



International Mediation Institute

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

Royal Institute of Chartered Surveyors (Dispute Resolution Service)

IMI QUALIFYING ASSESSMENT PROGRAM

Introduction & Background

The Royal Institution of Chartered Surveyors (Dispute Resolution Services) accredits and recognises three levels of mediation training:

1. Introduction to Mediation and Mediation Advocacy (Module1) – which is a three day face to face programme with pre-reading and preparation to be undertaken by candidates;
2. Mediation Accreditation (Modules 1 & 2) – Module 2 is a two day extensive programme leading to accreditation on successful completion of the assessments;
3. President's Panel of Mediators – this is available to those mediators who, on completion of the RICS Accreditation Programme, have obtained mediation experience to apply to be admitted onto the President's Panel of Mediators.

The panel will interview mediators to assess their knowledge, experience, competencies and CPD. All panel members are reassessed every five years.

This application would be to provide an additional level:

4. IMI Certification – this would be available to an experienced panel mediator who has completed 20 days mediation (note: any mediation longer than a day can be quantified by hours).

Year organisation was formed and country

RICS was formed in 1868 in England. DRS, which is the department that promotes Alternative Dispute Resolution (ADR), was formed in 1976 and is now celebrating 40 years as providers of ADR in the built environment, property and construction sector.

Primarily RICS deals with disputes in the built environment, although having a presence on the Ministry of Justice website can result in other queries.

1. 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.

For trained and experienced mediators there is an option to join the RICS Panel of Mediators. To be on the panel, mediators have to satisfy the criteria and complete an application. As part of the application process, the candidate would also be required to provide names of referees which RICS would seek reference from.

This information, along with the mediation experience, would then be assessed by way of an intense interview. This interview will be with a three person assessment panel which would consist of a highly experienced mediator (chair), a professional and a lay member, all of whom are independent to any earlier training and assessment.

The interview panel will verify the mediators training and experience, looking at feedback and references, as well as lessons learnt.

2. 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.

We require our mediators to undertake the RICS Mediation accreditation training programme.

In the programme materials there are details of the methodology used in the assessment. This includes a minimum of an hour video roleplay as well as a written assessment which assesses their knowledge.

All accredited mediators that successfully complete the programme and assessment are required to complete a declaration of accreditation.

All mediators who are applying for qualification for IMI certification will be required to have undertaken the RICS Mediation Accreditation programme or equivalent.

Candidates' mediation knowledge will be further assessed at interview where feedback and learning on the mediations they have undertaken can be discussed.

3. 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.

Module 1 of the RICS mediation programme provides mediators with knowledge of mediation advocacy which is then demonstrated in role plays.

For accreditation, mediators are required to demonstrate their mediation skills and knowledge they have learnt in module 1 through an assessed roleplay which demonstrates their understanding of the process, reality checks, summarising, confidentiality, advocacy etc. This is a live role play which is recorded.

As per our criteria, once a mediator has experience in three or more mediations following accreditation, they can apply to join the President's Panel of Mediators. For admission onto the panel, they would have to undertake an ethics test and interview that would assess their mediation skills and their ability to undertake the task of a mediator.

For IMI certification, the methodology that would be used would similarly be an interview concentrating on the skills and performance in their 20 mediations and reassessment would take place every 5 years. The interview would be a performance based assessment focusing on how mediators have applied what they have learned from the mediations they have undertaken.

4. 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.

[link to benchmarks and criteria on RICS website]

The route to membership of the President's Panel of Mediators is upon satisfaction of the criteria and completion of an application form which is available on the RICS, Dispute Resolution website.

We would also be looking to add details of the assessment criteria to qualify for IMI certification for those who have achieved the 20 mediations. This would be on our mediation page on our website – www.rics.org/drs

5. 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.

RICS DRS have a pool of experienced mediation trainers and assessors. For any mediation programme the trainers are always different to the assessors. Each video assessment is reviewed by two assessors who have not been involved in the delivery of the programme.

For admission onto the President's Panel, candidates are required to undertake a three panel interview which consists of an experienced mediator chair, a professional and a lay person, all of whom are independent to ensure neutrality.

For IMI certification the assessors will have knowledge and experience of IMI criteria and experienced in acting as an assessor in that capacity.

6. 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.

RICS DRS have annual meetings of trainers and assessors on the mediation faculty. We bring them together to ensure that trainers and assessors understand the rigour, standard and criteria of the mediation programme. It also enables RICS to review processes and communicate it to the mediation faculty. This can be extended to include those assessors that are used for IMI certification.

If any of the trainers/assessors are on the President's Panel of Mediators they will also be subject to reassessment every 5 years.

RICS will review feedback on all IMI certified mediators.

RICS as a QAP will be open for IMI audit and monitoring.

7. Commitment to Diversity

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

RICS is a global organisation committed to Diversity and Inclusion as part of its membership.

On our international programmes we use local assessors with local knowledge and skills to ensure that the training programme is culturally sensitive.