



PROFESSIONAL MEDIATION WORLDWIDE
Promoting Consensus and Access to Justice
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Singapore Mediation Centre

Mediation Advocacy Qualifying Assessment Program

About the Organisation

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| Organisation's full legal name | Singapore Mediation Centre |
| Year formed, and under which jurisdiction | 1997 under Singapore Law |
| Organisation's contact details | Primary office: (+65) 6252 4226 Fax: (65) 6333 5085 Website: mediation.com.sg |
| Application type | IMI Certified Mediation Advocate (QAP assessing mediation advocates) |
| Submission type | New QAP/MAQAP application |
| Feedback Digest support | Yes |
| Locations and Languages | This application covers the following locations and branches: Singapore, China, Fiji, India, Pakistan, and the ASEAN region. |

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| | <p>For countries and regions with diverse cultures, we will ensure that quality standards are consistently implemented and monitored across jurisdictions through regular reviews and adherence to local compliance requirements.</p> <p>The primary language used will be English, with supplementary translations into local languages as required to ensure effective communication and engagement.</p> <p>This submission represents an update to the CMTP delivery framework as well, to accommodate the specified regions.</p> |
| Existing CMTP | Yes |

MA-QAP Application

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| <p>Program assesses mediation advocates who meet at least one of the requirements:</p> <ul style="list-style-type: none"> • Applicant has experienced at least five mediations as a mediation advisor/advocate • Applicant is an IMI Certified Mediator • Program is in a country where there is no <u>IMI Qualifying Assessment Program</u>, and Applicant has acted as sole mediator in at least 10 cases/200 hours | Yes |
| Optional comment | None |

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 mediator in at least 10 cases/200 hours (in countries where there are no Qualifying Assessment Program for IMI Certification)

Applicants are required to meet at least one of the following criteria:

1. Applicant has experience of mediation as a mediation advisor/advocate in at least 5 mediations conducted under the Singapore Mediation Centre (SMC).
2. Applicant has experience of mediation as a mediation advisor/advocate in at least 5 mediations conducted by any IMI or SIMI Certified Mediator.
3. Applicant is an IMI Certified Mediator.
4. Applicant is a Mediator having an experience as a sole mediator in at least 10 cases/200 hours (in countries where there are no Qualifying Assessment Program or IMI certification).

Applicants are required to provide supporting documentary evidence in order to verify that their experience of the mediation process meets the above criteria. Acceptable forms of evidence may include mediator's note, logbook, feedback forms, etc.

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. MA-QAPs may use the listing of Core Competency Knowledge Elements set out in Annex 1 (see IMI website).

Applicants are required to attend the SMC Mediation Advocacy Training Course (SMC-MATC) which covers mediation advocacy knowledge and skills. In terms of knowledge, the SMC-MATC covers the Core Competency Knowledge Elements set out in Annex 1 of the IMI Competency Criteria for Mediation Advocates/Advisors.

Applicants are assessed on their mediation advocacy knowledge by way of Written and Practical (role-play) Assessments: SMC Mediation Advocacy Skills Assessment (SMC-MASA).

SMC-MATC: Formative Assessments (Classroom Exercises/Activities)

1. The 7 Elements of Effective Negotiation
2. Case Analysis (Suitability for Mediation)
3. Client Interview (Preparing the Client for Mediation)
4. Drafting an Opening Statement/Case Statement
5. Ethical and Legal Concerns in Mediation Advocacy
6. Participation in Mediation, and Roles and Duties of the Mediation Advocate during Mediation

For the SMC-MATC (a 2 day course - total of 16 hours), besides video and live lectures, the Classroom Exercises/Activities include case studies, small group discussions, low-stakes group work, class discussions, self-reflection and self-evaluation, peer-evaluation, mediation simulations/role-plays, with instructor review and feedback. Formative assessments are not graded, but are meant to provide opportunities to improve learning and teaching – to close the gap between current and desired learning and performance.

SMC-MASA: Summative Assessments (Written and Practical Assessments)

1. Participating in Mediation as a Mediation Advocate (Role Play/Practical Assessment)
2. Self-Reflection Statement (Written Assessment)
3. Written Assessment – MCQs, Short Answer Questions, Long Answer Question (Written Assessment)

For the SMC-MASA practical assessment component, it involves a 1 hour mediation simulation where the applicant/candidate role-plays the mediation advocate (via live/video evaluation by 2 assessors). The grade awarded is: Pass, Pass with Distinction, or Fail.

For the SMC-MASA written assessment component, applicants/candidates are required to submit a 500-1,000 word Self-Reflection Statement of their experience during the mediation simulation/role-play. The grade awarded is: Pass or Fail.

Applicants/candidates are also required to sit for a 1 hour written assessment paper (with MCQs, Short Answer Questions, a Long Answer Question). The grade awarded is: Pass, Pass with Distinction, or Fail.

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 a high degree of mediation advocacy competency. The assessed benchmarks may be based on role-play 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 Core Competency Practical Skills sections and sub-sections in Annex 2 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. However, it is not expected that all detailed Core Competency Practical Skills listed in Annex 2 will be assessed in the same depth, and MA-QAPs will be free to assess other practical skills not listed in Annex 2. (See IMI website for Annexes.)

Applicants/candidates are required to attend the SMC-MATC which covers mediation advocacy knowledge and skills. In terms of practical skills, the SMC-MATC provides opportunities for applicants/candidates to learn and practise the Practical Mediation Advocacy Skills outlined in Annex 2 of the IMI Competency Criteria for Mediation Advocates/Advisors.

Applicants/candidates are assessed on their mediation advocacy practical skills by way of a role play (including a post role-play self-reflection) with the applicant/candidate acting as a mediation advocate: SMC-MASA.

SMC-MATC: Formative Assessments (Classroom Exercises/Activities)

1. The 7 Elements of Effective Negotiation
2. Case Analysis (Suitability for Mediation)
3. Client Interview (Preparing the Client for Mediation)
4. Drafting an Opening Statement/Case Statement
5. Ethical and Legal Concerns in Mediation Advocacy
6. Participation in Mediation, and Roles and Duties of the Mediation Advocate during Mediation

For the SMC-MATC (a 2 day course - total of 16 hours), besides video and live lectures, the Classroom Exercises/Activities include case studies, small group discussions, low-stakes group work, class discussions, self-reflection and self-evaluation, peer-evaluation, mediation simulations/role-plays, with instructor review and feedback. Formative assessments are not graded, but are meant to provide opportunities to improve learning and teaching – to close the gap between current and desired learning and performance.

SMC-MASA: Summative Assessments (Written and Practical Assessments)

1. Participating in Mediation as a Mediation Advocate (Role Play/Practical Assessment)
2. Self-Reflection Statement (Written Assessment)
3. Written Assessment – Multiple-Choice Questions (MCQs), Short Answer Questions, Long Answer Questions (Written Assessment)

For the SMC-MASA practical assessment component, it involves a 1 hour mediation simulation where the applicant/candidate role-plays the mediation advocate (via live/video evaluation by 2 assessors). The grade awarded is: Pass, Pass with Distinction, or Fail.

For the SMC-MASA written assessment component, applicants/candidates are required to submit a 500-1,000 word Self-Reflection Statement of their experience during the mediation simulation/role-play. The grade awarded is: Pass or Fail.

Applicants/candidates are also required to sit for a 1 hour written assessment paper (with MCQs, Short Answer Questions, a Long Answer Question). The grade awarded is: Pass, Pass with Distinction, or Fail.

Feedback from peers, users, or interviews forms part of the formative assessments, class activities, or exercises used during the training. These are designed to evaluate learners' understanding and learning needs throughout the process. However, the responses from these exercises will not be included in the MA-QAP assessment, which is a summative assessment intended to evaluate participants after the completion of training.

As referenced in the document 'Singapore Mediation Centre - Annex Competency Framework for Assessments', the assessment will comprise the following components:

1. Participating in Mediation as a Mediation Advocate (Role-Play / Practical Assessment)

Candidates will act as the mediation advocate in a negotiation with the opposing party's advocate, in the presence of a mediator-cum-assessor. A sample of the assessment evaluation form is attached.

Assessment will be graded using a demerit point system, where points are deducted if candidates fail to meet the assessment criteria. Please refer to the document 'Singapore Mediation Centre - Annex Assessment Evaluation Form Assessor'.

2. Self-Reflection Statement (Written Assessment):

The self-reflection statement serves as a written assessment tool to encourage learners to think critically about their own learning process, performance, and development. Unlike traditional assessments that test factual knowledge, self-reflection focuses on evaluating how learners think, learn, and grow — fostering self-awareness, critical thinking, and lifelong learning skills.

Candidates are required to address the following in the self-reflection written assessment:

- 2.1. Reflect on the key strengths you bring to the role of a mediation advocate, and explain how these qualities support your application for recognition under the IMI Mediation Advocacy Qualifying Assessment Programme (QAP).
- 2.2. Identify any areas for development or challenges you have encountered during your mediation advocacy training or practice, and describe how you intend to address these, or how they might be constructively leveraged in your professional growth.

For more information please refer to the document 'Singapore Mediation Centre - Annex Marking Rubrics for Self Reflection'.

3. Written Assessment (MCQs, Short Answer Questions, and Long Answer Questions)

This written assessment is designed to evaluate candidates' knowledge of the core concepts, facts, and theories taught during the training. It also assesses knowledge retention and understanding of the subject matter.

Program Integrity

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

Assessors are selected from our pool of experienced SMC mediators who have fulfilled the following criteria:

1. On SMC Panel of Mediator for a minimum of 3 years;
2. Conducted a minimum 10 SMC-endorsed mediation cases;
3. Coached a minimum 6 coaching sessions with 3 from an advance mediation training programme;
4. Attended Assessors training;
5. Passed the Assessors assessment;

6. Obtained recommendations from at least 2 Senior Associate Trainers and/or Principal Trainers; and
7. Recommended by SMC based on qualification and experience

Ongoing Monitoring of Program

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.

1. Performance Monitoring:
 - 1.1. Regular Assessments and Reviews: The work of our Assessors is regularly reviewed by a team of experienced moderators, who ensure that assessments align with the high standards we aim to maintain.
 - 1.2. Feedback and Calibration: We collect feedback from both candidates and colleagues to assess the effectiveness of our Assessors. This feedback is used in calibration sessions to ensure consistency and adherence to quality standards.
 - 1.3. Continuous Training: Our Assessors undergo regular training to stay updated on best practices and ensure their methods remain aligned with both the MA-QAP's expectations and industry standards.
2. Quality Assurance Measures:
 - 2.1. Clear Guidelines: All Assessors follow a standardized framework with clear criteria to guide their assessments.
 - 2.2. Audits: All assessments are video recorded, and assessors are required to provide a written assessment report for each applicant. Assessors may be questioned in writing or through an oral interview by SMC regarding the contents of the assessment report. It will also be made clear that the assessment report may be disclosed to IMI for audit purposes to demonstrate SMC's compliance with IMI MA-QAP standards.

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 characteristic. This should be clearly stated on each MA-QAP's website.

Key Measures to Ensure Equal Accessibility:

1. Transparent Eligibility Criteria

The programme's eligibility requirements are based solely on professional experience and competency in mediation advocacy, without consideration of non-relevant personal characteristics.

2. Inclusive Outreach and Communication

We actively promote MAQAP through diverse channels to reach individuals from various professional backgrounds, geographic regions, and demographic groups. Marketing materials are carefully crafted to reflect and emphasize our commitment to inclusivity.

3. Blind Application Review Process

Applications are evaluated through a process that prioritizes objective assessment of qualifications and experience, minimizing the potential for unconscious bias.

4. Accessible Scheduling and Delivery

MAQAP sessions are scheduled to accommodate different time zones and are offered both in-person and online, ensuring access for participants with varying geographic, logistical, or mobility constraints.

5. Continuous Feedback and Review

Feedback mechanisms are in place to ensure participants can share concerns or suggestions regarding the inclusivity of the programme. These inputs are reviewed and incorporated into ongoing improvements.

In accordance with IMI's Requirements, the diversity principle shall be clearly stated on SMC's MA-QAP webpage.

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) | Yes |
| Clarification of passing criteria | <p>The assessment is competency-based, with applicants evaluated on their ability to demonstrate proficiency as mediation advocates. Scoring criteria align with the IMI Mediation Advocate Knowledge Competencies and Practical Skills Competencies. To succeed, applicants must achieve a specified minimum score across the written, practical, and self-reflection components. Additionally, they must have maintained compliance with any professional ethical codes relevant to their roles as lawyers. Please refer to the document 'Singapore Mediation Centre - Annex Pass or Fail Matrix'.</p> <p>Scenario 1:</p> <p>Practical Assessment: Pass</p> <p>Written Assessment: Distinction (75% and above)</p> <p>Self-Reflection: Pass</p> <p>Outcome: The candidate achieves a Pass due to high performance in the written component.</p> <p>Scenario 2:</p> <p>Practical Assessment: Distinction</p> |

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| | <p>Written Assessment: Pass (50% to below 75%)</p> <p>Self-Reflection: Pass</p> <p>Outcome: The candidate achieves a Pass due to excellence in the practical component and satisfactory written performance.</p> <p>Scenario 3:</p> <p>Practical Assessment: Pass</p> <p>Written Assessment: Pass (50% to below 75%)</p> <p>Self-Reflection: Pass</p> <p>Outcome: The candidate achieves a Pass based on satisfactory performance in both practical and written components.</p> <p>Scenario 4:</p> <p>Practical Assessment: Distinction</p> <p>Written Assessment: Distinction (75% and above)</p> <p>Self-Reflection: Pass</p> <p>Outcome: The candidate achieves a Distinction based on excellent performance in both practical and written components.</p> |
| Process where participant fails assessment | <p>For additional information, please refer to the document 'Singapore Mediation Centre - Annex Pass or Fail Matrix'.</p> |
| Privacy | <p>Yes. Please refer to our website:</p> <p>https://mediation.com.sg/wp-content/uploads/2024/06/Personal-Data-Protection-Policy-June-2024.pdf</p> |
| Additional comments | <p>None</p> |

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| Supporting documents | <p><i>List of attachments:</i></p> <ul style="list-style-type: none">• Singapore Mediation Centre - Annex Pass or Fail Matrix• Singapore Mediation Centre - Annex Guideline for Course Participant Feedback• Singapore Mediation Centre - Annex Training and Assessment Feedback Form• Singapore Mediation Centre - Annex Assessment Outcome Appeal Form• Singapore Mediation Centre - Annex Competency Framework for Assessments• Singapore Mediation Centre - Annex Marking Rubrics for Self Reflection• Singapore Mediation Centre - Annex Assessment Evaluation Form Assessor |
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