



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE

Promoting Consensus and Access to Justice

www.IMImediation.org

Sage Mediation Institute for Leadership Education Pte Ltd

Qualifying Assessment Program

About the Organisation

Organisation's full legal name	Sage Mediation Institute for Leadership Education Pte Ltd
Year formed, and under which jurisdiction	2024, Singapore
Organisation's contact details	600 North Bridge Road, #10-01 Parkview Square, Singapore 188778 http://sagemediationinstitute.sg enquiries@sagemediationinstitute.sg
Application type	IMI Certified Mediator (QAP assessing mediators)
Submission type	New QAP
Feedback Digest support	Yes
Locations and Languages	The course will be taught in Singapore in either English or Mandarin.
Existing CMTP	No

QAP Application

Program assesses experienced mediators who have completed at least 20 mediations/200 hours of mediation	Yes
Optional comment	No

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.

Applicants are required to submit appropriate independent documentation attesting to their fulfilment of 200 hours of mediation practice as a mediator, or have conducted at least 20 mediations. Acceptable documentation include a testimonial from a reputable mediation centre, agreements to mediate or mediated settlement agreements where they are named, or survey forms relating to their performance as a mediator.

Reputable mediation centers would be Qualifying Assessment Programme, or Registered Service Provider of the Singapore International Mediation Institute, or the International Mediation Institute.

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.

An interview will be conducted where the applicant will be asked to explain in detail his or her mediation approach. Only applicants who can competently explain the role of the mediator as a neutral facilitator, and properly describe their problem-solving techniques would meet the knowledge criterion.

The interview is a 15 min one that would cover:

- Analysis of the causes of conflict
- Application of the interest-based problem-solving framework
- Management of parties from different cultures and contexts
- Customisation of the mediation process for parties with special needs
- Ensuring enforceability of the mediated settlement agreement

As we would be solely testing experienced candidates for certification (i.e. those who have done 200 hours or 20 cases) we do not intend to request them to submit written assessments.

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.

The applicant will be required to complete a co-mediation role play assessment lasting 60 minutes. The competency framework and scoring criteria are attached for reference. Candidates are given a mark when they perform the competency highlighted in the scoresheet during the co-mediation practical. Compliance with the IMI Code is mandatory for this assessment. Please review the attached scoresheet for detailed information.

For additional information, refer to the Annex titled "SAGE - Supporting Documents."

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.

We are agreeable for our assessment scoresheet to be published on the IMI web portal. We will distribute the scoresheet to applicants a week before their assessment. However, for business confidentiality purposes, we will not make the scoresheet publicly available on our website. The assessment will look at the candidate's ability to co-mediate a complex dispute involving parties from different cultures. Candidates will be required to explain their analysis of the dispute and their mediation strategy. Only those who exhibit a high level of mediation skills competence and conformity to the IMI Professional Code of Conduct will pass the certification test.

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.

All assessors must have at least 3 years experience in assessing the performance of mediators. Assessors who are in a real or potential conflict situation for assessing a particular candidate, including but not limited to being a blood relative, being in an ongoing employment situation, or having been involved in conducting more than 70% of the mediation training for that candidate, will not be allowed to assess that candidate.

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.

QAP assessors will be required to attend a briefing on our standards before they are appointed. Applicants will be allowed to submit an appeal to us if they view that an assessor was biased or otherwise unfair in his or her assessment. Every appeal will be reviewed by a panel of 2 assessors.

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.

Our QAP will always be available on an equal basis to all experienced mediators regardless of their professional affiliations, gender, race, ethnicity, age, religion, sexual orientation, or other personal characteristic. Please see the attached diversity policy. The programme welcomes candidates of all genders, nationalities, religions, ages, and races.

For additional information, refer to the Annex titled "SAGE - Supporting Documents."

Quality Assurance

Program registered in accordance with jurisdiction requirements	Yes
Trainers, coaches and assessors registered as mediators (if required by the jurisdiction)	Yes
Clarification of passing criteria	Participants are required to pass the interview and the role play assessment. Please see the scoring framework attached. Candidates need to achieve more than 14 (of 17 performance benchmarks) to pass the assessment. For additional information, refer to the Annex titled "SAGE - Supporting Documents."
Process where participant fails assessment	Participants will be required to re-sit for the component they fail and may make up to 2 re-attempts within a 2 year period.
Privacy	
Additional comments	Candidates may file an appeal if: <ul style="list-style-type: none"> • The assessor's feedback is incongruous with their performance (e.g. they were told they failed because they did or did not do something which they recall otherwise). • The assessor made comments or behaved in such a way which strongly suggested bias.

	<ul style="list-style-type: none"> • The assessor made improper requests for bribes. <p>Please see the attached appeals policy. The investigation will require documentary evidence to be submitted by the applicant. The appeal and the supporting documents will be reviewed by the CEO. The investigation process will be documented and the reasons for upholding or rejecting the appeal will be recorded in writing and made available for IMI audit as and when one is conducted.</p> <p>For additional information, refer to the Annex titled "SAGE - Supporting Documents."</p>
Supporting documents	<p><i>List of attachments:</i></p> <ul style="list-style-type: none"> • Certified Mediator Competency Assessment Framework • Complaints and Appeals Policy • Diversity policy • Privacy policy <p>All documents are included in the annex titled "SAGE - Supporting Documents."</p>