



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE

Promoting Consensus and Access to Justice

www.IMImediation.org

Singapore International Mediation Centre

IMI Mediation Advocacy Qualifying Assessment Program

About the Organisation

Organisation's full legal name	Singapore International Mediation Centre
Year formed, and under which jurisdiction	2014, Singapore
Organisation's contact details	Singapore International Mediation Centre Address: 28 Maxwell Road #03-10/11 Maxwell Chambers Suites Singapore 069120 E: secretariat@simc.com.sg P: +65 9456 3717 F: +65 6635 2461 Website: https://simc.com.sg
Application type	IMI Certified Mediation Advocate (QAP assessing mediation advocates)
Submission type	New MAQAP application

Feedback Digest support	No
Locations and Languages	Online, English, Other Languages on request
Existing CMTP	No

MA-QAP Application

Program assesses mediation advocates who meet at least one of the requirements:

- 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 [**IMI Qualifying Assessment Program**](#) and Applicant has acted as sole mediator in at least 10 cases/200 hours

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)

The participants are required to meet the at least one criteria suggested by IMI:

- Experience of mediation as a mediation advisor/advocate in 5 mediations conducted under SIMC
- Experience of mediation as a mediation advisor/advocate in 5 mediations conducted under any IMI or SIMI Certified Mediator

- (iii) IMI Certified Mediator
- (iv) 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)

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).

The participants will be assessed based on their knowledge exhibited from the practical and written assessment. The participants will be required to submit a written assessment within 2 weeks from the completion of the program.

The practical assessment:

Participants will be assessed on their practical mediation skills through a video recorded role play, recorded on the day of Role Play Assessment. The video will be scored as a pass or fail by the Assessor.

The participants will pass if:

- a. They act in accordance with the ethics and principles of mediation
- b. Meet the requirements of sufficient competence of skills required as a mediation advocate in a mediation

The participants will fail if:

- a. Breach confidentiality or any unethical practice.
- b. Unable to demonstrate sufficient competence in the skills required as a mediation advocate in a mediation

The written assessment comes in two parts:

- 1) Submit a Settlement Agreement prepared from the assessment role play in the training program. The aim of this assessment is to determine your understanding of what makes a settlement agreement workable and measurable, using SMART objectives to define the actions. It is crucial for the mediation advocates to assist their clients in drafting of a mediation settlement agreement. The aim of this assessment is to determine their understanding of what makes a settlement agreement workable and measurable, using SMART objectives to define the

actions. The advocate's role is to reality test those ideas, to check they are workable, before capturing the information in a way that can be operationalised by the parties post-mediation.

The advocates/parties will record their settlement agreement in *SMART* terms:

Specific: Clearly states objective, so the settlement terms could be understood by anyone reading it – what will be done and who will do it.

Measurable: How the action will be measured – measuring objectives helps in determining progress and on track.

Achievable: The objective is realistic and reasonable.

Relevant: The objective of the agreement should be relevant to the purpose and addresses the resolution.

Time-bound: Have specific timeline for completion of objectives in the agreement.

- 2) Submit a Reflective Learning Journal of not more than 2000 words. The aim of this assessment is to determine your learning and integration by: critically analysing your levels of knowledge and skills pre and post the SIMC-MAP, describe your intentions of integrating your new knowledge and skills into your practice and identify ways in which you plan to develop your skills as a mediation advocate.

The Reflective Learning Journal will be assessed as a piece of academic work and should be a coherent critical reflection of the whole program showing how and what you have learned, that makes sense to the assessor. This assessment is also aimed to help the participant by helping them define a framework for understanding and applying to their professional practice.

The key sections of the reflective journal should cover:

- a. Highlight the changes and development of your competence
- b. Reflections on personal, theoretical and applied issues as they were presented in the SIMC-MP
- c. Critically reflect upon your practice and identify your personal learning outcomes
- d. Explain your plans to facilitate your learnings into your practice
- e. Explain the nature, theory, procedure, practical application, methodology, appropriateness, benefits, advantages and drawbacks of prevalent types of mediation, schemes or programmes, procedural rules and pertinent costs.
- f. Knowledge of how to use techniques for productively supporting the parties,

their representatives, the mediator and the process.

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.)

Participants will undergo a total of 16 hours of tuition including 3 role-plays to ensure a high level competency as a Mediation Advocate and address all the Core Competency Practical Skills, as required by IMI in Annex 2. The participants will learn the theoretical aspects of the advocacy program during the tuition, consistent to the IMI Mediation Advocacy Core Competency Skills. The role plays are aimed to enable the participants to hone their skills learnt and apply them practical in simulated mediations. The role plays shall be conducted under supervision and the participants will be provided with constructive feedback to develop their skills.

Program Integrity

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

The SIMC-MAP Assessors demonstrate substantial experience of mediation advocacy and/or teaching/assessing mediation advocacy competency. The Assessors are appointed on the basis of their experience in mediation and training demonstrated in their professional statement. The Assessors are required to be an IMI or SIMI Certified Mediators and must have undergone at least 5 mediations or conducted 1 mediation training prior to one year from the start date of the SIMC-MAP. The Assessors can be associated to SIMC as a Mediator or Trainer, demonstrating high level of competency and ethical standards.

The assessor(s) will be drawn from the list of trainers, save that the assessor(s) for a course will not be the course trainers. The criteria for assessors are similar to that for the trainers – these are persons who have the expertise and experience in facilitative mediation, including in cross-border cases. They will be guided through a briefing process and the use of the assessment rubric.

The assessor will be briefed on the curriculum, i.e. what the participants have been taught, the assessment rubric, i.e. what the participants should be tested upon, and the methodology for assessing candidates. SIMC has yet to finalise the methodology for assessing test candidates. However, a key aspect of the assessment will be to minimise bias. We intend to eliminate this by having two assessors jointly assess each test candidate.

SIMC appoints trainers and assessors based on an assessment of the following:

- Years of training experience,
- SIMC's experience in previous appointment of the trainer,
- Feedback of participants
- Recommendations from SIMC's Board

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.

The Assessors will be briefed about the requirements of assessment for the SIMC-MAP, viz. standards of pass and fail, criteria and format of the assessment, behaviours and weightage to be given on each criteria while assessing. The assessors will be provided with the competency framework, which will assist as a criteria sheet during the assessment.

The Assessor will be required to submit an assessment report along with the filled in competency framework to SIMC. The assessment report will be reviewed by SIMC in order to maintain utmost quality and conformity with the IMI Mediation Advocates Core Competency Criteria. This report may be disclosed to IMI for the audit purposes and to evaluate the compliance with the IMI standards.

As SIMC develops and grows its training operations, further detailed policies will be set out regarding criteria for selecting trainers above. Generally, the current panel of trainers on SIMC's panel have been specially selected based on a holistic assessment of their professional and training experience, both within and outside of the mediation industry.

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.

The SIMC Mediation Advocacy Program is made available to all the applicants fulfilling the requirements of IMI Certification Criteria regardless of their professional affiliation, gender, race, ethnicity, age, religion, sexual orientation, or any other personal characters.

SIMC Mediation Advocacy Program aims to provide access to applicants beyond borders by making it available online, breaking down barrier to high quality education. This will be clearly stated on the SIMC website.

Quality Assurance

Program registered in accordance with jurisdiction requirements	Not Applicable
Trainers, coaches and assessors registered as mediators (if required by the jurisdiction)	
Clarification of passing criteria	The participants will be scored in accordance with the IMI Mediation Advocate Knowledge Competency Criteria and Practical Skills Competency Criteria. The participants must score at least 70% in both the knowledge and practical assessment to pass. The participants must ensure all professional ethical codes applicable to them.
Process where participant fails assessment	In case the participant fails the written assessment of knowledge competency, the participant may be given one more chance with reviews from the assessor and would be required to re-submit the assessment within 10 days of declaration of the result. In case the participant fails the practical assessment, the participant will have to re-do the role-play assessment within 10 days of declaration of result. In case, the participant file the re-assessment, the participant will have to undertake the training again, as and when it is offered.
Privacy	The Personal Data Protection Act - https://sso.agc.gov.sg/Act/PDPA2012

Additional comments	
Supporting documents	<p><i>List of attachments:</i></p> <p>Diversity policy</p> <p>Complaints/appeals policy</p>