



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE

Promoting Consensus and Access to Justice

www.IMImediation.org

NJCU Institute for Dispute Resolution

IMI Qualifying Assessment Program

About the Organisation

Organisation's full legal name	Institute for Dispute Resolution
Year formed, and under which jurisdiction	2014 - United States
Organisation's contact details	200 Hudson Street Harborside 2 Jersey City, NJ 07311 201-200-2556 www.njcu.edu/idr
Application type	IMI Qualifying Assessment Program
Submission type	Alteration to existing approved QAP/MAQAP
Feedback Digest support	Yes
Locations and Languages	United States
Existing CMTF	Not Applicable

QAP Application

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

Applicants seeking IMI Certification by the IDR must demonstrate substantial mediation experience with completion of at least 25 mediated disputes with a minimum of 200 hours of in-person mediation experience.

Additionally, Applicants must submit completed feedback forms signed by the participants (attorneys and/or parties) for 10 of these mediations so that they can be reviewed by the assigned Assessor and the IDR evaluations committee. In addition to this, an affidavit detailing the mediations completed which must be submitted and must contain the following: the type of case, resolution status, the number of hours spent and whether or not feedback forms were completed.

Alternatively, a reference from an appropriate program, court, clinic, organization, or entity may be submitted to the IDR Assessor to verify the Applicant's mediation experience. The IDR evaluations committee consists of other NJCU-IDR Assessors, who are appointed individually by the IDR Director. These individuals must be IMI-Certified and appointed based on their mediation experience.

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.

As a prerequisite to applying for IMI Certification through the IDR QAP, Applicants must provide proof they have received at least 40 hours of basic mediation training which included mediation theory and skills, ethics, and role play.

Applicants are also required to take and pass a written, multiple-choice exam consisting of 50 questions on mediation theory and practice which will be administered online after application is submitted.

Alternatively, the Applicant may submit an essay or publication on mediation showing sufficient mediation knowledge.

All requirements for the IMI Certification by the IDR must be completed within 18 months of the approval of the application. If sufficient materials are not received by the IDR after this period, then the applicant must reapply. If there are any complications outside of the applicant's control that may delay their completion of the program, then they must contact their assessor and they will be handled on a case by case basis.

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.

All Applicants will be observed and evaluated for their mediation skills, performance and general competence by an IDR approved Assessor while conducting an in-person mediation session or role play for at least one hour. Mediations or roleplay may also be conducted via Zoom or other teleconferencing methods and can be pre-recorded and submitted to the Assessor for evaluation. All participants and parties to an actual mediation will be required to sign a Release in order to allow for the Assessor's observation and evaluation. The Applicant may also conduct the mediation through an IDR approved program or clinic. The IDR approved Assessors are made up of individuals from within the IDR as well as external mediators who have provided evidence of their knowledge and skills in mediation. They are selected by the Director of the IDR alongside members of multiple IDR Steering Committees that have extensive experience with mediation.

Applicants will be provided at least one feedback form from each of the observed mediations conducted. If the mediation session takes place through an IDR approved program or clinic, the distribution, collection, and review of written feedback forms will be performed by an IDR exclusive Assessor in substitution of the assigned Assessor.

The Assessor will observe and methodically analyze the mediation session and approve the areas where the candidate has shown proficiency. The Assessor may also take constructive notes of areas that the candidate should strengthen. Upon completion of each mediation, the Assessor will tally the number of areas passed, and notify the candidate if s/he has passed each mediation. The required score needed to pass is 85% (An average of 15 out of 18 questions per mediation passed). If the candidate does not pass s/he will be provided with a detailed list of those areas needing improvement. Each of the Assessor's written evaluations will be provided to the candidate. IDR will also offer the non-passing candidate a suggested plan to follow to achieve the improvement necessary to become IMI Certified (This may be subjected to additional fees). The quality of the feedback is paramount within this process and the IDR strives to provide the highest and most effective feedback to each candidate.

The benchmarks that assessors will be reviewing each applicant will be surrounding the following topics:

- 1) Mediator's Preparedness
- 2) Mediator's Communication Skills
- 3) Mediator's Objectivity
- 4) Mediator's Collaboration Skills
- 5) Mediator's Negotiation Skills
- 6) Mediator's Process Management Skills

At the completion of each mediation, applicants must also provide the Assessor with a self-assessment of the mediation conducted in accordance with the Assessors' checklist of criteria which can be found on the IDR website (<https://www.njcu.edu/academics/schools-colleges/school-business/institute-dispute-resolution-idr/idr-mediation-transdisciplinary-education-certifications>).

If an applicant feels that they have not been treated fairly or just, then they may address this to the IDR at any time. This involves the program itself, the assigned assessor(s), the assessments, or even the results of the assessments. Please email IDRINFO@njcu.edu and put the subject of the email as "Complaint" and/or "Appeal." (Please see The NJCU-IDR QAP Complaints and Appeals Policy for more information)

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.

The criteria to become IMI Certified can be viewed at the IDR website (<https://www.njcu.edu/academics/schools-colleges/school-business/institute-dispute-resolution-idr/idr-mediation-transdisciplinary-education-certifications>)

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.

IDR Assessors will be chosen by select members of the multiple Steering Committees of the IDR based on their high degree of experience and competence in mediation and in assessing and/or teaching mediation skills. The Steering Committees within the IDR are hand selected by the IDR Director based on their experiences in mediation, global business, global affairs, education, and technology. The specific Steering Committee members that will be involved in this process will only be the those who are experienced in Mediation. The Assessors selected must be IMI certified and familiar with the QAP Certification process. At least one Assessor will be appointed by the IDR who is 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.

The Assessors will be monitored by the IDR Certification Steering Committee who will annually evaluate the performance and practice of the Assessors using the following criteria: (i) responsiveness, (ii) timeliness, (iii) thoroughness, and (iv) objectivity. While continuing to maintain the highest standards of quality, integrity, and excellence in mediation, the IDR Certification Steering Committee will invite Assessors and participants

to provide feedback for ways to improve the QAP. The members of the IDR Certification Steering Committee are not involved in the appointing of Assessors to avoid clashing of roles.

The IDR will adhere to an IMI audit.

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 IDR is committed to diversity and provides equal access of the QAP to all experienced, qualified mediators on an equal basis regardless of their gender, race, ethnicity, age, religion, sexual orientation, socio-economic status, professional affiliations or other personal characterization.

Quality Assurance

Program registered in accordance with jurisdiction requirements	Not Applicable
Trainers, coaches and assessors registered as mediators (if required by the jurisdiction)	Not Applicable
Clarification of passing criteria	Applicants will be provided at least one feedback form from each of the observed mediations conducted. If the mediation session takes place through an IDR approved program or clinic, the distribution, collection, and review of written feedback forms will be performed by an IDR exclusive Assessor in substitution of the assigned Assessor. The Assessor will observe and methodically analyze the

	<p>mediation session and approve the areas where the candidate has shown proficiency. The Assessor may also take constructive notes of areas that the candidate should strengthen. Upon completion of each mediation, the Assessor will tally the number of areas passed, and notify the candidate if s/he has passed each mediation. The required score needed to pass is 85% (An average of 15 out of 18 questions per mediation passed).</p>
<p>Process where participant fails assessment</p>	<p>If the candidate does not pass s/he will be provided with a detailed list of those areas needing improvement. Each of the Assessor's written evaluations will be provided to the candidate. IDR will also offer the non-passing candidate a suggested plan to follow to achieve the improvement necessary to become IMI certified (This may be subjected to additional fees). The quality of the feedback is paramount within this process and the IDR strives to provide the highest and most effective feedback to each candidate.</p>
<p>Supporting documents</p>	<p><i>List of attachments:</i></p> <ul style="list-style-type: none"> • Competency framework for assessments • Complaints/appeals policy

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