



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE

Promoting Consensus and Access to Justice

www.IMImediation.org

European Institute for Conflict Resolution

Mediation Advocacy Qualifying Assessment Program

About the Organisation

Organisation's full legal name	European Institute for Conflict Resolution
Year formed, and under which jurisdiction	2016, Greece
Organisation's contact details	22, Dodekanisou Street Tel: +30 2310 230184 / 2310 230185 Email: info@europeanresolution.com
Application type	IMI Certified Mediation Advocate (QAP assessing mediation advocates)
Submission type	New QAP/MAQAP application
Feedback Digest support	No
Locations and Languages	Locations: Greece, Cyprus Languages: Greek, English
Existing CMTP	Yes

MA-QAP Application

<p>Program assesses mediation advocates who meet at least one of the requirements:</p> <ul style="list-style-type: none"> • 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 	<p>Yes</p>
<p>Optional comment</p>	<p>None</p>

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 applicants who attend the Mediation Advocacy Program offered by EICR are qualified lawyers and accredited civil and commercial mediators by the Greek ministry of Justice (and meet all the relevant requirements according to the Greek mediation law) after they have successfully attended the 90 hour civil and commercial mediation training program of the European Institute for Conflict Resolution which is an accredited IMI Qualifying Assessment Program. Furthermore, they have participated as mediation advocates in at least five mediations.

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).

EICR offers a 30-hour mediation advocacy training program (accredited and regulated by the Greek Ministry of Justice) and gives the learning opportunity to the delegates to gain a strong understanding of general mediation advocacy and practice.

21 hours of asynchronous learning are devoted to the tutoring of mediation advocacy theory in the spectrum of civil commercial, family and land—registry/property disputes and 9 hours synchronous learning are devoted to mediation advocacy role-playing and case studies analysis.

Two weeks before the start date of the course the delegates are sent a list of textbooks, theoretical sources and articles that give a strong knowledge basis prior to the tutoring. For additional information, please refer to the Annex titled “EICR MAQAP - Annex Bibliography”. After the completion of the 21-hour tutoring program and the 9-hour role-playing, delegates are expected to exhibit a comprehensive understanding of Mediation Advocacy

theory and practice. The evaluation methods are: two written assessments assessed and three role-plays according to the criteria set by EICR that meet the IMI benchmarks. For additional information, please refer to the Annex titled “EICR MAQAP - Annex Competency Framework”

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.)

EICR has set a methodology and high competency benchmarks for determining that Applicants have demonstrated a strong understanding of general mediation advocacy theory and practice: Two post course written assessments to test the mediation advocacy Knowledge and one oral post course assessment to test the mediation advocacy practical skills.

1. The written assessments consist of:
 - a. A written test with 90 multiple-choice questions to test the knowledge and understanding of mediation advocacy theory.
 - b. The analysis of a case study.

The delegate is required to describe an actual mediation dispute where he has acted as mediation advocate and prepare the mediation brief:

Analyse the dispute, prepare the position statement with the client, practice the opening statement, prepare the negotiation strategy based on interests and needs, identify possible challenges and deadlocks, elaborate BATNA/WATNA/RATNA, information to share, concessions to make, and draft the settlement agreement.

Both written assessments should be consistent with the mediation advocacy competency knowledge requirements. For additional information, please refer to

the Annex titled “EICR MAQAP - Annex Competency Framework”.

2. The oral assessment consists of:

Three role-plays where the delegates demonstrate their performance as mediation advocates in a civil commercial, family and land-registry/property dispute. Delegates are required to put into practice the knowledge they have acquired and are assessed on their practical skills by external assessors who observe them in real time.

Their oral performance should be consistent with the mediation advocacy practical skills. For additional information, please refer to the Annex titled “EICR MAQAP - Annex Competency Framework”.

Program Integrity

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

All Assessors are independent of our organization and the training faculty. They are external assessors, and they have substantial experience in mediation advocacy and/or teaching/assessing mediation advocacy competency since they are trained and accredited as mediators’ trainers (Train the trainer Course) by international accredited institutions.

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 attend a one-day training course regarding the specific knowledge and the practical skills that the delegates should demonstrate during the course. Assessors provide constructive feedback according to the benchmarks set by EICR.

The Assessors attend a one-day (5 hours) training course regarding the requirements of assessment for EICR-MAP. The assessors are trained by the director and associate director of EICR (Dr Zoe Giannopoulou and Sofia Giannopoulou) in the set of skills that the delegates have to demonstrate in the written (case study analysis) and the oral component of assessment (role-plays).

Regarding the oral compound of assessment, the assessors are provided and familiarised with the benchmark competencies’ sheet. All assessors will be monitored by EICR board of directors during at least two role plays so that they meet the required standards of a fair and competent assessment.

Regarding the written compounds, the multiple-choice test has distinct answers so there is no need for training or monitoring. The case study will be reviewed by a mediation advocate/advisor assessor and there will be a follow-up interview of 45-60 minutes between the assessor and the applicant. The assessors will be monitored and observed for at least two times by the EICR board of directors.

If an assessor's performance is found to be inconsistent with the required standards, EICR has the capacity to assign other mediation trainers (Train the trainer Course) by international accredited institutions. The board of directors accept monitoring from IMI at any time.

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 MA_QAP is accessible on an equal basis to applicants regardless of their professional affiliations, gender, race, ethnicity, age, religion, sexual orientation or other personal characteristic and it is clearly stated on our website: <http://www.europeanresolution.com>

For additional information, please refer to the Annex titled "EICR MAQAP - Annex Diversity Policy".

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	<p>The written assessment consists of 90 questions based on civil-commercial, family and land registry/property disputes. This assessment is consistent with the Mediation Advocacy General Knowledge Requirements. The participant must get at least 70.</p> <p>Pass: 70-90 Fail: 0-69</p> <p>The oral assessment is based on the performance during the role-play of 90 minutes. The delegates are assessed to demonstrate their mediation advocacy skills in a simulated mediation environment. This assessment is consistent with the Mediation Advocacy Practical Skills Requirements. For additional information, please refer to the Annex titled "EICR MAQAP - Annex Competency Framework".</p> <p>A competency score checklist has been developed for each stage of the mediation advocacy process (preparation, opening statement, exploration, negotiation, closing), the competencies and the relevant performance indicators with the following feedback scale:</p> <ul style="list-style-type: none"> - Could be better: Needs improvement/not yet standard - Went well: Competent/meets standard

	<ul style="list-style-type: none"> - Really well: Strong/exceeds standard <p>There is an overall assessment summary where the assessor can add general feedback, the strengths observed, the areas for development. There is a final recommendation with the dual distinction: Competent or Needs further development.</p>
Process where participant fails assessment	<p>If a participant fails the written assessment - the delegate's score is below 69 - it is a fail and the delegate can resit the exam once again. In case the delegate fails again, then the delegate should reattend the course - at the dates the course is scheduled and provided by EICR - and then resit the exam. If a participant fails again, she/he has a final attempt to pass the written exam.</p> <p>If the delegate fails the oral assessment - with the feedback scale:</p> <p>"Could be better: Needs improvement/not yet standard" - she/he may resit just the oral assessment. The oral reassessment may take place at the earliest convenience of EICR. In case, she/he fails again, the delegate should attend the course again - at the dates it is scheduled and provided by EICR - and then resit the exam for a final attempt.</p> <p>The delegates can resit the oral and the written exam in total three times.</p> <p>For additional information, please refer to the Annex titled "EICR MAQAP - Annex Complaints and Appeals Policy".</p>
Privacy	<p>EICR complies with privacy and data protection requirements for course/assessment participants with GDPR. For additional information, please refer to the Annex titled "EICR MAQAP - Annex Privacy Policy".</p>
Additional comments	None

Supporting documents	<p><i>List of attachments:</i></p> <ul style="list-style-type: none"> • EICR MAQAP - Annex Privacy Policy • EICR MAQAP - Annex Competency Framework • EICR MAQAP - Annex Conflict of Interest Policy • EICR MAQAP - Annex Complaints and Appeals Policy • EICR MAQAP - Annex Bibliography • EICR MAQAP - Annex Diversity Policy
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