



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE

Promoting Consensus and Access to Justice

www.IMImediation.org

In Lak'ech (HispanicAmerican Institute for Conflict Resolution), provided by Alinea

IMI Qualifying Assessment Program

About the Organisation

Organisation's full legal name	Alinea Centro de Mediación y Resolución de Conflictos, S.C. Lak'ech acts as a name for the training part of Alinea's services, but is not legally founded. QAP naming: <i>In Lak'ech</i> (HispanicAmerican Institute for Conflict Resolution), provided by Alinea
Year formed, and under which jurisdiction	México
Organisation's contact details	www.alinea.mx
Application type	IMI Certified Mediator (QAP assessing mediators)
Submission type	New QAP/MAQAP application
Feedback Digest support	No

<p>Locations and Languages</p>	<p>Spanish and English, predominantly Mexico but throughout Latin America and occasionally the US.</p> <p>At the end of a program, a form is sent to all participants to vet quality; assessors are in regular contact to share best practice. After programs are delivered, Alinea co-directors discuss course feedback with trainers/coaches/assessors. That feedback is compiled into a report which is given to prospective clients. Alinea has several assessors on a roster. Assessors are hand-picked and invited based on mediation skills, knowledge, experience. Alinea uses IMI's Code of Conduct, and all assessors must subscribe to this.</p>
<p>Existing CMTF</p>	<p>No</p>

QAP Application

<p>Program assesses experienced mediators who have completed at least 20 mediations/200 hours of mediation</p>	<p>Yes</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.

The mediator must demonstrate to the satisfaction of the assessor that he/she at minimum:

1. Has conducted 20 complete mediation sessions, or
2. Has conducted 200 hours of mediation (if one or more mediations were longer than one day (10 hours).

For being able to demonstrate experience on the field the applicant must provide at least one of the next printed or digital documents:

- a. Final agreements or settlements of each conducted mediation session, or,
- b. Initial partners confident agreements for each conducted mediation session, or,
- c. Mediation acceptance documents of each conducted mediation session.
- d. Written feedback by the participants about the mediator performance
- e. Official letter from the centre or institution, teachers or professionals where the mediator has been performing mediation, which specifies the hours of mediation activities.
- f. The applicant should provide some participants' names, who attended the sessions and agreed to be contacted. These participants will then be contacted by the assessor to ask some general questions about the mediator's performance during the sessions. The applicant must bring a document confirming that the participants know and are willing to participate in the interview (Document A).

Mediators could apply to our Institute for tracking and evaluate their experience and then must decide either achieving experience in our Institution or in other centres or offices.

- A. **At home:** Tracking the Institute internal files by emailing all the evidence from the sessions they conducted indoors and the documents of each session.
- B. **At others:** Providing the digital papers by mail or paper documents so we can file them.

In both cases a digital file will be created for each applicant.

In Lak'ech will assign each aspirant an Assessor that will be coaching, tracking and following each candidate until they are ready to apply for the IMI Certification.

The Assessor will be responsible for all the portfolio evidence of each applicant and will guide them until they have all the criteria ready.

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.

In Lak´ech created a methodology that helps the participants of the program to express a clear understanding of the mediation theory and practice so they can be able to demonstrate their knowledge.

To evaluate the knowledge, In Lak´ech practice at the end of the program a final multiple choice written test, and during the program the teachers and facilitators interview and make some key questions to evaluate the level of knowledge in order to give feedback and assure the understanding.

Such knowledge shall include an advanced understanding and assimilation of the following points:

- General theory of conflict and conflict resolution,
- Legislation on mediation,
- Principles of mediation,
- Mediation techniques,
- Mediation processes.

Applicants shall also demonstrate a thorough knowledge of the specificities of all fields: civil and commercial, in order to be eligible as a general mediator.

Required knowledge may be demonstrated through successful participation in a mediation course of at least 60 hours, with the possibility for In Lak´ech to submit candidates to an additional exam, in case the course was given by other institutions.

As mentioned, the Assessors of In Lak´ech certification program may, as well, call applicants to a theoretical exam on the general theory of mediation, in order to test their advanced level of knowledge.

If the applicant has been trained by other institutions, the Assessor must verify that the diploma or certificate obtained was carried out by an entity or institution whose level and prestige has the quality needed for the accredited level of knowledge; and that the teaching and facilitators team is formed of professionals with proven experience in the mediation field.

After initial training, In Lak´ech works with new mediators to facilitate their initial practice until they reach the experience requirements of IMI Certification.

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.

In Lak'ech benchmarks are compared with ABA ROLI (American Bar Association, Rule of Law Initiative) evaluations and are based on the same topics and issues that are evaluated by the Nuevo Leon State Supreme Court, Mediation Center, the Attorney General Office by the Federal Government to evaluate their mediators, thereby assuring the highest quality of the assessment.

The Evaluations/Assessments are 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.

All applicants for a mediator certification must demonstrate that they can successfully manage the mediation process and mediation techniques. The minimum required skills include:

- The ability of the applicants to structure a mediation process based on interests and to easily guide the parties from one stage to the next;
- Manage empathy and communication techniques;
- Be able to respond to specific situations;
- Caucus management;
- Identify situations and manage properly other resources to help resolve the conflict.

One or more Assessors, deciding by majority, will evaluate the candidate's performance across five areas of practical skills:

- Mediation Process: Evaluating the ability to help the participants move from one phase to the next, helping them identifying their interests, assisting them to generate options and in constructing a mutually satisfactory agreement.
- Mediation Techniques: Verifying the efficient use of verbal and non verbal communication, active listening, empathy, reframing and other mediation techniques.

- Difficult Situation Management: Validating how they handle difficult questions, deal with lack of authority or capacity of one of the participants, preserving comfort levels and noticing conflicts of interests.
- Joint and individual sessions: Corroborating the suitable selection of joint sessions and caucus, respect confidentiality at all times, transparency of mediator conduct, remain impartial.
- Use of other resources: Confirming that the mediator can help the participants to find the situations that needs to be resolved out of a mediation context, and transfer cases to an adequate resolution method.

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.

We will publish in our website once we officially have a QAP program.

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 not part of the organization, they are contact as neutral to assist the organization.

All the In Lak'ech Assessors are experienced Mediator Assessing Performance Professionals with years of experience in the field.

At least one of the Assessors on each Program must be independent of the In Lak'ech QAP.

Here are two types of In Lak'ech Assessors, depending on their link with our Mediation Program:

Internal Assessors: professional link with the In Lak´ech Mediation Program;

External Assessors: no permanent link with the In Lak´ech and/or the Program.

Internal and External assessors will be chosen on the basis of their extensive experience in evaluating mediators. Such experience shall be accredited, the assessors must be declare more than two years´ of experience as evaluator of candidates and/or mediation practice of at least 5 years, and/or having at least 5 years of teaching experience in mediation and conflict resolution.

To guarantee Assessors´ independence and neutrality, the In Lak´ech Institute requires them to desist from participating in the assessment of applicants, with whom they have or have had a relation which might damage their impartiality. Assessors under such circumstances will have to immediately inform the In Lak´ech Directors of the Certification Program, who will proceed to the allocation of another Assessor for the specific event.

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.

In order to ensure the quality of the certification process, Assessors will have to be evaluated by: the certification applicants, by means of quality questionnaires filled once the certification process has been completed.

The Director of the In Lak´ech Certification Program must constantly verify from the Assessors:

- Communication capacities,
- Understanding of applicants needs,
- The explanations on the feedback process,
- The compliance to the pertinent regulation.

In Lak´ech Institute will take the necessary measures to ensure the quality, transparency and integrity of the certification process. Particularly, the assessment system will be evaluated on an ongoing basis by users, assessors and mediators, through questionnaires, surveys and/or interviews.

In Lak´ech hereby confirms its agreement to deliver all necessary information and accept monitoring from IMI, and further collaborate with national or international institutions of

mediator certification, with the aim of exchanging good practices, provide and receive and external quality assessment and guarantee the quality of services provided and of the Mediation profession.

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.

Our QAP program is accessible on equal basis to experienced mediators, regardless of their professional affiliations, gender, race, ethnicity, age, religion, sexual orientation or other personal characterisation, in some cases by a pro bono or scholarship provided by our organization.

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>To be certified by the Tribunal, our training is recognized as an official one to have the right to be certified by the State Supreme Court.</p> <p>In Lak'ech uses an evaluation document developed on one based on ABA ROLI (American Bar Association, Rule of Law Initiative) in assessing their mediators.</p> <p>Form is included in attachment.</p>

<p>Process where participant fails assessment</p>	<p>We have a feedback session and see how we can help them to get to the goal, e.g. by practicing more, and additional feedback.</p>
<p>Additional comments</p>	<p>In Lak´ech (mayan expression "In Lak'ech," which is translated as "Eres mi otro yo." In English, this means "You are my other me." As a sign of recognition and salute) was founded as an entity linked to Alinea Mediation and Conflict Resolution Center (Alinea Centro de Mediación y Resolución de Controversias) in Monterrey, Mexico, that offers online and onsite mediation training, offers private mediation services and conflict management assistance.</p> <p>Alinea is a pioneer in Mediation in México. It teaches Mediation for implementing these practices in many fields, to impact the entire society in learning how to solve conflicts through dialogue. It imparts the program to all levels and different profiles, explaining the methodology to lawyers, engineers, teachers, teenagers and kids, so they can be able to practice and certificate.</p> <p>In Lak´ech promotes wellbeing and peace through conflict resolutions and it is committed to develop the mediation profession with international quality standards, so the learners could participate in international assessments and performance accuracy for certifications.</p>
<p>Supporting documents</p>	<p><i>List of attachments:</i></p> <p>Competency framework for assessments</p>