



International Mediation Institute  
PROFESSIONAL MEDIATION WORLDWIDE  
Promoting Consensus and Access to Justice  
[www.IMImediation.org](http://www.IMImediation.org)

## Conflict Coaching International (CCI)

*IMI Mediation Advocacy Qualifying Assessment Program  
(MA QAP)*

### About the Organisation

Conflict Coaching International (CCI) is a business registered in Australia and Hong Kong. CCI provides conflict support services and training specifically in mediation and conflict coaching in Australia, Hong Kong, South East Asia and the Pacific (see [www.conflictcoachinginternational.com](http://www.conflictcoachinginternational.com)). The principals of CCI are Dr Nadja Alexander and Dr Samantha Hardy.

We base our service and training on principles of reflection, engagement, artistry and learning – REAL. We pride ourselves on basing everything we do on considered reflection, engagement with all stakeholders, artistry in our actions and lifelong learning to constantly improve what we do. In other words, we walk our REAL talk. We are curious, creative, passionate about our work and committed to our field.

### 1. 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 mediators in at least 10 cases/200 hours (in countries where there are no Qualifying Assessment Program of IMI Certification).*

Candidates must submit evidence of acting as a mediation advocate in at least five mediations as evidenced by a log book. The log book should contain:

- a) the type of mediation (i.e. workplace, commercial, cross-cultural, family, etc.);
- b) the number of people in attendance in total;
- c) the number of parties;
- d) the length of the mediations in hours;

- e) the mode of mediation (i.e. in person, telephone, online or blended);
- f) the parts of the mediation that the candidate (as mediation advocate) attended;
- g) any other information the candidate considers useful.

In addition, candidates must submit at least two pieces of user feedback from clients and/or mediators from at least two different mediations.

## 2. 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 (as listed in the annotated bibliography at <http://IMImediation.org/mediation-advocacy-bibliography>). MA-QAPs may use the listing of Core Competency Knowledge Elements set out in Annex 1 of the IMI Competency Criteria for Mediation Advocates/Advisors.*

Candidates are required to attend a CCI Mediation Advocacy training course (CCI MA) which covers mediation advocacy knowledge and skills. In terms of knowledge, the CCI MA course covers the Core Competency Knowledge Elements set out in Annex 1 of the of the IMI Competency Criteria for Mediation Advocates / Advisors and is based on Mediation Advocacy theory. Candidates are assessed on their mediation advocacy knowledge by way of a written test.

Note: IMI Certified mediators with updated Feedback Digests are exempt from this requirement.

## 3. Practical 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 mediation advocacy competency. The assessed benchmarks 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 ISC expects that the methodology used by MA-QAPs will address all the Practical Skills sections and subsections in Annex 2 of the IMI Competency Criteria for Mediation Advocates/Advisors 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/Advisor. However, it is not expected that all detailed Practical Skills listed in Annex 2 of the IMI Competency Criteria of Mediation Advocates/Advisors will be assess in the same depth, and MA-QAPs will be free to assess other practical skills not listed in Annex 2. The ISC will take these issues into account when deciding whether to approve MA-QAP applications.*

Candidates are required to attend a CCI Mediation Advocacy training course (CCI MA) which covers mediation advocacy knowledge and skills. In terms of practical skills, the CCI MA course offers opportunities for candidates to learn and practise the Practical Skills outlined in Annex 2 of the of the IMI Competency Criteria for Mediation Advocates / Advisors. Candidates are assessed on their mediation advocacy Practical Skills by way of a role play (including a post roleplay self-reflection) with the candidate

acting as mediation advocate.

## Assessment Criteria

*All MA-QAPs must implement an assessment methodology for assessing whether each applicants performance meets each of the Substantive Criteria in Section 2, below.*

*(Comment: The assessments may be based on written material, role-play or live action evaluations, other suitable methods, or any combination, and may include videotaped and online assessments such as web dramas, self-assessments, interviews, peer reviews, user feedback and other in-practice skill evaluations. Assessors must be experienced in representing clients in mediation and/or teaching/assessing mediation advocacy skills.)*

### **CCI Methodology for IMI Mediation Advocacy (MA) Certification**

#### **CCI Workshop and Assessment Pathway**

Candidates will be assessed by the following three components:

1. Role-play;
2. Written assessment;
3. User feedback from at least five mediations where the applicant acted as a mediation advocate for one of the parties.

After completion of items 1 and 2, candidates will be eligible for CCI MA Certification. Once candidates have additionally completed item 3 within the required time frame, they will be eligible for IMI MA Certification.

1 + 2 = CCI MA Certification  
1 + 2 + 3 = IMI MA Certification

#### **CCI Experience-based Assessment Pathway**

Candidates who can demonstrate significant and exemplary experience as mediation advocates may make a submission to apply for IMI-MA Certification without undergoing the CCI-MA training via this path in CCI. This pathway is reserved for candidates with significant user feedback and will require:

1. Curriculum vitae highlighting professional training and experience in mediation, particularly in the role of mediation advocate.
2. Presentation of a log book (or equivalent documentation) to show professional roles in mediations over the past three years.
3. A 500-100 word statement about your approach to mediation advocacy. This should include an explanation of the mediation advocacy model / style you adopt. Standard documentation that you use in your role as mediation advocate may be included as an appendix to the statement.
4. Testimonials from at least three different clients or mediators from three different mediations in which the applicant acted as mediation advocate.

CCI reserves all rights in relation to the discretion to qualify candidates for IMI Certification via this pathway.

## 4. Program Transparency

*The substantive criteria (i.e., assessment benchmarks applied by an approved MA-QAP) must be published and be openly accessible on the organization's website. (Comment: Details of all approved MA-QAPs will be listed on the IMI web portal [www.IMImediation.org](http://www.IMImediation.org) and will include a direct link to each credentialing organization's website for that program.*

CCI's assessment benchmarks will be published on the CCI website.

## 5. Program Integrity

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

CCI's panel of assessors will have substantial experience of mediation advocacy and/or teaching/assessing mediation advocacy competency.

Assessors are required to undergo initial CCI assessor training. Assessors are also required to complete assessor updates every two years.

## 6. Ongoing Monitoring of Programs

*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.*

Assessors are required to complete assessor updates every two years. The updates may include updated assessee feedback, teaching/training, MA logbooks, relevant CPD, other relevant updates.

The performance and practice of our assessors is subject to IMI audit.

## 7. Commitment to 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 characterization. This should be clearly state on each MA-QAP website.*

The CCI-IMI MA-QAP is accessible on an equal basis to applicants regardless of their professional affiliations, gender, race, ethnicity, age, religion, sexual orientation or other personal characterization. This statement will appear on the CCI website.