



PROFESSIONAL MEDIATION WORLDWIDE
Promoting Consensus and Access to Justice
www.IMImediation.org

Mediation International

IMI Qualifying Assessment Program

About the Organisation

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| Organisation's full legal name | Mediation International |
| Year formed, and under which jurisdiction | 2012 Spain |
| Organisation's contact details | Calle Valderrey 35, planta 6 IZDA Madrid 28039. +34 682367667 www.mediationinternational.eu |
| Application type | IMI Certified Mediator (QAP assessing mediators) |
| Submission type | For auditing purposes |
| Feedback Digest support | Yes |
| Locations and Languages | International |
| Existing CMTP | Yes |

QAP Application

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| Program assesses experienced mediators who have completed at least 20 mediations/200 hours of mediation | Yes |
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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.

To pursue an advanced ADR training course with MEDIATION INTERNATIONAL and achieve IMI certification, a candidate must have completed a minimum of 5 mediations (either as a sole or a lead co- mediator). Of those mediations, at least 2 must have been remunerated either on an individual case basis or salaried.

Additionally, MEDIATION INTERNATIONAL requires candidates to have completed at least 20 hours of continuing professional development in mediation through attendance of courses, workshops or seminars on ADR, mediation or related subject matters.

For a MEDIATION INTERNATIONAL accredited mediator to be awarded IMI certification, MEDIATION INTERNATIONAL will require that each candidates experience exceeds 200 hours spread over at least 20 mediations as recommended by IMI in the 2 years preceding the application. To track the requisite experience, an applicant must produce a time log that addresses the following for each mediation conducted:

- the type of mediation (e.g., civil and commercial, employment, family, etc.);
- the length of the mediation in total (expressed in hours); and,
- the month(s) and year during which the mediations occurred.

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.

All MEDIATION INTERNATIONAL Accredited Mediators have undertaken 60 hours of mediation training and 60 hours of theoretical study before accreditation. In addition, to be eligible for an award of IMI certification, a candidate must complete a series of written and

oral exercises that evaluates the candidate's knowledge of mediation theory and practice as well as a self assessment. These exercises are completed prior to as well as post training.

For the initial written exercise, the candidate is assessed on mediation theory including:

- Dispute settlement paradigms and techniques
- Negotiation theory
- Court processes
- Conflict resolution concepts
- Mediation processes and techniques
- Standards of conduct
- Ethical issues for mediators

For the training exercise, the candidate is assessed on advanced mediation theory practice and negotiation including:

- Advanced dispute settlement paradigms and techniques
- Advanced negotiation skills
- Advanced mediation processes and techniques
- Advanced communication skills
- Theories for identifying areas of agreement between the parties
- Diversity issues

MEDIATION INTERNATIONAL requires its candidates to pass both exercises prior to proceeding to the oral/practice component of the assessment process.

The oral assessment is categorized into 4 components:

- 1) Overall knowledge of mediation, negotiation and conflict management
- 2) Self assessment of the candidates strengths and challenges
- 3) Understanding of theories for identification of areas of potential agreement between the parties
- 4) Visual assessment of the candidate conducting a mediation

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.

MEDIATION INTERNATIONAL candidates are required to complete and pass a five-day programme in advanced mediator training. This programme includes an assessment by two qualified assessors, one being external to MEDIATION INTERNATIONAL. The practitioner must clearly demonstrate a high level of competence and knowledge in mediation theory, process and skills.

The applicant will undertake a minimum of 6 role-plays during the advanced training programme, one of which will be evaluated by two qualified assessors, one being external to MEDIATION INTERNATIONAL.

All MEDIATION INTERNATIONAL advanced candidates are encouraged to attend monthly held peer review and organized role-play opportunities to hone their own skills while assessing and peer coaching other candidates in a supervised environment.

Role Play Assessment Benchmarks

Two assessors evaluate a candidate's performance in a role play across six areas of competency:

- Overall skills and abilities: Keeping parties focused, assisting parties identify Interests. Use of pre-mediation and caucus. Consideration of the needs of others. Inclusion. Demonstrated understanding of the positions, issues and interests of the parties and ability to assist parties move through the stages of mediation.
- Communication: Use of empathy, reframing, reflection, questioning skills, active listening, use of learned ADR skills.
- Transparency: Identification of and disclosure of any real or potential conflicts of interests or bias. Consistently remaining impartial.
- Pursuing collaboration: Pursuit of collaborative options and solutions, assisting in the generation of ideas. Identification of hidden interests.
- Generating Agreements: Effectiveness in moving the parties toward finality and 'closing' an agreement at the appropriate interval.
- Managing the Interaction: Effective strategy development, managing the process, coping with conflicts at the mediation table. Comfort level with difficult questions. In situations where the evaluators significantly differ in their assessments, a third assessor will be assigned to consider the assessments.

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.

Benchmarks and criteria to qualify for IMI Certification are available for public scrutiny, query, and feedback at: <http://www.mediationinternational.eu>

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.

All Assessors of the MEDIATION INTERNATIONAL programme for IMI Certification are approved by the MEDIATION INTERNATIONAL Accreditation Committee. Approval is granted only when a potential assessor has clearly established that he/she has substantial experience both in mediation and the assessment of mediator skills.

At least one of the appointed assessors will be independent of MEDIATION INTERNATIONAL Our assessors have varied backgrounds including academia, mediators, lawyers and social workers thus affording MEDIATION INTERNATIONAL the ability to provide well rounded assessments from both theoretical and practical perspectives.

The criteria to qualify as an assessor with MEDIATION INTERNATIONAL are as follows:

- Mediation experience: All assessors associated with MEDIATION INTERNATIONAL must have a minimum of five years experience in a mediation field or a minimum of 25 mediations equating to over 250 hours of practice as well as over 200 hours of training.
- Mentoring Experience: Our assessors are required to have extensive experience in the field of adult learning techniques, coaching, mentoring and assessment of mediator skills. An independent assessor is neither an employee nor a paid consultant of MEDIATION INTERNATIONAL in the training programme in which the assessment takes place.

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call for the criteria applied in appointing Assessors, any independence requirements, and how independence is determined.

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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.

The ongoing performance and quality of assessments is consistently monitored and reviewed by MEDIATION INTERNATIONAL principal's and observers in order to ensure application of the high standards we adhere to.

Observers participate in oral exercises and our assessors meet regularly to ensure consistency of application of standards and expectations. MEDIATION INTERNATIONAL observers often attend these meetings.

Upon completion of each MEDIATION INTERNATIONAL training programme, a member of the accreditation committee meets with the lead assessor for a debriefing.

MEDIATION INTERNATIONAL is subject to and welcomes independent monitoring from IMI with regards to adherence to the IMI certification process.

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.

MEDIATION INTERNATIONAL offers our programmes to experienced mediators regardless of their professional affiliations, gender, race, ethnicity, age, religion, sexual orientation or other personal characterization.

Quality Assurance

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| 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 | A participant must be passed by all assessors |
| Process where participant fails assessment | Ongoing coaching is offered and additional assessments provided as required Regarding 'course failures' we will provide one coaching session free of charge (sometimes two) if the candidate appears close to passing. We do not normally provide extensive coaching. We recommend more experience or |

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| | additional courses. Role play days, at a nominal cost, are also available. |
| Additional comments | Diversity policy is on page 2 |
| Supporting documents | <i>List of attachments:</i> <ul style="list-style-type: none">• Competency framework for assessments• Complaints/appeals policy |

