



**Stellenbosch
Business School**

**CENTRE ON CONFLICT
& COLLABORATION**

THE IMI QUALIFYING ASSESSMENT PROGRAM OF THE CENTRE ON CONFLICT & COLLABORATION ["COCC"]



Introduction & Background

The Centre on Conflict & Collaboration [referred to as "COCC" or "the Centre"] at the University of Stellenbosch Business School (USB)¹ focuses on dispute practices that affect individuals and organisations.

The Centre also has a particular focus on Africa to ensure that African heritage and values are incorporated in the development of solutions that suit African conditions. The Centre's activities include teaching, research, applied research and development projects, including social responsibility projects.

Founded in 2007, the Centre is dedicated to ensuring that mediation practitioners obtain the necessary training to be accredited as mediators and to the establishment of an independent body able to accredit mediators. To this end the Centre was instrumental in facilitating the establishment and development of an voluntary industry backed initiative for setting accreditation and practice standards for

¹ The Centre was formerly known as the Africa Centre for Dispute Settlement

mediators and arbitrators. The Dispute Settlement Accreditation Council ['DiSAC'] was established as a result of this. See www.disac.co.za for further details.

The COCC has further committed itself to the development of dispute settlement practitioners, by developing a Post Graduate Diploma in Dispute Settlement. This was first offered by the Centre in 2011. The Centre also now offers an advanced mediation short course on "Company-Community Mediation in Complex Environments".

1. 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.

Practitioners applying for IMI Certification must:

- be accredited by the DiSAC²
- have at least a minimum of 200 hours and / or 20 mediations that have been conducted by the mediator
- provide a detailed log of at least 4 mediations conducted in a two year period preceding the application, which log must provide information regarding the date of the mediation process, duration of the mediation, nature of the dispute and the methodology utilized in engaging with the dispute
- provide at least 3 feedback forms completed by parties who participated in 3 different mediation processes in the two year period preceding the application;

2. 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.

A practitioner must have completed successfully a foundation 40-hour mediator training accredited by DiSAC. The DiSAC accreditation standards for such foundation training requires a written assessment that tests understanding of the theory and law of mediation.

In addition, the practitioner must provide proof of (in the two year period preceding the application):

- attendance of at least 12 hours of relevant continued education offered by the COCC or DiSAC accredited service provider, or
- have conducted training and or assessment of mediators on a DiSAC accredited

² The criteria for DiSAC accreditation are available here <http://disac.co.za/wp-content/uploads/2014/12/DiSAC-Mediation-Accreditation-Standards-VERSION-1.pdf>

training course of at least 40 hours, and

- Pass a short survey to test knowledge of evolving legislation and mediation practice principles.

3. 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.

Only practitioners who are accredited by DiSAC will be able to apply to become qualified for IMI Certification. Training provided by the DiSAC accredited service providers requires all trainees to undergo an assessment based on three actual roleplays performed by the trainees and assessed by a trainer and independent assessors. During this training post-experience assessment takes place in the review of feedback forms submitted by trainees.

Practitioners applying to become qualified for IMI Certification will also be required to undergo a role play assessment with COCC. The role play will be assessed by two DiSAC qualified assessors based on the DiSAC assessment criteria ³, and applicants will be required to score a "Competent" assessment from both assessors on at least 80% of the competencies (and should have no "Not competent" assessment on any competency).

4. 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.

The criteria adopted for qualifying mediators for IMI Certification will be made available on the COCC website as well as on the IMI web portal.

5. 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.

All applications for IMI certification will be considered by two DiSAC qualified assessors (appointed by the COCC), each of whom must have at least 10 year's experience in

³ The DiSAC assessment criteria are contained in Annexure C of the DiSAC Accreditation Standards, and are available here <http://disac.co.za/wp-content/uploads/2014/12/DiSAC-Mediation-Accreditation-Standards-VERSION-1.pdf>

mediation.⁴

At least one of the assessors will be independent of the QAP in that they will not be employed by the QAP.

6. Ongoing Monitoring of Program

Your 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.

Please explain how the performance of your QAP's Assessors are/will be monitored to ensure a consistent application of high quality standards. Please confirm your agreement to provide all necessary information and accept monitoring from IMI.

All assessors will be required to submit a detailed assessment report which indicated their assessment of the competencies as well as the reasons for it. All assessment role plays will be videotaped and will therefore be available for re-assessment, or for evaluation of the assessor's performance.

The COCC appoints a senior qualified assessor to manage the assessment programme (from its own personnel where possible). The assessment manager:

- Is one of the assessors appointed to assess applications, so as to ensure a degree of consistency in the assessment
- Works with all external assessors to ensure that their interpretation of the assessment criteria is on par and in accordance with that of the COCC
- Identifies any substantial discrepancies in the assessment of any application, and where these can't be resolved, appoint a third assessor to make a determining assessment
- Monitors and evaluates the performance of external assessors to ensure that their assessments are on par and in accordance with the standards of the COCC
- Submits randomly selected assessments (also those of the assessment manager) for evaluation by an external assessor. A minimum of 1 in 20 assessments will be evaluated in this manner.

The COCC agrees to provide all necessary information (subject to any legal restraints imposed by the Information Act/ GDPR) and accept monitoring from IMI, and will participate readily in any audit process in this regard.

7. Commitment to Diversity

The QAP must be accessible on an equal basis to experienced mediators regardless

⁴ The DiSAC criteria for accrediting Assessors can be found in Chapter 7 of the DiSAC Standards (<http://disac.co.za/wp-content/uploads/2014/12/DiSAC-Mediation-Accreditation-Standards-VERSION-1.pdf>).

In essence Assessors must be qualified Senior Trainers in mediation, with a track record of having trained a DiSAC accredited 40 hours mediation qualification course, and with proven ability to apply to assessment criteria.

of their professional affiliations, gender, race, ethnicity, age, religion, sexual orientation or other personal characterization.

South Africa is a diverse, multi-cultural society and constitutional democracy. Discrimination is prohibited under various Acts of Parliament.

COCC invites applications for its designations from all sectors of the population regardless of gender, race, ethnicity, age, religion, sexual orientation and personal characterization.

As part of the University of Stellenbosch the COCC is also bound by the terms and procedures in the policies of the University.

Relevant and applicable policies include:

- Policy against discrimination
- Policy on Diversity in employment (including proactive provisions)
- Access (Services available to all).

Links to these policies are included in the Policy on Diversity which is attached to this document.

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**Stellenbosch
Business School**

**CENTRE ON CONFLICT
& COLLABORATION**

**Complaints and Diversity Policies in
respect of the
CENTRE ON CONFLICT & COLLABORATION's
["COCC"]**

**IMI QUALIFYING ASSESSMENT
PROGRAM**



Introduction & Background

The Centre for Conflict & Collaboration ("COCC") at the University of Stellenbosch Business School (USB) is accredited as a Qualified Assess Programme for IMI certification of mediators.

This document outlines the COCC's policy on complaints regarding its QAP programme, as well as its policy on diversity.

Complaints Policy

1. COCC endeavours to treat all persons with respect and professionalism throughout the assessment process. A person dissatisfied with the quality of the assessment and/or the outcome of the assessment may lodge a formal complaint with the Head of COCC according to the procedures set out below.
2. A complaint must be made in writing and signed by (or on behalf of) the complainant. The complaint must set out the default being complained of in sufficient detail so that the matter can be understood and dealt with.
3. Any complaint must be referred to the Head of the COCC.
4. As pertaining to matters other than the outcome of the assessment, Head of COCC may, as appropriate to the severity of the matter,
 - a. seek to address the matter informally with the complainant.
 - b. seek to facilitate the resolution of the matter with the complainant and the staff member or assessor implicated; or
 - c. make findings with respect to the complaint after inviting the assessor or other concerned party to make a written statement.
5. As pertaining to matters concerning the outcome of the assessment, the Head of COCC may, as appropriate to the matter and in consultation with the assessors as useful,
 - a. make findings with respect to the outcome on the basis of the complainant's file; or
 - b. have the recording of the assessed mediation reviewed by an additional assessor appointed by the Head of COCC; or
 - c. arrange for a de novo assessment.
6. In the case of additional assessment according to 5.b or de novo assessment according to 5.c, the complainant will lodge payment for the additional assessment or de novo assessment, which fees will be refunded if the re-assessment results in a different outcome.
7. In all cases, the Head of the COCC will deal with the complaint in a fair and impartial manner, and subject to the rules of natural justice. If the Head of the COCC finds that there was a failure on the part of the COCC or any assessor appointed by the COCC, the Head will
 - a. address the default raised by the complainant; and
 - b. ensure that processes are implemented to improve systems performance in the future.
8. In all cases, the Head of COCC will report in writing to the complainant about the outcome of the complaint.
9. The COCC will maintain a log of all complaints, their resolution, and any process improvements implemented. These will be shared on demand (without identifying information) with IMI, understanding that there is no appeal possible from the decision of the Head of COCC to IMI.

Policy on Diversity

As part of the University of Stellenbosch the COCC is also bound by the terms and procedures in the policies of the University.

Relevant and applicable policies include:

- Policy against discrimination

[https://www.sun.ac.za/english/Documents/2017_Everlytic/Unfair Discrimination and Harassment ENG 2016.pdf](https://www.sun.ac.za/english/Documents/2017_Everlytic/Unfair_Discrimination_and_Harassment_ENG_2016.pdf)).

- Policy on Diversity in employment (including proactive provisions):

http://sunrecords.sun.ac.za/controlled/C4%20Policies%20and%20Regulations/C4_Employment%20Equity_2016.pdf

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