



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE

Promoting Consensus and Access to Justice

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

## ICFML

*IMI Online Dispute Resolution QAP*

### About the Organisation

Organisation's full legal name	ICFML
Year and country of formation	2011 Portugal
Organisation contact details	ICFML - Rua Dr. Baltazar Rebelo de Sousa, edifício Galeria Nova, 1.º, loja 17, 4890-377 Celorico de Basto – Portugal. <a href="mailto:info@icfml.org">info@icfml.org</a> <a href="http://www.icfml.org">www.icfml.org</a>
Organisation provides Feedback Digest support (optional)	Yes
Organisation's existing IMI-recognised programs (if applicable)	QAP (IMI Certified Mediators), Mediation Advocacy QAP (IMI Certified Mediation Advocates)
Locations and languages	Portuguese speaking countries - Angola, Brasil, Cabo Verde, Guiné-Bissau, Moçambique, Portugal, São Tomé e Príncipe, Timor. No location for English, and No location for Spanish.  Important information about the application: All the information of the certification is available in Portuguese and will be available in English and Spanish in January 2021. This is because our course is a bilingual course in

	<p>ODR and the certification needs to follow the needs of the participants in the training. All the criteria and the logic of the certification is the same, and as this is online we will also have in January 2021 a website exclusive for the certification in English and in Spanish.</p> <p>All the information is the same, the only thing that changes is the language.</p>
<p><b>This program assesses applicants who meet at least one of the following criteria:</b></p> <ul style="list-style-type: none"> <li>• they have completed at least 20 online mediations in the preceding 24/36 months;</li> <li>• they are IMI Certified and have completed at least 5 full-scale online mediations; or</li> <li>• they live in a country without an IMI Qualifying Assessment Program and have completed at least 20 full-scale online mediations.</li> </ul>	<p>Correct</p>

## General Requirements

<p><b>How verification of applicants' existing (general) mediation skills and knowledge are verified</b></p>	<p>During the registration process we do a pre-selection of the participants based on the mediation certification the participant has already, the course certificates the participant send to us. We use google forms that can be seen here <a href="https://forms.gle/tAKus9buay4ggtW67">https://forms.gle/tAKus9buay4ggtW67</a></p>
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<b>Program methodology</b>	The competency assessment criteria are based on the skills and knowledge elements issued from the results of the work of the taskforce. For each competency we will follow the evaluation process and criteria approved by the taskforce.
<b>Program transparency</b>	The criteria and the certification process are public on the website of ICFML <a href="http://icfml.org">icfml.org</a>
<b>Program integrity</b>	ICFML will maintain a group of assessors who sign the ICFML diversity policy and sign a document that explicitly indicates that they do not know any of the persons they are assessing. They are trained by the founder of ICFML, Ana Maria Maia Gonçalves, at least twice a year and they must do a reflection report after each group assessment, which they share with the group. The assessors are never trainers or facilitators for certification program the ones they are assessing have completed.
<b>Program quality</b>	The reflection reports of each assessor are discussed every quarter in a meeting of all the assessors. This ensures that the criteria are applied with the minimum bias possible, and with the maximum consistency. The definition of markers for each criterion assessed diminishes bias and tends to increase the quality and consistency of the assessments.
<b>Diversity promotion</b>	ICFML has a diversity policy applied to all the participants, trainers, and assessors.

## Substantive Criteria

<b>How online mediation experience is assessed</b>	The ICFML system features different levels of certification, leading to IMI certification. The Mediador Certificado ICFML Online, is the first level, and can be taken with a small amount of experience. The second level is the Mediador Certificado Avançado ICFML Online, for which the mediator needs to have more experience. The Master level is only available when the mediator has significant, long-term proven experience.
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	<p>To present their experience ICFML asks for two things:</p> <ol style="list-style-type: none"> <li>1. a logbook with the required information where the mediator indicates the twenty full-scale Online Mediations (or if IMI certified Mediator five full-scale online mediations) in the previous 24/36 months;</li> <li>2. Self-Assessment prepared by the mediator;</li> <li>3. Feedback Digest based on the IMI guidelines and feedback forms submitted by the parties (prepared by an independent Reviewer).</li> </ol> <p>ICFML acts as independent reviewer for these candidates and also helps the candidate with the self assessment. ICFML process guidelines indicate that candidates need to submit the Feedback forms to create the Feedback Digest.</p>
<p><b>How online mediation knowledge is assessed</b></p>	<p>In order to be admitted to the level 1 certification, the applicant must have completed 40 hours of mediation training in online mediation. ICFML checks the content of the training certificate before accepting the applicant.</p> <p>To demonstrate their knowledge, at the IMI level, ICFML asks the candidates to participate in an interview with an assessor. This interview has two parts. Part A involves Questions related to the IMI Task Force Annex_1_ IMI_E_Mediation_Core_Competency_Knowledge. In Part B) the assessor will look at how the candidate describes these competences in the performance-based assessment. In order to arrive to this level (in the progressive mode of ICFML Certification) the candidate will have already written two essays related to ODR topics - one in level 1 and another in level avançado, and the candidate will have already written a reflection report based on her or his performance based video.</p>
<p><b>How online mediation skills are assessed</b></p>	<p>To demonstrate their skills the candidates must complete a live mediation online. The criteria used by the assessor are based on IMI Task Force Annex_2_ IMI_E_Mediation_Core_Competency_skills. After this live mediation the candidate must write a reflection report with his-her self evaluation. It is also asked that the candidate reflect on his-her strengths and areas of development.</p>

## Quality Assurance

<p>Program registered in accordance with jurisdiction requirements</p>	<p>Yes</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>The assessor has a form for each stage of the mediation based on the relevant criteria. For each criterion the assessor will choose between Excellent, Above Average, Meets Criterion, Needs Improvement (with specification), and Does Not Meet. Each of these levels has a number and for each phase of the mediation a total is done with the total points needed to pass. We know that we cannot avoid 100% subjectivity of evaluation. Here is what we do to reduce to the maximum subjectivity:</p> <ol style="list-style-type: none"> <li>1. Training of the examiners on the certification process When a person is chosen to be part of the panel of examiners of ICFML this person needs to follow a process that is: <ul style="list-style-type: none"> <li>- participation in 2 sessions of training</li> <li>- one training about the mediation process and another about the criteria</li> </ul> </li> <li>2. Validation of the first 5 evaluations by a peer in the group. This means that the first 5 evaluations done by this new examiner another examiner more experienced also do it and then they connect together to discuss the results</li> <li>3. Explanation of each one of the criteria with connected to each criteria the behaviour that the examiner shall see</li> </ol>

from the participant. Here attached some of the behaviours that are attached to some criteria. This explanation is done on the second training that the examiner has.

4. The rating is based on the following:

- Missing
- Area improvement
- Meet criteria
- Above criteria
- Excellent

Missing is 0, area of improvement is 2, Meet criteria is 3, Above criteria is 4 and Excellent is 5.

For each part of the mediation in average the participant needs to Meet criteria.

Here is for all the process the information: t

#criteria	weighting	required	max	
15	1	45	60	Phase 1: Introduction of the Mediator
12	1	36	48	Phase 2: First Joint Session
12	1	36	48	Phase 3: At Private sessions
5	2	30	40	Phase 4: Negotiation
4	2	24	32	Phase 5: Conclusion
13	2	78	104	Assessment of specific skills face to face and online
5	2	30	40	General assessment of how the mediator managed the mediation process
8	1	24	32	General assessment of the mediator's professional attitude
7	1	21	28	General assessment of advanced skills

<p><b>Next steps should a participant fail the assessment</b></p>	<p>ICFML has a formal and an informal complaints appeals policy process that the applicant can use.</p> <p>Based on the explained here the candidate pass or fail the certification. We follow the complaint policy. Formal rules states:</p> <p>11.2: Participants who fail the certification may redo it later, a maximum of 3 (three) times within 2 (two) years after its completion. ICFML will attempt to carry out the reassessment by (a) different assessors from previous assessments, if this is possible at the sole discretion of ICFML. The costs of reassessing an assessment in a training or certification are determined on a case-by-case basis. ICFML informs the participant in advance of the costs of reevaluation.</p> <p>11.3: Participants in a certification that fail the certification solely on the criteria relating to the written work, or who were unable to send the written work within the deadlines set for such sending, have 6 months from the date of sending the certification result where negative evaluation or lack of work was communicated, to request a new evaluation process of the written work. The reevaluation costs are defined on the ICFML website.</p> <p>11.4: Participants in a certification that fail certification in another criterion that the written work must repeat the certification.</p> <p>And we have an informal process: Any participant who is not satisfied with the quality level can make a formal written complaint against a trainer, certification facilitator or examiner. In this case, in the written request, he / she must include detailed information on the situation that leads to the complaint, namely the reasons why they complain against the</p>
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	<p>trainer, facilitator or assessor.</p> <p>The ICFML will formally decide within 30 days from the date of receipt of the complaint. The ICFML decision is not subject to appeal and is final.</p>
<p><b>How privacy and data protection requirements for course/assessment participants are complied with</b></p>	<p>Yes. Please see privacy policy at <a href="https://icfml.org/politica-de-privacidade/">https://icfml.org/politica-de-privacidade/</a>.</p>
<p><b>Document attachments</b></p>	<p><i>List of attachments:</i></p> <ul style="list-style-type: none"> <li>• Competency framework for assessments</li> <li>• Diversity policy</li> <li>• Complaints/appeals policy</li> <li>• Course feedback forms (for participants to provide feedback on course)</li> <li>• Conflicts of Interest policy</li> <li>• QAP ONLINE PROCESS STEPS</li> </ul>