



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE

Promoting Consensus and Access to Justice

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

## Sage Mediation

*IMI Mediation Advocacy Qualifying Assessment Program*

### About the Organisation

Organisation's full legal name	Sage Mediation Pte Ltd
Year formed, and under which jurisdiction	2019, Singapore
Organisation's contact details	168 Robinson Road, #20-01 Capital Tower, Singapore 068912; +6588780600; enquiries@sagemediation.sg; <a href="https://sagemediation.sg">https://sagemediation.sg</a>
Feedback Digest support	Yes
Locations and Languages	Singapore, English
Existing CMTA	No
Program assesses mediation advocates who meet at least one of the requirements: <ul style="list-style-type: none"><li>Applicant has experienced at least five mediations as a mediation advisor/advocate</li></ul>	Yes

<ul style="list-style-type: none"> <li>• Applicant is an IMI Certified Mediator</li> <li>• Program is in a country where there is no <a href="#">IMI Qualifying Assessment Program</a>, and Applicant has acted as sole mediator in at least 10 cases/200 hours</li> </ul>	
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## 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)*

Applicants will be required to have been through at least 5 mediations conducted (a) under the auspice of Sage Mediation or (b) by an IMI-Certified Mediator or Singapore International Mediation Institute (SIMI)-Certified Mediator in the last 3 years pre-dating the date of the application. A combination of (a) and (b) is possible. If the Applicant uses (b), documentary evidence of the mediation will need to be provided. Acceptable documentary evidence must clearly indicate the name of the applicant and the date and time of the mediation. Examples of acceptable evidence include an agreement to mediate, formal surveys or feedback forms, or an email from the mediator confirming the mediation took place.

## 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).*

Candidates have to complete a written and practical assessment.

The written assessment will be for candidates to write a case statement based on the role play scenario which is also applied for their practical assessment. The candidate will have received some background information on the dispute before he has a pre-mediation meeting with the client for 30min. The client will be an actor engaged by Sage.

During this pre-mediation meeting, the candidate will not only have to clarify any questions the client may have about mediation, he will also need to obtain more information for the mediation. Thereafter, he can rely on the background information provided and the information from the pre-mediation meeting to draft the case statement. The dispute scenario will deliberately include inter-cultural and enforcement issues.

The candidate will then have to play the role of a mediation advocate in a simulated mediation. This simulated mediation will last 1 hour. The candidate's performance will be evaluated according to Sage's competency indicators which are distilled from IMI's competency indicators (and attached to this application).

Sage's format for the practical assessment is

- (1) To have the candidates take part in a mediation role play;
- (2) To use an IMI-Certified Mediator to play the role of the mediator; and
- (3) To have the mediator and an independent assessor score the candidate and their scores to be weighted 30:70 accordingly.

## 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.)*

All applicants will be required to complete at least 16 hours of mediation advocacy training conducted by Sage Mediation. During this workshop, they will be required to go through at least 1 mediation role play where they play the role of a mediation advocate. The role play will include (a) a 30min meeting with the client to prepare them for the mediation, and (b) a 1-hour mediation conducted by a IMI or SIMI-Certified Mediator who will also be assessing the applicant's practical skills as a mediation advocate in accordance with the IMI Mediation Advocacy Core Competency Practical Skills.

## Program Integrity

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

Independence is determined based on the assessors not being full-time employees of Sage Mediation. The Assessors also cannot have served as the lead trainers at the specific mediation advocacy workshop where applicants are being assessed for their practical skills competency. Only IMI- and SIMI-Certified Mediators, and IMI-Certified Mediation Advocates may qualify to serve as Assessors. The assessors must also have conducted at least 5 mediations in the preceding 12-months from the date of assessment. The assessor for the knowledge and practical segments of each applicant do not need to be the same person.

## 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.*

The assessors for all Sage Mediation Advocacy Certification Assessments will go through a training before the assessment. The purpose of this training will be to update the assessors on the format of the assessment, the standards for passing and failing, the weightage on each standard, and the behaviours that would demonstrate that the candidate has met the required standard. This is aimed at increasing the consistency amongst the assessors on the expected standards of Sage for mediation advocates.

The Assessors will be required to provide a detailed written assessment report for each applicant. This report will be reviewed by Sage Mediation for coherence, rigour, and conformity with the published IMI Mediation Advocates Core Competencies. Assessors may

be queried in writing or in an oral interview by Sage Mediation on the contents of the assessment report and it will be made known that the assessment report may be disclosed to IMI for audit purposes to prove Sage Mediation's compliance with IMI MA-QAP standards.

## 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.*

It will be clearly stated on the Sage Mediation website that the MAQAP is accessible on an equal basis to applicants regardless of their professional affiliations, gender, race, ethnicity, age, religion, sexual orientation or other personal characteristic.

## Quality Assurance

Program registered in accordance with jurisdiction requirements	Not Applicable
Trainers, coaches and assessors registered as mediators (if required by the jurisdiction)	Yes
Clarification of passing criteria	Applicants will be scored in accordance with their ability to demonstrate their competency as mediation advocates. The scoring criteria will mirror the IMI Mediation Advocate Knowledge Competencies, and Practical Skills Competencies. Applicants will need to score more than 70% on both the knowledge and practical skills' assessments to pass. They must also not have breached any professional ethical codes applicable to them as lawyers.

<p><b>Process where participant fails assessment</b></p>	<p>If the participant fails the knowledge component, an oral interview will be required with an assessor. The assessor will pose different questions addressing the same issue/topic where the participant's performance was deemed unsatisfactory in the previous assessment. A participant who fails the oral interview as well will have to re-do the entire assessment. If the participant fails the practical skills component, a second role play will be specially organised. The role players in this re-assessment will be Sage Mediation staff who will specifically test the participant in the areas deemed unsatisfactory. A participant who fails the re-assessment, will have to re-do the entire practical skills assessment.</p>
<p><b>Supporting documents</b></p>	<p><i>List of attachments:</i></p> <ul style="list-style-type: none"> <li>• Competency framework</li> <li>• Complaints and appeals policy</li> <li>• Diversity policy</li> </ul> <p><i>The standards set out in the attached "Mediation Advocacy Standards (Final)" document supersede and replace in full the Competency Framework section in the Sage IMIMAQAP Supporting Documents dated 3 January 2020.</i></p>