

**INTERNATIONAL MEDIATION INSTITUTE**

**CERTIFIED MEDIATOR COMPETENCY ASSESSMENT FRAMEWORK**

<b>CANDIDATE'S NAME:</b>	
<b>DATE OF MEDIATION:</b>	
<b>SCENARIO:</b>	

Please (✓) under the column you feel appropriate for the mediator as per their performance under each of the criteria below.

CRITERIA	Meets Expectations	Below Expectations
The mediator checked his assessment of parties' main concerns and requests.		
The mediator obtained information that helped him to refine his mediation strategy.		
The mediator built rapport with parties and encouraged collaboration.		
The mediator's opening statement clearly explained <ul style="list-style-type: none"><li>- The role of the attendees and the mediator</li><li>- The flow of the mediation process</li><li>- The authority of the parties to negotiate and sign the settlement agreement</li><li>- The requirements of confidentiality</li><li>- The without prejudice nature of mediation</li><li>- The ground rules for constructive problem-solving</li></ul>		
The mediator's opening statement established the right tone for the dispute.		
The mediator acquired a good understanding of the issues raised by the parties.		
The mediator effectively balanced his communication with each party, developed rapport with both parties, and ensured he was perceived to be neutral.		
The mediator demonstrated sensitivity to cultural differences between parties.		
The mediator maintained control of the process throughout the mediation.		
The mediator called for the private session at the right juncture and clearly explained the requirements of confidentiality before and during the private session.		

CRITERIA		Meets Expectations	Below Expectations
The mediator helped parties assess their alternatives and consider the benefits of a mediated settlement.			
The mediator understood the basis of the parties' requests, in particular why they thought that what they sought from the other party was fair.			
The mediator helped the parties move past impasse and find creative solutions.			
The mediator actively tried to restore the parties' relationship by strengthening mutual understanding.			
The co-mediators communicated actively with each other and showed a strong understanding of each other's approach.			
The co-mediators were able to coordinate and adapt their communication styles to build rapport with the parties.			
The co-mediators balanced and managed the performance of their roles and responsibilities so parties felt confident in the usefulness of the mediation process.			
<b>Score (9 or more ticks in "Meet Expectations" to Pass Solo Mediation; 14 or more ticks in "Meet Expectations" to Pass Co-Mediation).</b>			
Was there any breach of the IMI Code of Professional Conduct for Mediators by the mediator?			
What did the mediator do well?			
What could the mediator improve on?			
What other advice or observations?			

Name of Assessor: \_\_\_\_\_

Signature: \_\_\_\_\_

Date of Review: \_\_\_\_\_

# **COMPLAINTS AND APPEALS POLICY**

Applicants who are dissatisfied with the result of the assessment may submit their written complaint or appeal to the Chief Executive Officer of Sage Mediation Institute for Leadership Education Pte Ltd. The complaint or appeal must include the name of the applicant, the date of the assessment, and the specific reasons why the result of the assessment is wrong and should be invalidated. It will be useful if the name of the assessor could also be included.

Any such complaint or appeal must be received within 3 months of the date of issuance of the result. Any complaint or appeal received after this time will not be entertained.

Upon receipt of a valid complaint or appeal, the CEO will conduct an investigation into the validity of the complaint or appeal before deciding to:

- a. Over-rule the appeal and uphold the result of the assessment;
- b. Uphold the appeal and organise a re-assessment for the participant with a different assessor; or
- c. Uphold the appeal and over-rule the result of the assessment.

## **DIVERSITY POLICY**

The Sage Mediation Institute for Leadership Education Pte Ltd IMI-Certified Mediator Assessment is accessible on an equal basis to applicants regardless of their professional affiliations, gender, race, ethnicity, age, religion, sexual orientation or other personal characteristic.

## **PRIVACY POLICY**

The Sage Mediation Institute for Leadership Education Pte Ltd (SMILE) IMI-Certified Mediator Assessment regards all personal data provided by Applicants to us as confidential information. Access to the personal data will be restricted to SMILE officers, staff, and assessors involved in the assessment of the applicant and will be used only for the administration and conduct of the assessment. The definition of “Personal Data” under this policy is that used by the Singapore Personal Data and Protection Act at the time being in force.