



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE
Promoting Consensus and Access to Justice
www.IMImediation.org

ADR Center Global

Mediation Advocacy Qualifying Assessment Program

About the Organisation

Organisation's full legal name	ADR Center Global srl - Società Benefit (It)
Year formed, and under which jurisdiction	1998, Italy
Organisation's contact details	Address: Via Marcantonio Colonna 54 - 00192 Rome (Italy) Phone: +39 348 585 4857 Email: international@adrcenter.com ; julia.radanova@adrcenter.com ; academy@adrcenter.com
Application type	IMI Certified Mediation Advocate (QAP assessing mediation advocates)
Submission type	New QAP/MAQAP application
Feedback Digest support	No
Locations and	Various locations and languages, including Italy (Italian), United

Languages	<p>Arab Emirates (Arabic), Albania (Albanian), Azerbaijan (Azeri), Bulgaria (Bulgarian), Greece (Greek), Spain (Spanish), Georgia (Georgian), Poland (Polish), Romania (Romanian), Serbia (Serbian) and Turkey (Turkish), English.</p> <p>As the course is entirely asynchronous, the location of trainees shall bear no impact on the final outcome of the successful completion of the course, which shall be conducted from our assessors.</p>
Existing CMTP	Yes

MA-QAP Application

<p>Agreement that:</p> <ol style="list-style-type: none"> 1. We will submit at least one new IMI Certified Mediator/Mediation Advocate per year to retain our program's QAP/MAQAP status (as applicable) 2. Our IMI-approved program must be included, directly or via link to the relevant page on the IMI website, on our organisation's website 3. Where credible negative feedback surrounding the quality of our assessment program is 	<p>ADR Center agrees to submit at least one new IMI Certified Mediator/Mediation Advocate per year to retain our program's QAP/MAQAP status (as applicable), Their IMI-approved program will be included, directly or via link to the relevant page on the IMI website, on the organisation's website, Where credible negative feedback surrounding the quality of their assessment program is received, it will be assessed by the Appraisal Committee and, subject to discussions between the organisation and the Appraisal Committee, may lead to the sanctioning or removal of their program's IMI status</p>
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received, it will be assessed by the Appraisal Committee and, subject to discussions between our organisation and the Appraisal Committee, may lead to the sanctioning or removal of our program's IMI status	
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).

The Qualifying Assessment Program for Mediation Advocates, also called “ADR Center International Certification Program for Mediation Advocates” consists of the successful completion of a 6-hour asynchronous online practice. The training with the assessment program shall be organized online, through asynchronous methods. To enrol in the program, participants need to **submit evidence that they have been involved in at least five mediations in their capacity as lawyers/advocates**. This may include online submission of case records, affidavits from clients or colleagues, or other documentation to validate that the applicant has actively participated in these mediations. The documents that have been submitted as part of the process shall then be subject to a **thorough desk review and analysis to ensure that only people meeting this criterion get involved in the program**. At this stage, ADR Center assessors shall not seek to certify the performance shown during the respective mediations, nor would they conduct any in-depth analysis of the specific performance of the respective applicant. Thus, a purely quantitative approach shall be applied that would seek to ensure the basic level that participants have to meet to be enrolled in the course in the first place.

The next step would then require participants to complete a **self-paced asynchronous 6-hour training** that integrates various study materials, interactive activities and **test questions** seeking to confirm basic knowledge of the requirements for effective mediation advocacy. The module is delivered on an industry-standard platform—such as Articulate 360 Rise or an equivalent LMS—allowing learners to progress at their own speed while tracking results for certification purposes.

The content of the training materials is structured in 9 (nine) distinctive chapters that structure the content of the course material. The latter are as follow:

- Chapter 1: Understanding Mediation Advocacy
- Chapter 2: Process Initiation and Mediator Selection

- Chapter 3: Set the Stage [Stage 1]
- Chapter 4: Open the Process [Stage 2]
- Chapter 5: Listen & Understand [Stage 3]
- Chapter 6: Validate Options [Stage 4]
- Chapter 7: Enable Resolution [Stage 5]
- Chapter 8: The Business Model for Mediation Advocacy Services
- Chapter 9: Cultural and Ethical Dimensions

Participants who have completed the self-paced course will then be required to **submit a video recording—minimum duration one hour—showing their handling of an assigned mediation case.** The recording will be evaluated against ADR Center's competency benchmarks. **A mediation brief tailored to the same case must accompany the video;** both artefacts constitute the candidate's final evaluation package.

The overall assessment of trainees will be made by an independent assessor appointed by ADR Center's CEO. **It will be based on the participants' successful completion of the asynchronous course, thorough and in-depth mediation brief, and effective role-play evidenced through the submission of a video recording.**

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).

To assess an applicant's knowledge of mediation advocacy theory and practice, ADR Center utilizes a combination of written tests available on its online platform, interactive online activities and submission of assignments. The program assesses a comprehensive understanding of key concepts on mediation advocacy, with a special focus on conflict analysis, relationship building, negotiation strategies, legal aspects of mediation, and ethical considerations in advocacy.

Applicants must demonstrate proficiency in the Core Competency Knowledge Elements namely: conflict theory, mediation processes as per SOLVE Mediation Matrix, advocacy techniques, and the role and obligations of the mediator and advocate.

The assessment levels for each of the competency areas described above are

- [1] Not classified;
- [2] Insufficient;
- [3] Sufficient for basic training;
- [4] Very good (certified);
- [5] Excellent.

The assessment includes written sampling (mediation brief), multiple-choice tests integrated as part of the asynchronous course, simulated advocacy in a role play as per submitted video records and preparation of a mediation brief for an assigned case.

In order to receive the ADR Center International Certification for Mediation Advocate, each candidate must score a minimum 4 out of 5 on average for mediation, brief drafting, tests, mediation skills and in-class activity.

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.)

The competency areas and assessment sequence set out in the Competency Framework

apply equally to the two dimensions we measure: (1) a candidate's grasp of the mediation process and (2) the effectiveness with which the candidate applies mediation-advocacy techniques in practice. Of the four assessment tools described—successful completion of all course materials, a multiple-choice knowledge test and submission of a video-recorded skills demonstration and a mediation brief - the last two provide the core evidence of a candidate's practical advocacy ability. Collectively, all four tools show what the candidate knows and can do.

As detailed in the framework, assessors use structured scoring forms linked to ADR Center's competency framework. Each candidate must submit (i) a video recording of at least one hour showing his or her performance in an assigned case and (ii) a tailored mediation brief for that same case, which shall be evaluated by the assessors independently.

Because the competency framework defines - in behavioural language—the knowledge and skills expected of a competent mediation advocate, the same benchmark set governs every element of the assessment package: the recorded role-play, the mediation brief, the multiple-choice test and the successful completion of the asynchronous course. A candidate therefore succeeds only if performance across all components meets or exceeds the required level.

Program Integrity

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

The assessors are selected by ADR Center among faculty members of ADR Center Academy <https://adrcenteracademy.com/en/> (Assessors can be found at the bottom of the page "Trainers" > "Mediation")

all are highly regarded in the dispute resolution field.

The independent assessors are appointed by ADR Center's CEO to be independent of both the training faculty and the organization. One of the main sources for such independent and highly competent professionals is the Global Network of the Weinstein International Foundation (<https://weinsteininternational.org/global-network/>). The appointment is made

among professionals with substantial experience of assessing the performance of mediators (minimum 15 years of mediation experience, minimum 10 years of mediation training/assessment experience). To ensure that its assessors are up to speed with the latest developments in mediation and assessment, ADR Center organizes one internal annual workshop online with all the trainers and assessors. This ensures an organizational framework for the mediation assessors' continuous professional development.

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.

At the end of every certification of 30 + professionals, a report is presented to ADR Center's CEO. The report will reflect the methodology used, will describe the training and assessment process and will highlight the outcomes of the program, including lessons learned, any feedback gathered and main challenges experienced by assessors.

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.

ADR Center International Certification Program for Mediation Advocates is open for any lawyer who wishes to participate and have some basic experience of mediation, regardless of their professional affiliations, gender, race, ethnicity, age, religion, sexual orientation, or other personal characteristic.

To ensure the transparency of ADR Center's commitment, specific language is included in the detailed program describing the competency areas and the assessment process. At any point in time, ADR Center will receive input from any person or organization that claims negative impacts as a result of ADR Center International Certification Program for Experienced Mediators. In this case it will be applicable a specific Complaints and Appeals Policy

Quality Assurance

Program registered in accordance with jurisdiction requirements	N/A
Trainers, coaches and assessors registered as mediators (if required by the jurisdiction)	N/A
Clarification of passing criteria	<p>The assessment tools used for the ADR Center Mediator Accreditation include written sampling, multiple-choice tests, assessment of video-recorded role-plays, and review of mediation briefs.</p> <p>The assessment levels for each of the skills and knowledge described above are:</p> <ul style="list-style-type: none"> [1] Not classified [2] Insufficient [3] Sufficient [4] Very good [5] Excellent <p>The assessment program includes the following activities:</p> <ul style="list-style-type: none"> 1) Caselog assessment 2) Multiple-choice tests 3) Assessment of video-recorded role-plays 4) Mediation brief drafting <p>In order to receive the ADR Center Mediation Advocate Accreditation, each candidate must score minimum 3 on</p>

	average for his/her performance in the submitted video records from the role plays, multiple-choice tests and final Mediation brief.
Process where participant fails assessment	<p>If a participant does not meet the pass threshold for the MA-QAP assessment, they are notified in writing and provided with structured feedback aligned to the assessment criteria. The participant is offered a re-attempt for the components they did not pass (rather than repeating the entire programme by default), subject to the following rules:</p> <ul style="list-style-type: none"> • Re-sit eligibility and scope: The participant may re-sit only the failed component(s) (e.g., written advocacy submission and/or oral advocacy simulation), unless the assessment panel determines that broader re-assessment is necessary due to multiple deficiencies. • Minimum time before re-attempt: A minimum waiting period applies to allow meaningful improvement (normally 10-14 calendar days from receipt of feedback, or the next scheduled assessment window, whichever is later). • Number of attempts: Participants may attempt each failed component up to two additional times (i.e., a maximum of three attempts in total per component). • Support and integrity: Re-sits are conducted under the same integrity safeguards as the initial assessment (new or revised prompts/scenarios where applicable; independent assessment; clear record-keeping). Any suspected breach of integrity results in removal from the process in line with programme rules. • Final outcome: If the participant does not meet the threshold after the permitted re-attempts, they are recorded as not having passed the MA-QAP assessment. They may re-enrol in a future cohort and complete the assessment again as a new attempt

	cycle, subject to programme terms.
Privacy Policy	<p>The detailed explanation of how ADR Center is complying with Data Protection requirements is available at https://www.iubenda.com/privacy-policy/23517077.</p> <p>The policy describes the purposes for processing Personal Data and is fully compliant with GDPR requirements.</p>
Additional comments	
Supporting documents	<p><i>List of attachments:</i></p> <p>ADR Center MA-QAP - Annex Competency framework for assessments;</p> <p>ADR Center MA-QAP - Annex Complaints/appeals policy</p>