



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE

Promoting Consensus and Access to Justice

www.IMImediation.org

ADR CENTER

Qualifying Assessment Program

About the Organisation

Organisation's full legal name	ADR Center
Year formed, and under which jurisdiction	1998, Italy
Organisation's contact details	Via Marcantonio Colonna 54, 00192 Rome, Italy Phone: +39 06 360937
Application type	IMI Certified Mediator (QAP assessing mediators)
Submission type	New QAP application
Feedback Digest support	Yes
Locations and Languages	Albania (Albanian), Azerbaijan (Azerbaijani), Bulgaria (Bulgarian), Cyprus (Greek), Ecuador (Spanish), Georgia (Georgian), Greece

	<p>(Greek), India (Indian), Israel (Israeli), Italy (Italian), Peru (Spanish), Poland (Polish), Romania (Romanian), Serbia (Serbian), Turkey (Turkish).</p> <p>How quality standards will be implemented and monitored across jurisdictions: ADR Center's CEO is responsible for monitoring the uniform application of quality standards across jurisdictions. To this end, every assessment program will be subject to ongoing monitoring of and reporting to the ADR Center's CEO. Furthermore, before engaging in the training and assessment programs leading to IMI certification, ADR Center's trainers will participate in internal capacity building programs focused on the uniform application of standards across jurisdictions.</p> <p>ADR Center is strongly connected with local partners at the locations indicated. They are mediation organizations led by experienced mediators with whom ADR Center has been collaborating for many years and implementing numerous projects in the field of ADR, some of which can be observed at https://www.adrcenterfordevelopment.com/projects/</p> <p>More information can be found on our website at https://www.adrcenterglobal.com/locations/</p> <p>These strong connections facilitate the ability of ADR Center's CEO to be personally involved in monitoring the quality standards in various jurisdictions, which is a token of responsibility and commitment for ADR Center. Further, to manage the workload, ADR Center CEO may delegate certain duties to other experts, as indicated, for example, under point 15 in "SUMMARY OF ADR CENTER MEDIATION CERTIFICATION</p>
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	PROCESS" in the <i>Annex "ADR CENTER - International Certification Program for Experienced Mediators"</i> .
Existing CMTP	Yes

QAP Application

Program assesses experienced mediators who have completed at least 20 mediations/200 hours of mediation	Yes
Optional comment	The applicant must provide upon registration for the assessment program a log with cases mediated (anonymised to observe confidentiality) demonstrating completion of either 20 mediations or 200 hours of mediation.

Mediator Experience

The Qualifying Assessment Program (QAP) must include a methodology for ensuring that Applicants have demonstrated to the satisfaction of the Program's Assessors a substantial level of experience as a mediator. The QAP must include clearly identified criteria on this requirement.

The Qualifying Assessment Program, also called "ADR Center International Certification Program for Experienced Mediators" consists in a full-day online or in person Practice Development Review Session (PDRS) – a training and assessment program – with groups of up to eight participants.

During PDRS, the participants will engage in the mediation of a case study and in extensive discussions around various stages of the process. Applicants will be required to submit a list of mediations (case log) upon registration and candidates will be invited to join the program if the case log submitted will indicate a minimum level of mediation experience consisting in at least 20 mediations or 200 mediation hours.

The PDRS consists of the role-play simulation of a case study, where participants rotate their roles during various stages of the mediation and then engage actively in debriefing conversations with ADR Center's trainers/assessors at the end of each stage. It allows ADR Center's trainers/assessors to evaluate the participants' mediation knowledge and skills against our competency framework and determine if a certain level is reached.

The assessment will be made by an independent assessor appointed by ADR Center's CEO and that will not have any training responsibilities in the upcoming full-day PDRS.

The process is described under points 1-4 in "SUMMARY OF ADR CENTER MEDIATION CERTIFICATION PROCESS" in **the Annex "ADR CENTER - International Certification Program for Experienced Mediators"**.

Mediation Knowledge

The QAP must include a methodology for determining that Applicants have demonstrated a strong understanding of general mediation theory and practice which may be based on written tests, essays, reports, theses interviews and/or other testing platforms.

ADR Center is using a detailed methodology for determining that the Applicants demonstrate a strong understanding of mediation theory and practice.

The approach is based on ADR Center's core competency areas and skills described in **Annex "ADR Center - International Certification Program for Experienced Mediators"** that also includes the assessment process consisting in a written sampling (mediation action plan), a multiple-choice test, observation during discussions, and a simulated mediation. Each of the following assessment tools indicate the Applicant's understanding of mediation theory and practice.

This understanding will be assessed by two assessors appointed by ADR Center – an independent assessor who will analyse the case log and the written mediation plan submitted by Applicants prior to the actual training and assessment program (Practice

Development Review Session), and a trainer/assessor who will lead the PDRS either online or in person.

The ADR Center Certified mediators are assessed around the following core competency areas and skills:

A. Conflict analysis

1. Identifying relevant information to understand the situation;
2. Using conflict analysis tools and the relevant information to prepare and mediate;

B. Relationship building

3. Developing communication and trust with the parties and other stakeholders;
4. Maintaining a neutral position between the parties and avoiding bias;

C. Process facilitation

5. Working with parties to develop a mediation approach and process ground rules;
6. Managing the process to help parties create progress in negotiations;

D. Substance management

7. Assisting the parties in structuring issues, mapping needs, and exploring options collaboratively;
8. Facilitating negotiations and moving the parties toward agreements.

The assessment levels for each of the competency areas described above are

- [1] Not classified;
- [2] Insufficient;
- [3] Sufficient for basic training;
- [4] Very good (certified);
- [5] Excellent.

In order to receive the ADR Center International Certification for Experienced Mediators, each candidate must score minimum 4 out of 5 on average for mediation plan drafting, entry test, mediation skills and in-class activity.

Mediator Skills

The QAP must include a methodology for the evaluation of candidates' performance in terms of the occurrence and effectiveness of mediation process and mediation techniques, against high competency benchmarks. The Evaluations/Assessments may be based on roleplay 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 above-mentioned description of the core competency areas and assessment process included in the **Annex "ADR Center - International Certification Program for Experienced Mediators"** is equally relevant for assessing the candidates' performance in terms of the occurrence and effectiveness of mediation process and mediation techniques. More specifically, among the assessment tools used - Mediation plan drafting, Entry test, Mediation skills and In-class activity – the last two are essential for assessing the candidates' mediation skills. However, all four should indicate relevant information about what candidates KNOW and CAN DO in performing their mediation role.

As presented in the **Annex "ADR Center - International Certification Program for Experienced Mediators"**, the assessors will use detailed assessment forms to evaluate the candidates' performance. This is applicable for evaluating the mediation intervention plan and the candidates' skills and performance during the simulated mediation of the case study around which the PDRS is structured. This includes the debriefs and discussions that follow the simulations of various mediation stages.

The core competency areas and mediation skills used are very descriptive regarding competent mediators' knowledge and skills. Basically, the same set of competencies is relevant for both assessments included in the basic mediation training (entry level) and Practice Development Review Sessions (experience level).

Program Transparency

The benchmarks and criteria applied by the QAP must be published and be openly accessible on the organization's website. Details of all approved programs will be listed on the IMI web portal www.IMImediation.org and will include a direct link to the credentialing organizations' websites.

Responses call for the link (if available), or the reasoning why it is not included and the timeframe for publishing.

ADR Center commits to publish the assessment program on ADR Center's website and to inform IMI about it no later than 30 days after IMI will approve the QAP application.

Program Integrity

Each Assessor must have substantial experience of assessing the performance of mediators. At least one of the Assessors on each Program must be independent of the QAP. Responses call for the criteria applied in appointing Assessors, any independence requirements, and how independence is determined.

The trainers and assessors are selected by ADR Center among faculty members of ADR Center Academy (<https://www.adrcenteracademy.com/en/faculty/>), all highly regarded in the dispute resolution field.

The independent assessors are appointed by ADR Center's CEO to be independent of both the training faculty and the organization. One of the main sources for such independent and highly competent professionals is the Global Network of the Weinstein International Foundation (<https://weinsteininternational.org/global-network/>).

The appointment is made by ADR Center's CEO for both trainers/assessors and independent assessors among professionals with substantial experience of assessing the performance of mediators (minimum 15 years of mediation experience, minimum 10 years of mediation training/assessment experience). To ensure that its trainers and assessors are up to speed with the latest developments in mediation, training and assessment, ADR Center organizes one internal annual workshop online with all the trainers and assessors. This ensures an organizational framework for the mediation trainers/assessors' continuous professional development.

Ongoing Monitoring of Programs

The 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.

At the end of each Practice Development Review session, a report is presented to ADR Center's CEO. The report will reflect the methodology used, will describe the training and assessment process and will highlight the outcomes of the program, including lessons

learned. ADR Center's CEO will analyse the report to ensure a consistent application of high-quality standards and, if needed, will adopt decisions to improve the program and the performance of the assessors. Further, ADR Center's CEO or appointed senior experts may join the PDRS activities to provide support to the trainers/assessors and ensure that the highest quality standards are met. The **Annex ADR Center - "International Certification Program for Experienced Mediators"** includes a summary of the certification process (page 8) that has to be reflected as such in the final PDRS report submitted to ADR Center's CEO.

Commitment to Diversity

The QAP must be made accessible on an equal basis to experienced mediators regardless of their professional affiliations, gender, race, ethnicity, age, religion, sexual orientation or other personal characterization.

ADR Center International Certification Program for Experienced Mediators is open for any mediator who wishes to participate, regardless of their professional affiliations, gender, race, ethnicity, age, religion, sexual orientation, or other personal characteristic.

To ensure the transparency of ADR Center's commitment, specific language is included in the detailed program describing the competency areas and the assessment process. At any point in time, ADR Center will receive input from any person or organization that claims negative impacts as a result of ADR Center International Certification Program for Experienced Mediators. In this case it will be applicable a specific Complaints and Appeals Policy – **See Annex ADR CENTER - Complaints and Appeals Policy for PDRS**

Quality Assurance

Program registered in accordance with jurisdiction requirements	Not Applicable
Trainers, coaches and assessors registered as mediators (if required by the jurisdiction)	Not Applicable
Clarification of passing criteria	<p>In order to receive the ADR Center International Certification for Experienced Mediators, each candidate must score minimum 4 out of 5 on average for mediation plan drafting, entry test, mediation skills and in-class activity.</p> <p>See <i>Annex ADR Center – “International Certification Program for Experienced Mediators”</i> for more details about the scoring methodology.</p>
Process where participant fails assessment	<p>Participants that fail the assessment are offered the opportunity to participate in another PDRS with no additional costs. The possibility of filing a complaint regarding the assessment process also exists.</p>
Privacy	<p>The detailed explanation of how ADR Center is complying with Data Protection requirements is available at https://www.iubenda.com/privacy-policy/94987133.</p> <p>The policy describes the purposes for processing Personal Data</p>

	and the services used.
Additional comments	
Supporting documents	<i>List of attachments:</i> <ul style="list-style-type: none">• ADR CENTER – International Certification Program for Experienced Mediators• ADR CENTER – Complaints and Appeals Policy for PDRS