Assessment can later provide proof of experience in the form explained in the previous section in order to become IMI Certified Mediation Advocates.

Under special circumstances, where the applicant proves that already has extensive practical experience and training as a mediation advocate, ADRpoint may waive the obligation to attend the 3day training and the candidate will be eligible to undertake the ADRpoint Mediation Advocacy Training Assessment as prescribed above. In order to be exempt the candidate must fulfill one of the following criteria:

- a) successful completion of another training which covers the same topics as ADRpoint Mediation Advocacy training and is offered by an organization recognized either by IMI or the ministry of justice of the jurisdiction of the applicant
- b) or participation in 10 additional full mediations as a mediation advocate, (not mandatory first sessions or information meetings in jurisdictions where these apply), on top of the ones required to prove the experience for the MAQAP.

## Mediation Advocacy Skills

*The MA-QAP must include a methodology for the assessment of performance as a mediation advocate against a variety of benchmarks that together demonstrate a high degree of mediation advocacy competency. The assessed benchmarks may be based on role-play or live action assessments, and may include videotaped and online assessments such as web dramas, self-assessments, interviews, peer reviews, user feedback and other in-practice skill evaluations. The ISC expects that the methodology used by MA-QAPs will address all the Core Competency Practical Skills sections and sub-sections in Annex 2 and will be sufficiently detailed (in the view of the ISC) to attest to an applicant's demonstrated high level of competency as a Mediation Advocate. However, it is not expected that all detailed Core Competency Practical Skills listed in Annex 2 will be assessed in the same depth, and MA-QAPs will be free to assess other practical skills not listed in Annex 2. (See IMI website for Annexes.)*

ADRpoint Mediation Advocacy Training and ADRpoint Mediation Advocacy QAP fully adopt the criteria set by IMI to assess the skills for Mediation Advocates (see IMI Annex II at <https://imimediation.org/en/orgs/competency-criteria-mediation-advocates-advisors/>)

1. Skills related to the Pre-Mediation Stage are measured through the Mediation Brief and Strategy Plan and the Multiple Choice test.
2. Skills related to the Selection of a neutral and Preparation stage are measured through the Mediation Brief and Strategy Plan, and the Multiple Choice test.
3. Skills related to the Mediation Stage are measured through the Role Play
4. Skills related to the Closing and Implementation are measured through the Role Play, the Mediation Brief and Strategy Plan and the Multiple Choice test.

For more details on the assessment for each skill and competency, please see the tables in the Competency Framework attached.

## Program Integrity

*Each Assessor must have substantial experience of mediation advocacy and/or teaching/assessing mediation advocacy competency.*

The Assessors are two top lead trainers with extensive experience in mediation and mediation advocacy training and top qualifications from many international institutions including Harvard and Pepperdine. They have trained over one thousand mediators and mediation advocates, they have delivered many international trainings, they are actively involved in law drafting committees on mediation both on national and European level.

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 ADRpoint'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.

## Ongoing Monitoring of Program

*The MA-QAP must include a process for the ongoing monitoring of the performance and practice of the Assessors. IMI will liaise closely with all recognised program organizers to maintain a sustainable quality control system.*

Briefing before and after each assessment, proof of continuous development for all our collaborators and taking under consideration all participants' feedback are standard practices for ADRpoint in order to ensure that assessors sustain the standards at all times.

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 mediations done (with an annual minimum of 3 mediations).

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. 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.



## Diversity

*The MA-QAP must be accessible on an equal basis to applicants regardless of their professional affiliations, gender, race, ethnicity, age, religion, sexual orientation or other personal characteristic. This should be clearly stated on each MA-QAP's website.*

ADR point is accessible on an equal basis to all mediation advocates 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. 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.

## Quality Assurance

<b>Program registered in accordance with jurisdiction requirements</b>	Not Applicable
<b>Trainers, coaches and assessors registered as mediators (if required by the jurisdiction)</b>	Yes
<b>Clarification of passing criteria</b>	ADRpoint Mediation Advocacy Training Assessment comprises of the following parts. Candidates must undertake all 4 parts and reach a score of at least 70 points.

	<ol style="list-style-type: none"> <li>1. Preparation of mediation brief and strategy plan based on a case study (25 points)</li> <li>2. Multiple choice test (25 points)</li> <li>3. Role play (50 points)</li> <li>4. Individual self-reflective paper (mandatory but not graded).</li> </ol> <p>Candidates will receive either a “Competent” or “Not yet Competent” note. Following the successful completion of the assessment the candidate (who receives a “Competent” note) must provide proof of experience in order to become IMI Certified Mediation Advocate in the following form:</p> <ul style="list-style-type: none"> <li>• A detailed CV</li> <li>• 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 <a href="https://imimmediation.org/en/mediation-logbook/">https://imimmediation.org/en/mediation-logbook/</a></li> <li>• A report on the challenges faced, the strategy employed to overcome them and the learning outcomes from each of the above mediations.</li> </ul> <p>The assessors may invite the candidates for an interview and address questions related to their experience, as stated in their logbook. Candidates who successfully prove their experience will become IMI Certified Mediation Advocates.</p>
<p><b>Process where participant fails assessment</b></p>	<p>Candidates who do not pass the Mediation Advocacy Training Assessment will be provided with clarifications and constructive feedback for improvement. They may attend parts of a following</p>

	<p>training for free to improve skills and re-sit the exam for a re-assessment fee. 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 new Assessor will be designated.</p>
<p><b>Privacy</b></p>	<p>We take all measures to ensure compliance with GDPR. Please see our webpage and our Privacy policy attached for more details.</p>
<p><b>Additional comments</b></p>	
<p><b>Supporting documents</b></p>	<p><i>List of attachments:</i></p> <ul style="list-style-type: none"> <li>• ADR Point MAQAP Competencies;</li> <li>• ADR Point MAQAP Outline</li> <li>• ADR Point Feedback Form;</li> <li>• ADR Point Complaints &amp; Appeals Policy;</li> <li>• ADR Point Diversity &amp; Inclusion Policy;</li> <li>• ADR Point Conflict of Interest Policy;</li> <li>• ADR Point Privacy Policy;</li> </ul>