



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE  
Promoting Consensus and Access to Justice  
[www.IMImediation.org](http://www.IMImediation.org)

## The Peacekeeping and Conflict Resolution Team

*Mediation Advocacy Qualifying Assessment Program*

### About the Organisation

<b>Organisation's full legal name</b>	The Peacekeeping and Conflict Resolution Team (PACT)
<b>Year formed, and under which jurisdiction</b>	2018 Partnership Act, India
<b>Organisation's contact details</b>	Primary Office: D2A/5 Vasant Vihar New Delhi 110057 Organisation contact: +91 9958488857 Email ID: Official@thepact.in Website: www.thepact.in
<b>Application type</b>	IMI Certified Mediation Advocate (QAP assessing mediation advocates)
<b>Submission type</b>	New QAP/MAQAP application
<b>Feedback Digest support</b>	Yes
<b>Locations and Languages</b>	New Delhi, India
<b>Existing CMTP</b>	Not Applicable

## MA-QAP Application

<p><b>Program assesses mediation advocates who meet at least one of the requirements:</b></p> <ul style="list-style-type: none"> <li>• Applicant has experienced at least five mediations as a mediation advisor/advocate</li> <li>• Applicant is an IMI Certified Mediator</li> <li>• Program is in a country where there is no <a href="#">IMI Qualifying Assessment Program</a>, and Applicant has acted as sole mediator in at least 10 cases/200 hours</li> </ul>	<p>Yes</p>
<p><b>Optional comment</b></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)*

Applicants will be required to have been through at least 5 mediations conducted (a) under a court annexed mediation centre in India or (b) as part of a direct court referred mediation (c) as part of a private mediation. In all 3 cases, documentary evidence of the mediation will need to be provided. Acceptable documentary evidence must clearly indicate the name of the applicant as a Mediation Counsel/Lawyer and the date and time of the mediation. Examples of acceptable evidence include an agreement to mediate, formal surveys or feedback forms, or an email from the mediator confirming the mediation took place. There will be an interview call where the candidates can elaborate on the cases.

Candidates have to complete a written and practical assessment. The written assessment will be for candidates to write a case statement based on the role play scenario which is also applied for their practical assessment. The candidate will then have to play the role of a mediation advocate in a simulated mediation which will last 1 hour. The candidate's performance will be evaluated according to The PACT's competency indicators which are distilled from IMI's competency indicators.

## 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).*

There will be a 16-hour course through live training sessions. Pre and post the course, there will be reading material and recorded material that will be sent to the participants, which they will have to go through, and the same will be tested as part of the final written examination.

Candidates have to complete a written and practical assessment:

- The written assessment will be for candidates to write a case statement based on the role-play scenario, which is also applied to their practical assessment. The candidate will have received some background information on the dispute before having a pre-mediation meeting with the client for 30 minutes. The client will be an actor engaged by The PACT.  
During this pre-mediation meeting, the candidate will not only have to clarify any questions the client may have about mediation, he will also need to obtain more information for the mediation. Thereafter, he can rely on the background information provided and the information from the pre-mediation meeting to draft the case statement.
- The candidate will then have to play the role of a mediation advocate in a simulated mediation. This simulated mediation will last 1 hour. The candidate's performance will be evaluated according to The PACT's competency indicators, which are distilled from IMI's competency indicators (and attached to this application). The PACT's format for the practical assessment is
  1. To have the candidates take part in a mediation role play.
  2. To use a Mediator with at least 7 years of Mediation experience to play the role of the mediator; and
  3. To have the mediator and an independent assessor score the candidate and their scores to be weighted 50:50 accordingly.

As part of the assessment, the participant will have to draft a comprehensive Mediation Strategy document as part of the pre-mediation preparation tasks – a necessary skill for Mediation Advocacy.

## 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.)*

All applicants will be required to complete at least 16 hours of mediation advocacy training conducted by The PACT. During this workshop, they will be required to go through at least 1 mediation role play where they play the role of a mediation advocate. The role play will include (a) a 30-minute meeting with the client to prepare them for the mediation, and (b) a 1-hour mediation conducted by a professional Mediator who will also be assessing the applicant's practical skills as a mediation advocate in accordance with the IMI Mediation Advocacy Core Competency Practical Skills.

## **Program Integrity**

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

Independence is determined based on the assessors not being full-time employees of The PACT. The Assessors also cannot have served as the lead trainers at the specific mediation advocacy workshop where applicants are being assessed for their practical skills competency. Only mediators with 7 years + experience in Mediation to serve as assessors. The assessors must also have conducted at least 5 mediations in the preceding 12 months from the date of assessment. The assessor for the knowledge and practical segments of each applicant does not need to be the same person.

## **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 for all PACT Mediation Advocacy Certification Assessments will go through training before the assessment. The purpose of this training will be to update the assessors on the format of the assessment, the standards for passing and failing, the weightage on each standard, and the behaviours that would demonstrate that the candidate has met the required standard. This is aimed at increasing the consistency amongst the assessors on the expected standards of The PACT for mediation advocates.

The Assessors will be required to provide a detailed written assessment report for each applicant. This report will be reviewed by The PACT for coherence, rigour, and conformity

with the published IMI Mediation Advocates Core Competencies. Assessors may be queried in writing or in an oral interview by The PACT on the contents of the assessment report, and it will be made known that the assessment report may be disclosed to IMI for audit purposes to prove The PACT's compliance with IMI MA-QAP standards.

It is important to note that only mediation practitioners with 7 years + experience in Mediation serve as assessors. The assessors must also have conducted at least 5 mediations in the preceding 12-months from the date of assessment.

## 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.*

It will be clearly stated on The PACT website that the MAQAP is accessible on an equal basis to applicants regardless of their professional affiliations, gender, race, ethnicity, age, religion, sexual orientation or other personal characteristic.

## Quality Assurance

<b>Program registered in accordance with jurisdiction requirements</b>	Not Applicable
<b>Trainers, coaches and assessors registered as mediators (if required by the jurisdiction)</b>	Yes
<b>Clarification of passing criteria</b>	<p>Applicants will be scored in accordance with their ability to demonstrate their competency as mediation advocates. The scoring criteria will mirror the IMI Mediation Advocate Knowledge Competencies and Practical Skills Competencies. Each competency will be assessed by way of a roleplay simulation.</p> <p>Applicants will need to score more than 70% on both the knowledge and practical skills assessments to pass. They must also not have breached any professional ethical codes applicable to them as lawyers.</p> <p>For additional information, please refer to the Annex titled “The PACT - Annex Competency Framework and Complaints and Complaints and Appeals Policy”.</p>
<b>Process where participant fails</b>	If the participant fails the knowledge component, an oral interview will be required with an assessor. The assessor will

<b>assessment</b>	<p>pose different questions addressing the same issue/topic where the participant's performance was deemed unsatisfactory in the previous assessment.</p> <p>A participant who fails the oral interview as well will have to redo the entire assessment. The opportunity will only be given to the participant once. If the participant fails the practical skills component, a second role play will be specially organised. The role players in this reassessment will be The PACT staff, who will specifically test the participant in the areas deemed unsatisfactory. A participant who fails the re-assessment will have to redo the entire practical skills assessment.</p>
<b>Privacy</b>	<p>1. Introduction</p> <p>We are committed to protecting the privacy and security of the personal information of participants in our course assessments. This Privacy Policy outlines the types of personal data we collect, how we use it, how we protect it, and the rights of participants regarding their data.</p> <p>By participating in our course assessments, you agree to the collection, use, and processing of your personal data as described in this policy.</p> <p>2. Information We Collect</p> <p>We collect the following types of personal data when you participate in our course assessments:</p> <ul style="list-style-type: none"> <li>• Personal Identification Information: Name, email address, phone number, organizational details</li> <li>• Course-Related Information: Assessment responses, course progress, and any feedback provided.</li> </ul>



	<ul style="list-style-type: none"> <li>• Technical Data: IP address, browser type, and session information.</li> <li>• Payment Information: Payment details for course fees (processed through third-party payment processors).</li> </ul> <p>3. How We Use Your Information</p> <p>We use the collected information for the following purposes:</p> <ul style="list-style-type: none"> <li>• To administer and assess your performance in the course.</li> <li>• To communicate with you regarding course-related updates, feedback, and performance.</li> <li>• To ensure compliance with course standards and regulations.</li> <li>• To process any payments and manage billing inquiries (if applicable).</li> <li>• To improve the content, delivery, and functionality of the course.</li> </ul> <p>4. Legal Basis for Processing Personal Data</p> <p>We process your personal data based on the following legal grounds:</p> <ul style="list-style-type: none"> <li>• Consent: By participating in the course, you consent to the collection and processing of your personal data.</li> <li>• Contractual Necessity: Processing is necessary for the performance of a contract to which you are a participant.</li> <li>• Legitimate Interests: To improve the course and provide a personalized experience.</li> <li>• Legal Obligation: We may need to process personal data to comply with legal or regulatory requirements.</li> </ul>
--	---

	<p>5. Data Retention</p> <p>We retain your personal data for as long as necessary to fulfil the purposes for which it was collected, including compliance with legal, accounting, or reporting obligations. After this period, your data will be securely deleted.</p> <p>6. Data Protection and Security</p> <p>We take the security of your personal data seriously and have implemented appropriate technical and organizational measures to protect it. These measures include encryption, access controls, and regular security assessments to minimize the risk of unauthorized access or data breaches.</p> <p>7. Sharing Your Information</p> <p>We do not share your personal data with third parties, except in the following cases:</p> <ul style="list-style-type: none"> <li>• With trusted third-party service providers who assist with course administration and assessment tools, under strict confidentiality agreements.</li> <li>• If required by law or to comply with legal processes (e.g., responding to a court order).</li> </ul> <p>8. Your Rights</p> <p>You have the following rights regarding your personal data:</p> <ul style="list-style-type: none"> <li>• Access: You have the right to request access to the personal data we hold about you.</li> <li>• Rectification: You can request the correction of inaccurate or incomplete personal data.</li> <li>• Deletion: You can request the deletion of your personal data, subject to certain legal restrictions.</li> </ul>
--	---

	<ul style="list-style-type: none"> <li>● Restriction of Processing: You may request that we restrict the processing of your personal data in specific situations.</li> <li>● Portability: You may request a copy of your personal data in a structured, commonly used format.</li> <li>● Withdrawal of Consent: You can withdraw your consent at any time if we rely on consent for processing your data.</li> </ul> <p>To exercise any of these rights, please contact us using <a href="mailto:official@thepact.in">official@thepact.in</a></p> <p>9. Changes to This Privacy Policy</p> <p>We may update this Privacy Policy from time to time. Any changes will be communicated to participants through course announcements or by updating the policy on our website. Please review this policy periodically to stay informed about how we are protecting your personal data.</p> <p>10. Contact Us</p> <p>If you have any questions or concerns about this Privacy Policy, or if you wish to exercise your rights, please contact us at:</p> <p>The PACT official@thepact.in</p>
<b>Additional comments</b>	None
<b>Supporting documents</b>	<p><i>List of attachments:</i></p> <ul style="list-style-type: none"> <li>● The PACT - Annex Privacy Policy</li> <li>● The PACT - Annex Competency Framework and Complaints and Appeal Policy</li> </ul>

