

ICFML Certification - For ONLINE Mediators



	ICFML ONLINE Certified Mediator	ICFML ONLINE Advanced Certified Mediator	ICFML ONLINE MASTER Certified Mediator IMI Certified ONLINE Mediator
Definition	They are ICFML certified professionals who have successfully passed level 1 certification. They are able to perform the basic skills of an ONLINE mediator in cases of simple or medium complexity.	They are ICFML certified professionals who have successfully passed level 2 certification for ONLINE mediators and who have professional experience that allows them to perform mediator skills in cases of high complexity.	They are ICFML certified professionals who have successfully passed the supplementary steps after level 2 certification for ONLINE mediators, and who are highly qualified mediators with high professional experience in mediation. They perform the profession of mediator in cases of very high complexity, in disputes of high monetary value and act regularly in an international context.
Ethics and conduct	Commitment to follow the ICFML code of conduct and the Professional Conduct Assessment Process. Establishes agreements with its clients for the general mediation process explaining what online mediation is and describing the procedure for the client and interested parties. Co-creation with your clients of the guidelines and specifics of the online mediation procedure (performance of the mediator, type of process, confidentiality, technology to be used, dress-code, connection with other types of processes, etc.).		
Prerequisites	Have attended an Online Conflict Mediation course with a minimum of 40 hours approved by the ICFML. Be able to perform a simple online mediation.	Being an ICFML Advanced Certified Mediator Having attended an Online Conflict Mediation course with a minimum of 40 hours approved by the ICFML.	Being ICFML Master Certified Mediator (presential); Have attended an Online Conflict Mediation course with a minimum of 40 hours approved by the ICFML; Log Book of online mediations, Customer feedback.
Certification	Participation in an Online Mediator Certification Session (6 hours) Part 1: Explanation of the ICFML model, Part 2: Explanation and exemplification of the online certification criteria	Participation in an Advanced Online Mediator Certification Session (9 hours) Part 1: Explanation of the ICFML model, Part 2: Explanation and exemplification of the online certification criteria, Part 3: Advanced competence criteria in online mediation	Participation in an interview with an assessor
Skills	The mediator is able to demonstrate mediation skills during one of the mediation phases (approx. 20 minutes) in a video simulation test conducted online. The mediator conducts a self-reflection report at the end of his practice session.	The mediator is able to demonstrate mediation skills during a complete mediation in a video simulation test held online (75 minutes). Criteria related to the demonstration of skills throughout the mediation, the management of the case, the management by the mediator of the lawyers present in the mediation and the professional attitude of the mediator are added. The mediator performs a self-reflection report at the end of his practice session.	The mediator is able to demonstrate the skills described in Appendix 2 of the IMI Taskforce results on ODR and explain the reason for their use during an online interview with the assessor.
Knowledge	The mediator writes an article on the preparation of an online mediation with a maximum of 2000 words. Answer a multiple choice test.	The mediator writes an innovative and reflective article on a specific theme related to the use of information and communication technologies in mediation.	The mediator is able to demonstrate that he has the skills described in Annex 1 of the IMI Taskforce results on ODR in an interview with the assessor. During the interview, the mediator is also able to indicate where in the video he / she applied this knowledge. High level that allows the realization of skills in a complex online mediation. The mediator must prove his experience through a logbook of his mediations. In the last 24-36 months, you must have completed a minimum of 20 complete online mediations (5 if you are already an IMI Certified Mediator). You should also ask your customers to provide written feedback on your performance.
Experience	Basic level that allows the realization of basic skills in an online mediation of simple or medium complexity.	Medium level that allows advanced skills in an online mediation of high complexity.	
Reviewers	The evaluators are internationally certified mediators who speak Portuguese and English and who have been trained by ICFML for the ICFML Certified Mediator online assessment process. The assessors sign a declaration of integrity with the ICFML where they declare to carry out the assessment according to the standards and criteria defined by the ICFML and regardless of personal preferences, specific mediation style or approach, training or training institutes, professional affiliation, region, gender, race, sexual orientation, religion, or other personal characterizations or affiliations of the person they are evaluating. They also declare to ensure the confidentiality and privacy of all documents and information made available to them to make the assessment.		
If you are already an ICFML Certified Mediator	You are exempt from Part 1 of the Online Mediator Certification Session.	Advanced level: You are exempt from Part 1 of the Advanced Online Mediator Certification Session. You must complete the online mediation preparation report.	Master level: You must perform the online mediation preparation report, as well as the interview with the assessor.