



International Mediation Institute

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

## Resolution Institute

*IMI Qualifying Assessment Program*

### About the Organisation

<b>Organisation's full legal name</b>	Resolution Institute
<b>Year formed, and under which jurisdiction</b>	Resolution Institute was formed as part of a merger between LEADR & IAMA in 2015 under Australian law.
<b>Organisation's contact details</b>	<p>Resolution Institute has offices in Sydney and Wellington:</p> <p>Sydney, Australia: Address: Suite 602, Level 6, Tower B, Zenith Centre, 821-843 Pacific Highway, Chatswood NSW 2067, Australia Phone Number: +61 2 9251 3366 Email address: <a href="mailto:infoaus@resolution.institute">infoaus@resolution.institute</a> Fax number: NA Website: <a href="https://www.resolution.institute/">https://www.resolution.institute/</a></p> <p>Wellington, New Zealand: Address: Level 4 Gleneagles Building, 69-71 The Terrace, Wellington 6011, New Zealand Phone Number: +64 4 470 0110 Email address: <a href="mailto:infonz@resolution.institute">infonz@resolution.institute</a> Fax number: NA Website: <a href="https://www.resolution.institute/">https://www.resolution.institute/</a></p>

<b>Submission type</b>	For auditing purposes
<b>Locations and Languages</b>	Australia and New Zealand, English.
<b>Existing CMTP</b>	No

## QAP Application

<b>Program assesses experienced mediators who have completed at least 20 mediations/200 hours of mediation</b>	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.*

One of the distinguishing characteristics of the Resolution Institute's Advanced designation, is that it signifies that, in addition to the requirements for Resolution Institute Accredited mediators, the person has also carried out in the previous 3 years a minimum of 250 hours of practice – typically 35 or more mediations – with written evaluations attesting to their proficiency from at least 10 of the involved parties. Almost all Resolution Institute Advanced Mediators have considerably more experience than this minimum.

To retain their advanced accreditation, every 3 years candidates must provide evidence of at least 75 hours of CPD, attend workshops (online or face to face) relating to mediation for at least 25 hours or teach mediation for at least 12.5 hours and attend workshops for 12.5 hours. In addition, they are required to submit;

- ten written evaluations of the mediator's conduct of mediation which demonstrates a high level of competence; or
- evidence of at least 4x one-hour long supervision sessions per year in the three years prior to renewal of accreditation by a supervisor who is approved by Resolution Institute and who provides Resolution Institute with a written assessment of the mediator's high level of competence; or
- a written assessment by a suitably experienced and qualified supervisor or assessor that the mediator, in a session in which s/he conducts a mediation, has demonstrated a high

level of competence. Prior approval of the supervisor or assessor must be obtained from the Resolution Institute.

Upon becoming accredited with the Resolution Institute Advanced Mediator Accreditation, candidates can then apply with IMI to be internationally certified.

## 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.*

Resolution Institute Advanced Mediators are determined to have demonstrated a strong understand of general mediation theory through a number of processes.

There are two levels of mediation accreditation that Resolution Institute offers:

1. The National Mediator Accreditation System (NMAS) accreditation, which represents the base level of mediation accreditation. The NMAS is an Australian national accreditation scheme which provides a minimum level of standards of training and assessment for all mediators. The standards, attached as a document "NMAS standards" will be referred to throughout this section of the response.
2. Resolution Institute Advanced Accreditation, which represents a senior level of mediation accreditation and is the accreditation for which Resolution institute is applying to this program.

1. First, the NMAS accreditation consists of several stages:

- 1a. Completion of NMAS-approved Mediation Training: this is a 5-Day face to face mediation training program that participants attend to gain the appropriate level of mediation knowledge and skills. Participants are required to participate in a minimum of 10 simulations, 3 of which they act as mediators. For more information about the course outline and program outcomes, please refer to attachment "5-Day Workshop Program." The program was create in accordance with Part II Section 2.3 under the NMAS standards.
- 1b. Successfully undertake an assessment: After completion of the training, participants who intend to proceed towards NMAS accreditation are required to sit an assessment in the form of a 2-hour mediation simulation in which they play the mediator and two role players play the role of two parties. An assessor who is an experienced NMAS accredited mediator will assess the simuation using an assessment of competency form. For more details about the competencies, please refer to attachment "Assessment Form for

Assessors." The assessment form was created in accordance with Part II Section 2.4 under the NMAS standards.

- 1c. Apply for accreditation: If the candidate passes the assessment, they are invited to apply for accreditation, which is an application form. The candidate is also required to prove that they are of good character and possess appropriate personal qualities and experience to conduct a mediation process independently, competently and professionally. As such, they must provide written references from two members of their community to the effect that they are of good character. They must also disclose if they have been disqualified from any type of professional practice and any criminal convictions. The application form can be found here: [https://www.resolution.institute/forms/command/display\\_form?formID=68](https://www.resolution.institute/forms/command/display_form?formID=68). The application form was created in accordance with Part II Section 2.1 under the NMAS standards.
- 1d. Maintain accreditation: After a candidate becomes accredited, they will be required to renew their accreditation every two years. Resolution Institute assesses the eligibility of the renewal of accredited mediators in accordance with Part II Section 3 under the NMAS standards. This includes the requirement to have conducted at least 25 hours of mediation, co-mediation or conciliation and Continuing Professional Development (CPD) of at least 25 hours. For more information about the types of CPD that can be obtained, please refer to Part II Section 3.5.

2. The second level of mediation accreditation is the Resolution Institute Advanced Mediator Accreditation. To proceed towards accreditation, candidates must follow the process described as below:

- 2a. In addition to being required to following the above steps to gain and maintain the base level of accreditation, candidates who wish to apply for Advanced Accreditation must have in the previous 3 years completed a minimum of 250 hours of practice, as outlined in the previous answer under criterion MEDIATOR EXPERIENCE.
- 2b. Apply for Accreditation: the candidate will be required to fill out an application form (please refer to attachment "Application for Advanced Mediator Accreditation"). As specified by the form, the candidate must provide: 1) Adequate proof of completion of 250 hours of mediation/dispute resolution practice in the 3 years immediately prior to application; and 2) Written evaluations of at least 10 parties or their advisors that the practitioner's conduct of the process has demonstrated a high level of competence. The application form is reviewed by the Resolution Institute Training and Accreditations Manager. If approved, the candidate may then proceed to the next stage.

- 2c. Professional conversation assessment: Once the application form is approved, the candidate will be invited to participate in a professional conversation assessment, which is a structured conversation between a candidate and an assessor. Particulars about the assessments process will be further explained below under criterion MEDIATOR SKILLS. If the candidate is assessed as competent by the assessor, they can then obtain the Advanced Accreditation.
- 2d. Maintaining accreditation: every three years, Advanced Mediators must renew their accreditation and meet the requirements outlined by the response under criterion MEDIATOR EXPERIENCE.

## 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.*

As mentioned in the previous section under 2b, candidates must provide:

1. Adequate proof of completion of 250 hours of mediation/dispute resolution practice in the 3 years immediately prior to application. This provides evidence of the candidate having completed the hours of mediation.
2. Written evaluations of at least 10 parties or their advisors that the practitioner's conduct of the process has demonstrated a high level of competence.

In addition, the candidate must undertake a professional conversation with an assessor. The structure of the assessment is described in attachment "Advanced mediation accreditation evaluation form." The assessor, whilst following this structure, will assess the candidate according to a set of competencies outlined under attachment "Adv Accred Assessors Worksheet."

During the assessment, the candidate must provide evidence showing how they demonstrate each of the competencies for Advanced Mediation Accreditation. Evidence refers to case studies/work situation and documents that can be used by the candidate during the professional conversation to help them demonstrated the ways in which they meet the Accreditation requirements. More information about the nature of the evidence can be found under the section Guidelines for evidence in attachment "Advanced accreditation assessment guide."

## 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](http://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.*

The competency assessment criteria are contained in the core mediator competencies which are applied by Resolution Institute assessors in assessing mediator competency for both Resolution Institute and national accreditation. These competencies are available for public scrutiny on the Resolution Institute website here (view "Resolution Institute Advanced Mediator Accreditation"):  
<https://www.resolution.institute/accreditations/mediation-australia#AdvMedAccre>

The link to the IMI reference can be found on the Resolution Institute website here:  
<https://www.resolution.institute/accreditations/international-accreditations>

This page can be found through the home page > Accreditations > International Accreditations

## 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 Resolution Institute accreditation program is governed by the Resolution Institute Board. To be an approved Resolution Institute assessor, an individual must have substantial experience of mediating and of assessing the skills of mediators. The independence of all assessors is assured as there is a clear separation of processes.

Points 1-8 below refer to the assessment processes for the base level of accreditation (NMA accreditation).

1. Candidates send their applications to the Resolution Institute office
2. The Resolution Institute office checks the training records to find out who has provided training and coaching for the candidate.
3. The Resolution Institute office then allocates the candidate's assessment to an assessor who has not provided training or coaching to the individual.
4. Resolution Institute assessors are not employees of Resolution Institute, but provide training, coaching and assessing services for Resolution Institute on a contract basis.

5. If a candidate is found not yet competent, the assessment is sent to a second assessor, who is also independent.
6. All candidates are sent the complete set of comments by assessors, although the identities of the particular assessors are kept confidential.
7. Candidates who are found to be competent are invited to provide additional information (including good character references and evidence of professional indemnity insurance).
8. Candidates who are found to be not yet competent are invited to review the assessors' comments, to gain additional skills development if appropriate and to sit for another assessment.

The points below refer to the assessment processes for the Advanced accreditation:

1. Candidates send their applications to the Resolution Institute office
2. The Resolution Institute office checks the training records to find out who has provided training and coaching for the candidate, if applicable.
3. The Resolution Institute office then allocates the candidate's assessment to an assessor who has not provided training or coaching to the individual, if applicable.
4. Resolution Institute assessors are not employees of Resolution Institute, but provide training, coaching and assessing services for Resolution Institute on a contract basis.
5. If a candidate is found not yet competent, a copy of the recorded professional conversation assessment is sent to a second assessor, who is also independent.
6. All candidates are sent the complete set of comments by assessors.
7. Candidates who are found to be competent can obtain the Advanced accreditation.
8. Candidates who are found to be not yet competent are invited to review the assessors' comments, to gain additional skills development if appropriate and to sit for another assessment.

## 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.*

In order to retain an Advanced designation, a practitioner must during the six months following the expiration of each three year period after the initial Advanced accreditation or deemed Advanced accreditation, provide:

- ten written evaluations applying the process for which the practitioner is accredited indicating that the practitioner's conduct of the relevant process has demonstrated a high level of competence; or

- evidence of at least 4 x 1 hour long supervision sessions per year in the three years prior to renewal of accreditation by a supervisor who has received prior approval by Resolution Institute and who provides a written assessment of the practitioner’s high level of competence; or
- a written assessment by a qualified independent assessor that the practitioner, in a session in which s/he conducts the relevant process, has demonstrated a high level of competence. Prior approval of the Assessor must be obtained from Resolution Institute unless Resolution Institute shall have exempted the practitioner from doing so. Before approving an Advanced mediator for IMI Certification, Resolution Institute would insist that these re-accreditation requirements were up to date.

Our assessor panel is chosen on the basis they have been IMI accredited for at least 5 years. Many of them are also trainers who facilitate Resolution Institute's mediation workshops.

## 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.*

Australia and New Zealand are diverse multi-cultural societies. Resolution Institute welcomes applications for its Accreditation and Advanced Accreditation from all sectors of society, regardless of gender, race, ethnicity, age, religion, sexual orientation and personal characterization. Membership of Resolution Institute is open to all mediators of good character and possess appropriate personal qualities and experience to conduct a mediation process independently, competently and professionally. How the mediator should demonstrate these qualities are outlined in the response criterion MEDIATION KNOWLEDGE under response 1c.

All mediators accredited with Resolution Institute are expected to commit to the code of ethics, which can be found on the Resolution Institute website here: <https://www.resolution.institute/resources/code-of-ethics>

## Quality Assurance

<p><b>Program registered in accordance with jurisdiction requirements</b></p>	<p>Not Applicable</p>
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<p><b>Trainers, coaches and assessors registered as mediators (if required by the jurisdiction)</b></p>	<p>Not Applicable</p>
<p><b>Clarification of passing criteria</b></p>	<p>The below processes refer to the base level of accreditation - NMAS accreditation:</p> <p>How a participant passes:</p> <ul style="list-style-type: none"> <li>• Resolution Institute assessors are not employees of Resolution Institute, but provide training, coaching and assessing services for Resolution Institute on a contract basis.</li> <li>• All candidates are sent the complete set of comments by assessors, although the identities of the particular assessors are kept confidential.</li> <li>• Candidates who are found to be competent are invited to provide additional information (including good character references and evidence of professional indemnity insurance).</li> </ul> <p>How a participant fails:</p> <ul style="list-style-type: none"> <li>• If a candidate is found not yet competent, the assessment is sent to a second assessor, who is also independent.</li> <li>• Candidates who are found to be not yet competent are invited to review the assessors' comments, to gain additional skills development if appropriate and to sit for another assessment.</li> </ul> <p>The below processes refer to the Advanced level of accreditation:</p> <p>How a participant passes:</p> <ul style="list-style-type: none"> <li>• Resolution Institute assessors are not employees of Resolution Institute, but provide training, coaching and assessing services for Resolution Institute on a contract basis.</li> </ul>

	<ul style="list-style-type: none"> <li>• All candidates are sent the complete set of comments by assessors.</li> <li>• Candidates who are found to be competent may obtain the advanced accreditation.</li> </ul> <p>How a participant fails:</p> <ul style="list-style-type: none"> <li>• If a candidate is found not yet competent, the assessment is sent to a second assessor, who is also independent.</li> <li>• Candidates who are found to be not yet competent are invited to review the assessors' comments, to gain additional skills development if appropriate and to sit for another assessment.</li> </ul>
<p><b>Privacy</b></p>	<p>Please find Resolution Institute's privacy policy here:  <a href="https://www.resolution.institute/privacy-policy">https://www.resolution.institute/privacy-policy</a></p> <p>This is in compliance with the Australian Privacy Act:  <a href="https://www.ag.gov.au/rights-and-protections/privacy#:~:text=Rights%20and%20protections,-Australia's%20Open%20Government&amp;text=The%20Privacy%20Act%201988%20(Privacy,and%20in%20the%20private%20sector.">https://www.ag.gov.au/rights-and-protections/privacy#:~:text=Rights%20and%20protections,-Australia's%20Open%20Government&amp;text=The%20Privacy%20Act%201988%20(Privacy,and%20in%20the%20private%20sector.</a></p>
<p><b>Supporting documents</b></p>	<p><i>List of attachments:</i></p> <p>Competency framework for assessments, Complaints/appeals policy</p>