



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE
Promoting Consensus and Access to Justice
www.IMImediation.org

Stichting Kwaliteit Mediators (SKM–MfN-register)

IMI Qualifying Assessment Program

About the Organisation

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| Organisation's full legal name | Stichting Kwaliteit Mediators (SKM - MfN-register) |
| Year formed, and under which jurisdiction | 1995 - the Netherlands |
| Organisation's contact details | Mediatorsfederatie Nederland – MfN-register Westblaak 140 3012 KM Rotterdam Postbus 21499 3001 AL Rotterdam 010-2012344 www.mfnregister.nl info@mediatorsfederatienl.nl |
| Application type | IMI Certified Mediator (QAP assessing mediators) |
| Submission type | For auditing purposes |
| Feedback Digest support | No |
| Locations and Languages | Netherlands, Dutch |

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| Existing CMTP | Not Applicable |
| Program assesses experienced mediators who have completed at least 20 mediations/200 hours of mediation | Yes |

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.

MFN Registration would be unachievable for mediators not having significant experience of mediating. Almost all MFN Registered Mediators have considerably more experience than the minimum recommended by IMI (200 hours or 20 mediations).

Registration in the MfN-register is only possible if the mediator has first completed the basic mediation course at a recognized training institute . After completing a recognized basic mediation course the mediator must first pass the theory exam and the assessment. Both are administered by an independent examination office. Moreover, to retain the status of MFN Registration, a mediator must, in addition to accumulating a certain number of CPD points every three years, certify that they acted as a mediator during the previous 3 years in at least 9 mediations cumulatively exceeding over 36 hours of mediation, of which at least 2 mediations occurred in each registration year.

For an MfN registered mediator it is a requirement that all his or her mediations are entered on the private section of the website of the MfN register. This is important to obtain a realistic picture of the practices of the mediators registered with us. The following information is entered: start date, end date, meeting hours, focus area, outcome. The MfN registered mediator also needs an overview of the number of mediations carried out during the mandatory peer review. During the peer review, the mediator's practice is tested, including the number and duration of the mediations.

A distinction must be made between entry requirements and maintenance requirements (experience). The independent MfN-register tests and checks the mediators on the maintenance requirements. For example: the MfN-register tests and checks if the mediators have done sufficient mediations and have obtained sufficient PE points.

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.

Mediation course & Theory Exam

Registration in the MfN-register is only possible if the mediator has first completed the basic mediation course at a recognized training institute. After completing a recognized basic mediation course the mediator must first pass the theory exam and the assessment. Both are administered by an independent examination office: Examenbureau Intop. Knowledge and skills are closely linked. A good theoretical foundation is important for professional functioning at a practical level. The skills of the competent mediator are partly based on and embedded in the knowledge of theoretical concepts. At the theoretical level (theory exam), it is determined by means of 50 multiple choice questions whether the candidate meets the required knowledge level. This is based on a general final attainment, elaborated in six more specific attainment targets. The final and test terms indicate in detail what knowledge is required. In order to give candidates direction as to which material could serve as relevant in preparation for the theory exam specific literature is recommended.

Permanent Education ('PE')

Part of the quality assurance is to increase and broaden the knowledge and skills of the mediator through permanent education (PE, aka CPD). In addition to demonstrable practical experience, an MfN registered mediator obtains a minimum of 48 PE-points, including 18 PE-points for intervention. Intervention has an obligation of 6 points per calendar year. MfN registered mediators are constantly working on their quality through training. PE also helps to keep up with developments in mediation and other forms of conflict intervention. MfN registered mediators therefore adhere to the PE regulations.

General

As MfN register, we strive for continuous improvement of the quality of mediation in the Netherlands. The training courses play an essential role in this. We therefore want to work with the training institutes to develop a quality policy that provides for a continuous improvement of the quality of the training courses for the MfN registered mediator. There is therefore a distinction between minimum quality (implementation in accordance with the protocol for recognition and accreditation) and optimal quality (working together on the highest possible training level).

Recognition and accreditation

We use a protocol to determine whether a training institute and the program can be recognized and accredited by the MfN register. This protocol describes the conditions that an institute must meet in order to be eligible for recognition, as well as the basic requirements with regard to the content and design of the program that can lead to accreditation. If these criteria are met, a participant can assume that he is adequately prepared to practice the profession of mediator. The mediator training is decisive for the future professional practice of the mediators and that is why we, as the MfN register, attach great value to careful and intensive testing of the basic training.

The protocol applies clear criteria, but leaves room for application of own insights and interpretation with regard to the training by the training institutes. Pluriformity can contribute to the achievement of a broad, qualitatively responsible offer, whereby the participant can choose which training suits him / her best. However, the institutes must be able to demonstrate that the method they follow meets the criteria as stated in the protocol.

Audit

We attach great importance to an institute using a quality system. Institutes and specific study programs are recognized and accredited by the MfN register for the first application for two years, after which the regular recognition and accreditation follows.

With the issue of recognition and accreditation, the institute also has the obligation to monitor the quality of the implementation, as well as to keep the content up to date. For this reason, an audit takes place every five years.

Training institutes

The training institutes are listed on our website:

<https://mfregister.nl/mediators/geaccrediteerde-basisopleidingen-mediation/>

Training abroad

You can always discuss with the employees of the MfN office whether the training abroad corresponds to a Dutch basic training in mediation. We will then refer you to one of our recognized training institutes to determine whether customization is necessary and / or possible. After completing the basic training, the theory exam and assessment via the Intop exam office is required.

In order to be able to enter the MfN-register, the mediator must pass the theory test and the assessment. Both exams are administered by an independent examination office: Examenbureau Intop. This assures that the MfN-register never has to mark his own paper. So yes, it is correct to say that Intop administers the knowledge and skills test on behalf of the MfN-register.

Prospective mediators are informed about the role of Intop by the recognized training institutes during the recognized basic mediation course. This information is also clearly explained on our [website](#). Finally, this is also explained on [the Intop website](#) itself.

The Intop examination office is fully responsible for carrying out the examination (entry requirements). The MfN-register supervises Intop by means of an Examination Committee. The Examination Committee is appointed by MfN-register (Stichting Kwaliteit Mediators). The committee consists of eight people headed by an independent chairman. Three members come from recognized training institutes and also two independent members participate in the committee. Both the director (or substitute) of the MfN-register (SKM) and the Exams manager of Intop are members of the Examination Committee.

Finally, the mediation exams of Intop are recognized by the independent [Exam Chamber Foundation](#).

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.

Assessment - live & video

Registration in the MfN-register is only possible if the mediator has first completed the basic mediation course at a recognized training institute. After completing a recognized basic mediation course the mediator must first pass the theory exam and the assessment.

Live assessment

At the practical level (assessment) the candidate must mediate in a conflict. This conflict is played by two professional actors by means of a role play. The candidate is assessed by two assessors based on 11 behavioral criteria. Following the roleplay, candidates have an opportunity to discuss their performance with the assessors and to discuss techniques used as well as alternatives that might have been deployed. The interview is highly practical in nature and designed to enable mediators to leverage their past experiences as a mediator. The interview is considered a key part of the assessment.

The examination regulations contain the regulations set by the examination committee regarding the live assessment. When assessing the assessment, the assessors use the assessment tool developed by Dr. H.C.M. Prein.

Video assessment

There is also the possibility to do a video assessment. The candidate must submit a video with a digital video recording of a role-playing simulation of a mediation. In the role play or mediation, there must be a conflict between the parties that they themselves cannot resolve. The parties must intend to find a solution. In the case of a simulation, the video must be recorded without script or scenario and there must be a realistic conflict interaction between the two conflicting parties.

The actors / role-players must be able to act as conflict parties in a role-play a conflict in a true-to-life manner. This means that the parties respond as naturally and realistically as possible to each other and to the interventions of the mediator. It is of course allowed for the "parties" to discuss the role play and the characters they will adopt in the conflict beforehand. It is not the intention that the mediator knows more about the conflict than the general description from the "telephone conversation". It is also not permitted for the parties to 'help' the mediator to achieve a good result. They must show a realistic conflict interaction.

In the "Instruction for the casuistry and the actors" a detailed description can be found of the requirements set for the case and the acting game for the video assessments. It is recommended that you follow these guidelines to produce the video recording that meets the guidelines.

The video is assessed by two assessors, a principal assessor and a second assessor. The Intop supervisor and the assessors also assess the authenticity of the video and the authenticity of the role play.

The assessment tool of the regular assessment is used for the assessment.

Intervision

Intervision is a regularly recurring structured conversation between mediators in which questions about one's own functioning as a mediator are central. The purpose of an intervicion is to increase the expertise of the mediator and thus improve the quality of his work.

Peer review

Peer review is the distinctive quality instrument for testing and improving the quality of the MfN registered mediator by subjecting his practice to the critical eye of a colleague, a peer. A peer review takes place once every three years and is mandatory for every MfN registered mediator.

With the peer review, the MfN register aims in the first place to achieve quality assurance and quality improvement of the MfN registered mediator and his practice. The application of a

general standard working method in peer review also promotes the transparency and comparability of MfN registered mediators.

The peer review consists of two phases: the preparation phase and the review visit. This visit, and in particular a professional exchange with a very experienced fellow mediator (the peer reviewer), is generally seen as one of the most valuable aspects of the peer review.

Peer reviewers are experienced MfN registered mediators who have been selected by a specially appointed application team after an extensive and careful selection procedure. They have successfully completed the peer reviewer training, attend return days and are provided with information / feedback on a regular basis. After the review visit, the peer reviewer draws up a report with his or her findings.

Directly after the mock mediation there is an interview with the candidate started by the assessors, so the mock mediation isn't graded yet. The goal of the interview is to provide the candidate the opportunity to make a self-reflection of the work as a mediator during the mediation. The assessors have observed the candidate during the mediation and have noted certain critical moments. By asking questions about these moments the candidate can explain the choices he made during the mediation. The candidate can demonstrate he is able to reflect on his own ability and can explain what happened during the mediation. The candidate can explain which intervention he used and the effect of it.

The assessors are making notes during this self-reflection and will use these notes also while grading the mock mediation with the assessment instrument. The assessment instrument is intended as an aid to assessing the candidates' actions during the mock mediation and the self-reflection afterwards.

The assessment instrument is an observation list including the five core competencies of the mediator, subdivided into eleven sub competencies.

- **Establishing a good working relationship**
 1. Creating trust and confidence
 2. Professional ethics
 3. Impartiality, dealing with inequality of power
- **Motivating the participants for the mediation process**
 4. Encouraging the participants to make a joint effort
 5. Promoting the participants' self-determination

- **Monitoring the communication between participants**
 6. Promoting understanding
 7. Handling conflicts and emotions
- **Regulating the mediation process**
 8. Agenda and procedures
- **Addressing the conflict issues**
 9. Clarifying and determining the conflict issues
 10. Identifying and listing any underlying interests
 11. Finding creative solutions and making decisions

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.

- How to become a MfN-registered mediator: <https://mfregister.nl/mediators/in-drie-stappen-mfn-registermediator>
- Professional and competence profile:
<https://mfregister.nl/mediators/beroeps-en-competentieprofiel>
<https://www.mediationtoets.nl/theorie-examen/eind-en-toetstermen>
<https://www.mediationtoets.nl/theorie-examen/toetsmatrijs>
- Theory Exam & Assessment - information
<https://mfregister.nl/mediators/in-drie-stappen-mfn-registermediator/theorie-examen-en-assessment>
- The MfN mediation regulations and the Rules of Conduct for the MfN registered mediator
<https://mfregister.nl/mediators/regelgeving-en-documenten>
- Maintenance requirements:
<https://mfregister.nl/mediators/onderhoudseisen-mfn-registermediator>
- Permanent Education:
<https://mfregister.nl/mediators/permanente-educatie-pe>

- Complaints procedure:
<https://mfregister.nl/consument/klachtenregeling>
- Examination regulations (live assessment)
<https://www.mediationtoets.nl/live-assessment/reglementen>
- The assessment tool:
<https://www.mediationtoets.nl/live-assessment/beoordelingsinstrument>
- Instruction for the casuistry and the actors
<https://www.mediationtoets.nl/video-assessment/instructie-casuistiek-acteurs>
- Complaints regulations
<https://www.mediationtoets.nl/theorie-examen/reglementen/>
<https://www.mediationtoets.nl/live-assessment/reglementen/>
<https://www.mediationtoets.nl/video-assessment/reglementen/>

IMI recognition is (to be) published on our website www.mfnregister.nl.

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.

Intop Mediationtoets has contracted the task of setting the mediator tests and assessments. The Examination Institute Intop is a separate body engaged under contract. It uses both the questions for the Knowledge Test and applies the Practical Skills Assessment, under a MFN license. All assessors engaged by the Examination Institute are highly experienced mediation assessors (<https://www.mediationtoets.nl/organisatie/assessoren/>).

There is a distinction between leading or main assessors and secondary assessors. In every assessment there are two assessors, one main assessor and one secondary assessor. After having graded the candidate independently and individually, both assessors will try to come to a consensual decision on the grades of the candidate. If this is not possible after an ample discussion, the decision of the main assessor is leading (This is the meaning of the term 'leading' or 'main').

There is a small group of main assessors (8 persons). They have an experience of at least 40 assessments as a secondary assessor. They have an intervision meeting with each other at least 2 times a year.

If there is a need for a new main assessor one of the secondary assessors could be asked to become a main assessor.

A secondary assessor is an experienced mediation trainer at a MfN institute. He or she is nominated by that institute to become the institute's assessor.

Every assessor has to follow a two-day-training of using the assessment instrument and applying the procedure of the assessment. After this training the participants could apply for becoming an assessor. They have to meet the competence profile of the assessor. After an interview by Intop the assessor can get an authorization-contract signed by Intop Mediationtoets and the MfN. While the assessor is at work he will be reviewed by Intop. For every assessment a report is made.

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.

Registration is open to anyone passing these requirements, but to remain on the MFN Register, a mediator must accumulate a certain number of Continuing Professional Development (CPD) points. Each year, the MFN assesses whether the minimum number of CPD points has been acquired during the previous 3-year period.

As an MfN registered mediator you meet the following maintenance requirements per period of 3 years:

- practice of at least 9 mediations
- these 9 mediations take a total (demonstrably) at least 36 contact hours
- at least 2 mediations were completed in 1 year, with a joint demonstrable minimum of 8 contact hours
- of the 9 mediations, at least 3 were completed with a written agreement
- of the 9 mediations, a maximum of 3 mediations are a co-mediation
- you obtain at least 48 PE points, including at least 18 PE-points for intervision (intervision is an annual obligation)
- every 3 years you take part in a peer review, the quality instrument in which an independent and impartial colleague assesses whether your mediation services meet the average level that can be expected from a professional

If an MFN Registered Mediator chooses to abandon his or her status as MFN Registered, or loses it as a result of disciplinary action, then the mediator would also lose IMI Certification.

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.

MFN invites applications for its “Registered” designation from all sectors of society, regardless of gender, race, ethnicity, age, religion, sexual orientation and personal characterization.

Registration with MFN is open to all mediators of good standing.

Quality Assurance

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| 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>Theory Exam</p> <p>The theory exam consists of 50 multiple choice questions. These questions have 4 answer options. The candidate has 2 hours to take the exam. In order to pass the exam, it is assessed whether the candidate has met the set standard of at least 36 correctly answered questions.</p> <p>Candidates who have passed the theory exam are admitted to the live or video assessment.</p> <p>Assessment (live)</p> <p>The candidate takes a 45-minute assessment. Before the start of the assessment, the candidate may choose from four cases and prepare briefly. There are two actors by means of role-playing a conflict.</p> |

The mediator is assessed on the basis of concrete observable behavior. The candidate's actions are scored by two assessors using the assessment tool based on 11 behavioral criteria.

It may be that the candidate in the mediation does not meet the last behavioral criterion 5c ("Searching for possible solutions and reaching decisions"). In that case, this criterion is not taken into account (not applicable) and the assessment is based on 10 behavioral criteria.

The maximum number of points that can be obtained is 55 for 11 behavioral criteria or 50 for 10 behavioral criteria. The candidate meets the standard by obtaining 33 points for 11 behavioral criteria or 30 points for 10 behavioral criteria.

After the role play, the candidate is asked to give the assessors a self-reflection / explanation of a maximum of 15 minutes on his actions during the mediation. After this, the assessors prepare the assessment. After approximately 30 minutes, the result will be communicated to the candidate. If the candidate needs this, the assessors will give a brief explanation of the result. The candidates will receive the written result within a few days, with a score from 1 to 5 for each behavioral criterion.

Assessment (video)

The candidate can send in a video for assessment. This video must meet the conditions as stated in the manual.

After registration via the online registration form and receipt of the video by WeTransfer with a copy of ID, case description and release statement, a participation video assessment is created. The candidate will then receive a confirmation letter with an invoice for the video assessment.

Submitting a video means a definitive assignment.

The term of the assessment is five weeks after receipt. If an institute assessor has been requested, the term of assessment depends on the availability of the relevant assessor; there is no maximum term. The results of the video assessment will be sent by post.

The assessment of the video is done by two assessors in accordance with the assessment of the live assessment.

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| | In order to pass, it is assessed whether the candidate has met the set standard of at least 30/33 points. The candidate will receive the result of the assessment in writing, stating the points that have been achieved for the 10/11 behavioral criteria. |
| Process where participant fails assessment | <p>Candidates who have not passed the theory exam can re-register for the next exam.</p> <p>Candidates who have not passed the live assessment can re-register for the next assessment. There are no restrictions on the number of resits.</p> <p>Candidates who have not passed the video assessment can resubmit a video. This is done in the same way as the first registration.</p> <p>Regulations Complaints and Objections theory exam MfN registered mediator: https://www.mediationtoets.nl/wp-content/uploads/2019/03/ReglementKlachtenEnBezwaar-Theorie2019v1.pdf</p> |
| Privacy | <p>Privacy Statement Intop Mediationtoets: https://www.mediationtoets.nl/algemene-informatie/privacy-statement/</p> <p>Privacy Statement Stichting Kwaliteit Mediators (SKM): https://mfregister.nl/privacy/</p> |
| Additional comments | Word version of Hugo Prein assessment document sent to IMI so that it can be translated into English for the purposes of appraisal. |