



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE

Promoting Consensus and Access to Justice

www.IMImediation.org

Centre for Effective Dispute Resolution (CEDR) Services Limited

Qualifying Assessment Program

About the Organisation

Organisation's full legal name	Centre for Effective Dispute Resolution (CEDR) Services Limited
Year formed, and under which jurisdiction	1990
Organisation's contact details	100 St. Paul's Churchyard London, EC4M 8BU 0207 536 6000 info@cedr.com cedr.com
Application type	IMI Certified Mediator (QAP assessing mediators)
Submission type	New QAP

Feedback Digest support	No
Locations and Languages	The course will be taught in England, the UK, and in the English Language. International delegates are invited to attend the course.
Existing CMTP	Yes

QAP Application

Program assesses experienced mediators who have completed at least 20 mediations/200 hours of mediation	Yes
Optional comment	<p>This program uses the same criteria as full CEDR Accreditation in assessing the individual's competence as a Mediator. The majority of the delegates on this program are not known to CEDR prior to taking part in our program.</p> <p>CEDR is registered and fulfills the Civil Mediation Council (CMC) set standards.</p>

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.

Participants must complete an application form providing the following criteria – <https://www.cedr.com/iam-your-experience/> (Name of Mediator Skills Training provider, an hour of training attended, the total number of mediations, types of cases they mediated, arbitration experience, negotiation experience). On Day 1, there are 3 role plays where the mediator's experience is determined, and we will provide any coaching needed to fill any gaps. Our method of establishing mediator experience is through our application form. Secondly, our method of verifying participants' experience is through role-play during the training, with reflection and feedback prior to the assessment days. Participants are also verified through the three post-course assignments - i) a draft settlement agreement and ii) self-assessment and iii) an action plan.

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 refer here to our 8 competencies against which we assess the participants as well as to our post-course assignments. We have attached the instructions for our PCA and our competencies sheet as well as our assessment policy. The CEDR assessment is a live assessment in which the participants are mediating a case for one hour with parties who are played by role players. Participants are then required to produce two post-course assessments and an action plan to a satisfactory level to be accredited.

Delegates get a document about the competencies (1000+ words) and information about the assessment process and access to a whole series of frequently asked questions area on our training portal.

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.

Participants are assessed against an 8-competency framework (please see Competency Framework). They are assessed through live role play and feedback, as well as through written assignments at the end of the course.

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.

Not currently, in 2022. Because this is a new program, we will be monitoring and evaluating its effectiveness before making it more widely available on a regular basis.

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.

Our assessors have to be members of CEDR faculty who are all accredited CEDR mediators with their own mediation practice. Our faculty is a mix of CEDR employees and consultants to CEDR with different professional and national backgrounds. They are all trained in being assessors by CEDR and are following continuous professional development as assessors 4 times per year organized by CEDR. The CEDR assessor training is one year and they can only be assigned as assessors on a course once they have successfully completed their training. All candidates will be assessed twice, at least one of which will be by an independent assessor. The size of our faculty and using more than one assessor for each candidate ensures no conflict of interest. All assessors are highly experienced and practicing mediators.

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.

CEDR provides quarterly professional development and training for all assessors, totalling 18 hours per year. CEDR agrees to provide the necessary information.

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.

CEDR is committed to diversity and inclusion in all of its work. As a new program, CEDR will continually assess how accessibility is functioning and review any changes that need to be made. Please see our Diversity and Inclusion Charter - <https://www.cedr.com/foundation/currentprojects/diversity-charter/> as well as our report on Diversity & Inclusion <https://www.cedr.com/wp-content/uploads/2019/10/Full-Report-CEDR-Foundation.pdf>

Quality Assurance

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	<i>See Annex Accreditation Policy</i>

Process where participant fails assessment	<i>See Annex Accreditation Policy</i>
Privacy	CEDR is bound by the GDPR EU/UK regulations and is registered with the Data Commissioner in the UK. Please see our MST Video Recording policy attached.
Additional comments	This is a new program for existing mediators who want to acquire CEDR accreditation. We want to encourage practicing mediators to come under the IMI umbrella and are therefore keen for our program to have QAP status. We are therefore very happy to have a dialogue with IMI on how to satisfactorily meet our requirements as we continue to develop our program.
Supporting documents	<p><i>List of attachments:</i></p> <ul style="list-style-type: none"> • CEDR – Annex Accreditation Policy; • CEDR – Annex Assessment Appeals policy, • CEDR – Annex Competency framework