



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE

Promoting Consensus and Access to Justice

www.IMImediation.org

Institut Français de Certification des Médiateurs

IMI Qualifying Assessment Program

About the Organisation

Organisation's full legal name	IFCM Institut Français de Certification des Médiateurs
Year formed, and under which jurisdiction	2008 French law
Organisation's contact details	9 rue de l'Amiral Hamelin - 75116 Paris - France. tel : +33(0)1 4434 0888 . email: ifcm@amar.cc website: ifcm.cc
Application type	IMI Qualifying Assessment Program (for Certifying Mediators)
Submission type	For auditing purposes
Feedback Digest support	Yes
Locations and Languages	France - French
Existing CMTF	Not Applicable

Program assesses experienced mediators who have completed at least 20 mediations/200 hours of mediation	Yes
Optional comment	<p>7 mediations are required to get the IFCM certification (which number will increase gradually with mediation's development in France). In addition to the IFCM Certification the assessed mediator is qualified for the IMI Certification if and when he can prove having performed at least 20 mediations/200 hours, by submitting to the IFCM testimonies from participants to theses mediations, and/or invoices, and/or court orders.</p> <p>In France there are not that many mediators who have carried 20+ mediations. There are two levels of certification: the IFCM one, which requires 7 mediations and the IMI one which requires 20 mediations/200 hours. This was agreed, in total transparency, with the IMI.</p> <p>IFCM presents to IMI only the IFCM certified mediators with 20 mediations minimum. IFCM checks the proofs of the minimum 20 mediations, i.e. testimonies from participants to these 20+ mediations, and/or invoices, and/or court orders.</p> <p>And in addition the peer review of testimonies has to be updated on a regular basis.</p>

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.

IFCM certification requirements are:

- A letter of intent including a “profession of faith”;
- Proof that mediator has performed, at least, 7 mediations (which number will increase gradually with mediation’s development in France), of which at least three in the previous year; the proof would be accepted by way of written reference on paper or via email from the actual users of the mediator’s services, log-book without any confidential information or copy of the paid invoices for mediations)
- Adherence to one of the codes of ethics;
- Certificate of professional liability insurance.

Regarding training, IFCM follows the European recommendation which is 60 hrs of training.

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.

Besides proof of proper training of minimum 60 hours in a training organisation of which program satisfies the IFCM, candidate will have to successfully pass a written test (multiple choice questionnaire, MCQ).

The MCQ themes are (approximately 50 questions)

- Before the mediation,
- Opening,
- Independence,
- Neutrality,
- Impartiality,
- Confidentiality,
- Law,
- Equity,
- Parties’ will,
- Final agreement,
- Process.

Inside those themes, the following problematics are included :

- Independence vs real life
- Neutrality vs equity

- Impartiality vs proximity
- Confidentiality vs special circumstances
- Law vs creativity
- Equity vs parties' free will
- Parties' will vs mediator's will
- Mediation vs Conciliation
- Presentation → - Goal → - Rules - Time → Milestones.

This MCQ was based on the following books:

- La médiation en entreprise. A. Stimec
- Méthode de négociation. A. Pekar Lempereur → A. Colson
- Pratique de la médiation. J.L. Lascoux
- L'esprit de la médiation. J. Morineau
- Art et techniques de la médiation. M. Boury d'Antin → S. Bensimon → G. Pluyette
- La gestion des conflits. T. Garby
- Comment réussir une négociation. R. Fisher, W. Ury
- Mediation. Domenici → Littlejohn
- Resolving international conflicts. Bercovitch
- Difficult conversations. Stone → Patton → Hene
- The 3rd side. W. Ury
- Beyond Machiavelli. Fisher.
- Getting to yes. Fisher → Ury
- The art of business diplomacy. E. Carroll → K. Mackie
- Barriers to conflict resolution. A. Mnookin
- Beyond winning. Mnookin
- The handbook of dispute resolution Moffit → Bordone
- Beyond reason. Fisher → Shapiro

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.

If successful with 2 previous subjects, the candidate is invited to perform in a role-play, where a jury of three assessors (*) assess their skills during a minimum time period of 75 minutes. The instruments used to evaluate candidates' performance are based after the Dr. Hugo Prein's Certification Assessment Instrument (Utrecht University) and Chris Honeyman's (NIDR Performance-Based Assessment), translated and adapted by IFCM's experts. This role-play is organised and monitored by Mediation Studio. We have, so far, prepared approximately 100 role-play cases.

Alternately, in very sensitive cases, it is possible that the mediator's skills assessment may be conducted by observing real life mediation, the observer being chosen within the IMI & IFCM certified ones.

(*): the assessors are mediators having in addition, for two of them, practices as faculty or researcher. In addition to them, two mediators, trained for assessing performance in role-play by Mediation Studio, are acting as parties.

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. Responses call for the link (if available), or the reasoning why it is not included and the timeframe for publishing.

They are available on the IFCM's website at <https://www.ifcm.cc/>, under the "Devenez médiateur certifié" button.

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. Responses call for the criteria applied in appointing Assessors, any independence requirements, and how independence is determined.

The assessors are mediators having in addition, for two of them on a total of three, practices as faculty or researcher, all having received proper training to assess mediators'

performance. All are independent from IFCM, and randomly chosen by Mediation Studio. Adeline Guilhen set up Mediation Studio in 2002 as a pro-bono association for mediation training through role-playing. It grew into a bustling collaborative playground and meeting place. Through Mediation Studio, Adeline Guilhen has been able to meet and know hundreds of mediators, faculties mediators, researchers mediators, amongst whom she selects the jury for the IFCM role play and the mediators playing the parties, taking into consideration their complementarity, their professional background and assuring their neutrality, independence and impartiality vis-à-vis the candidate.

Ongoing Monitoring of Programs

The 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.

IFCM certification is valid 3 years, renewed upon receipt of documents evidencing that mediator has followed relevant training sessions or some other form of continuing education and relevant experience. Assessors will remain on IFCM assessors list for as long as they practice as mediators and for some of them as faculty or researcher. IMI monitoring is more than welcome.

Commitment to Diversity

The QAP must be made accessible on an equal basis to experienced mediators regardless of their professional affiliations, gender, race, ethnicity, age, religion, sexual orientation or other personal characterization.

Discrimination, whether professional affiliation, gender, race, ethnicity, age, religion, sexual orientation or other personal characterisation, is strictly prohibited in France and strictly scrutinised.

The registration process, as well as application to both exams, whether written test or role-play, are organised so that most of the process is done on-line, therefore anonymously.

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>All styles of mediators/mediation are accepted. In the multiple choice questionnaire, nevertheless there are some disqualifying questions related to ethics, as per the French Code National de Déontologie des Médiateurs, which are rated -2. (see doc 2020 MCQ IFCM).</p> <p>There is no minimum pass mark per se.</p> <p>Any answer rated +1 and 0 are ok. -1 will trigger a conversation between IFCM and the candidate. -2 is disqualifying (sudden death).</p> <p>An excellent answer showing that the mediator goes beyond the average/ethic = +1</p> <p>An answer in conformity with ethic and professional know-how, or revealing the personal style = 0</p> <p>An answer revealing either a lack of knowledge or experience = -1. It is not disqualifying but IFCM will discuss the matter with the candidate to inform him and help him leveling up his practice.</p> <p>An answer not respecting the French Code National de Déontologie des Médiateurs = -2 and is disqualifying.</p> <p>The French Code National de Déontologie des Médiateur is</p>

	compliant with the European Code of Conduct for Mediators (enclosed in English)
Process where participant fails assessment	<p>If the participant failed at the multiple choice questionnaire, she/he will have to wait for the next session and will have to answer a new MCQ. If she/he failed at the role play, after discussing the reasons with the judges, she/he will be able to do another role play at the next session, without having to redo the phase 1 (MCQ).</p> <p>There are two sessions per year maximum, so 6 months minimum between two tentatives.</p> <p>See complaints/appeal policy document enclosed.</p>
Privacy	Work in progress. Will be transmitted to IMI as soon as possible.
Supporting documents	<p><i>List of attachments:</i></p> <ul style="list-style-type: none"> • Competency framework for assessments • Complaints/appeals policy • MCQ topics and back-up "MCQ IFCM" • MCQ exemple "2020 MCQ IFCM" (not published) • Chris Honeyman methodology (not published) • Hugo Prein's Assessment Instrument (not published) • Role play preparation sheet for Parties "Préparation au jeu de rôle - partie" • Assessor evaluation guidance sheet "Grille Jury" • Feedback sheet for peer review "Feedback français" • European Code of Conduct for Mediators