



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE

Promoting Consensus and Access to Justice

[www.IMImediation.org](http://www.IMImediation.org)

## CAMP Arbitration and Mediation Practice Pvt. Ltd.

*IMI Qualifying Assessment Program*

### About the Organisation

Organisation's full legal name	CAMP Arbitration and Mediation Practice Pvt. Ltd.
Year formed, and under which jurisdiction	2015
Organisation's contact details	46, 36 Main, BTM Dollar Scheme, Bangalore, 560068, India
Submission type	Alteration to existing approved QAP/MAQAP
Feedback Digest support	Yes
Locations and Languages	India / English
Existing CMTF	Not Applicable

### QAP Application

Program assesses experienced mediators who have completed at least 20	Yes
---	-----

mediations/200 hours of mediation	
Optional comment	The applicant should have completed a minimum of 200 hours of mediation work OR a minimum of 20 completed mediation cases reflecting a minimum of approximately 200 hours' experience.

## 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.*

1. Applicants need to have mandatorily completed a 40-hour Mediator Training from an internationally accredited or nationally recognized institute. The training has to be recent - not over 3 years old. If the 40-hour mediator training was done over 3 years ago, the applicant must have done a refresher course lasting at least 20 hours in the previous 3 years. The training undertaken by mediators includes at least 50% mediation skills practice
2. Applicants will submit a certificate from the mediation service provider, they are or had been associated with, (Private or Court Annexed), certifying that the applicant has done a minimum of 200 hours of mediation work OR a minimum of 20 completed mediation cases. The certificate must detail the cases mediated and the number of hours spent on each case.
3. In case the applicant has done mediations privately (not through a service provider) and is unable to submit a certificate as mentioned above he/she must provide a log book documenting the cases mediated and the number of hours spent on each case to show that he/she has completed the requisite 200 hours OR 20 mediations.
4. The log book must document case details, dates of mediation session, time spent on each mediation session, as well as name and contact details of the parties and lawyers.

5. The applicant will also be required to supplement the log book with client feedback forms from the completed mediation cases. A minimum of 15 feedback forms must be submitted to complete your application

## 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.*

The applicant who has the requisite experience described in "1." above will first take a written exam to demonstrate understanding of mediation general knowledge, theory and practice. This written test may be substituted (on CAMP'S determination) by articles, papers and other writings by applicant (both published and unpublished). The written test will determine each applicant's understanding of basic mediation theory and practice as it relates to mediation. Through use of true/false questions and multiple-choice questions, the applicant will be asked to respond and choose the most appropriate choice among the multitude of choices a mediator must make during a typical mediation session.

The areas of focus are as follows:

- a) Neutrality questions and situations
- b) Process questions related to choices made by the mediator as the conflict escalates
- c) Questions related to negotiation Styles, concepts, theory and cognitive barriers in negotiations
- d) Conflict and mediation theory questions that show an applicant's understanding of basic theory as well as of some of the disputed and unresolved areas of mediation practice
- e) Questions that demonstrate an understanding of cultural issues, cultural differences and diversity
- f) Ethics
- g) Law and legal issues as they relate to the practice of mediation and the difference between an adversarial process and a meditative process
- h) Confidentiality and its importance

## 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.*

The applicant's skills will be assessed by the assessors through:

- a) One observed mediation (50%) - An actual / mock mediation (face-to-face or virtual) with the assessor observing the applicant and providing inputs to the applicant. The observed mediation will be followed by a comprehensive post-mediation debrief by the assessor during which the applicant will be provided an oral evaluation of the skills demonstrated during the mediation. Sessions will be recorded for debriefing purpose.
- b) Self-Assessment questionnaire to be submitted after the observed mediation. (Refer to assessment criteria document and sample questions)<sup>1</sup>
- c) Interview with the Assessor (20%): In this interview the assessor will focus on the reflective ability of the participant using the self-assessment questionnaire as a resource (1) mediation ethics and (2) commitment to building the mediation movement in his/her country
- d) Written Exam (30%) (Refer to assessment criteria document and sample questions)
- e) Three written peer reviews to be submitted to CAMP. A peer review is similar to a written reference provided by colleagues who have worked with the applicant. (THIS ELEMENT WILL NOT BE GRADED)

The applicant will have to score a minimum of 70% marks to pass the assessment.  
PLEASE FIND ATTACHMENT WITH DETAILS.

---

<sup>1</sup> Sample exams sighted by IMI and not publicly published.

If the applicant fails to meet the expectations of the assessor, with regard to his / her mediation skills, the applicant will be briefly coached and allowed to attempt the assessment again, within a span of three months, without extra charges. Re-assessment beyond this three-month period will be considered a new application.

The application fee for IMI Assessment is INR 20,000 + GST for applicants who are Indian nationals AND INR 35,000 + GST for applicants who are not Indian nationals.

## 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](http://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.*

Upon approval by IMI these criteria and all other relevant data will be posted on IMI website. CAMP website will host a direct link to the CAMP QAP page on the IMI website.

## 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.*

CAMP will engage two certifying Assessors possessing a high-level of experience and competence in the field of mediation and assessment. A certifying assessor will have:

- a) Mediated a minimum of 200+ cases.
- b) A clear working familiarity and competence in the area of mediation assessment.
- c) One Certifying Assessor will be independent of the QAP.

## 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.*

CAMP will ensure that its assessors maintain the highest standards and quality expected for IMI Mediator assessment. This will be determined by constant interactions with the assessors, focused on their mediation practice, academic work, awareness, training activities, etc. Assessors will be invited to assist CAMP over time to improve the QAP and to develop the high standards. CAMP will adhere to IMI's recommendations and ongoing discussions to continually improve its program.

## 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.*

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

## 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	Observed Mediation - 50% Written Test - 30% Interview with Assessor - 20%  Applicant must score 70% marks of the maximum 100% to be pass the assessment program. This, of course, proceeds the criteria set to be eligible for this assessment.

<b>Process where participant fails assessment</b>	If the applicant fails to meet the expectations of the assessor, with regard to his / her mediation skills, the applicant will be briefly coached and allowed to attempt the assessment again, within a span of three months, without extra charges. Re-assessment beyond this three-month period will be considered a new application.  Refer Complaints / Appeals policy for further details.
<b>Supporting documents</b>	Competency framework for assessments, Complaints/appeals policy, Written Assessment Sample (not publicly published)