



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE

Promoting Consensus and Access to Justice

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

## Maryland Council for Dispute Resolution

*IMI Qualifying Assessment Program*

### About the Organisation

Organisation's full legal name	Maryland Council for Dispute Resolution
Year formed, and under which jurisdiction	Started doing certification in 1996 in the US.
Organisation's contact details	MCDR Certification Chairs: Thomas McCloud and Ramona Buck; thmoe@aol.com and ramonabuck@gmail.com Ramona's phone: 443-418-0392; Thom: 301-655-0349; <a href="https://www.mcdr.org/">https://www.mcdr.org/</a>
Application type	Audit
Submission type	Alteration to existing approved QAP/MAQAP
Feedback Digest support	No
Locations and Languages	United States
Existing CMTF	Not Applicable

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.*

We have a discussion with all applicants with regard to their experience. They also must complete an application form, submit references, and submit a self-statement which has to do with the philosophy of mediation that each mediator uses.

## 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 application gives part of this information by indicating the training and experience of the applicant. The self-statement gives additional information as to the philosophy of the mediator in question.

## 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.*

We use the Family Mediation Canada's form, with some modifications of our own. The mediators are assessed in an hour long role play by two mediator assessors. Both

assessors must "pass" the mediator in order for the mediator to receive certification. Since assessors receive assessor training as well, they understand the high standards that mediators must achieve in the assessment format.

## 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.*

Already submitted but they are also on our website: <https://www.mcdr.org/>

## 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.*

MCDR does not provide training so there isn't the issue of conflict of interest between trainers and assessors. If a proposed assessor has a conflict of interest, then we replace that assessor with a different assessor. We have a number of them so this isn't usually a problem. Our assessors do not "work for" MCDR - but are all independent of MCDR as private practitioners or practitioners working for another entity.

## 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 Chairs of the MCDR Certification Committee review all assessments before they are given to the mediators in question. If there are concerns or issues with the certifiers, the chairs take up the matter with the assessors in question.

## 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.*

We have no criteria for mediators to be assessed other than the experience requirements so it is open to people of all genders, races, ethnicities, ages, etc. People can be assessed by MCDR whether or not they are members of MCDR and in many cases, we don't know them ahead of time.

## Quality Assurance

<p><b>Program registered in accordance with jurisdiction requirements</b></p>	<p>Yes</p>
<p><b>Trainers, coaches and assessors registered as mediators (if required by the jurisdiction)</b></p>	<p>Not Applicable</p>
<p><b>Clarification of passing criteria</b></p>	<p>The participants must achieve at least a "3" overall arithmetic average on a 5 point scale.</p> <p>The entire process is videotaped for two (2) reasons: 1.) to provide the candidate with the opportunity to view his/her performance in relation to the verbal and written feedback; and, 2.) to provide the candidate the opportunity to challenge their score, if he/she disagrees with the rating/score, and request two other MCDR assessors independently review the video and provide independent scoring of the performance. In order to be certified through MCDR, the candidate must receive passing scores from both assessors.</p> <p>Once a candidate satisfies the criteria for certification (a passing score), he/she will be given a certificate from MCDR stating he/she is a MCDR Certified Mediator.</p>

	<p>If a candidate has not satisfied the criteria for certification, the candidate will be offered a mentoring opportunity with a certified MCDR mediator and invited to participate in the assessment process again within one year at no additional cost. The candidate can only request to re-sit for the assessment free if one assessor passes him/her and one does not.</p>
<p><b>Process where participant fails assessment</b></p>	<p>If a candidate has not satisfied the criteria for certification, the candidate will be offered a mentoring opportunity with a certified MCDR mediator and invited to participate in the assessment process again within one year at no additional cost. The candidate can only request to re-sit for the assessment free if one assessor passes him/her and one does not.</p>
<p><b>Supporting documents</b></p>	<p><i>List of attachments:</i></p> <p>Competency framework for assessments, Appeal policy, assessment form, application form and self-statement directions, information about certifying per the MCDR website</p>