



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE  
Promoting Consensus and Access to Justice  
[www.IMImediation.org](http://www.IMImediation.org)

## The Transylvanian Institute of Mediation (TIM)

*IMI QUALIFYING ASSESSMENT PROGRAM*

### Introduction & Background

The Transylvanian Institute of Mediation (from now on TIM) is a specialized unit created by the founding members of Ultrasilvam Mediators Association (from now on UMA) with the aim of training, mentoring and assessing mediators from all over the world.

From 2009 to 2011, UMA has been an accredited provider of basic and advanced mediator courses, having trained more than 500 participants of which around 200 are authorized mediators. UMA has now more than 60 members who are authorized mediators, with branches in 4 cities of Romania (and other 2 to appear in the near future).

The growing number of mediators authorized by the Mediation Council (the national regulating body for mediation in Romania), the necessity of assessing their professional competence and a decision made by the Mediation Council that forces professional associations to choose between continuing to be counted as professional associations or being providers of training courses conducted to the establishment of the Transylvanian Institute of Mediation in 2011.

TIM has taken over the training, mentoring and assessment programs of UMA, working in close cooperation with it. Mediators who are trained, mentored and/or assessed by TIM are to become (if they choose so) members of UMA, which keeps a public roster of mediators (posted in various formats at courts and other judiciary institutions). UMA has already split this roster in two categories: authorized mediators and professional mediators (see Annex).

In order to qualify Professional Mediators for IMI certification, UMA and TIM have introduced the Master Mediator Program, designed to assess professional mediators on the following criteria:

- Having completed a number of minimum 20 mediation cases with over 200 hours of mediation spread amongst them, out of which at least in 5 cases to have been paid for.
- Being evaluated by a 3-member team of assessors (1 TIM expert and 2 independent assessors drawn from the Roster of National Evaluators kept by the Mediation Council).

The evaluation process has two components: 1. a Report of the team of assessors based on a IMI Feedback Digest model comprising official logs\* of at least 10 mediations and feedback forms from at least 10 different participants to mediation cases managed by the candidate (after the evaluation, these feedback forms will be used by the mediator's IMI Reviewer to be part of the mediator's Feedback Digest) and 2. an extensive roleplay on a complex mediation case extended for 3 days.

UMA and TIM consider the Master Mediator as expert level mediator. Only Master Mediators will be qualified for IMI certification.

Below we will show how our assessment programs together are in compliance with the IMI Criteria for becoming a QAP.

## 1. 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.*

Mediators applying for the Master Mediator qualification must have at least 20 mediation cases with at least 200 hours spread amongst them, to be proved by providing the TIM Master Mediators Program Committee the official logs of those cases. In addition, they have to be qualified as Professional Mediators by TIM through the TIM Professional Mediators Qualification Program described in the [Annex](#).

## 2. 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.*

Mediators applying for the Master Mediator qualification must have completed an 80 hours basic training course (corresponding to the accredited mediator's level) provided by TIM or other accredited and recognized bodies and a further minimum of 40 hours of advanced mediators training course offered by TIM. Both types of courses test the participants continuously and at the end of the course through the means of a written exam, an oral exam and a practical exam (roleplay). All examination is done by TIM evaluators and assessors drawn from the Roster of National Evaluators in Mediation kept by the Romanian Mediation Council.

### 3. 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.*

Only mediators who are qualified as Professional Mediators by TIM can apply for the Master Mediator qualification and, thus, be qualified for IMI Certification. This means that an applicant has to have conducted at least 25 mediation cases over a minimum of 200 hours spread amongst them, to have passed through the UMA/TIM Mentoring Program for Accredited Mediators and to have been evaluated by a 3-member team of assessors (1 TIM expert and 2 independent assessors drawn from the Roster of National Evaluators kept by the Mediation Council). The evaluation process has two components: 1. a Report of the team of assessors based on an IMI Feedback Digest model comprising official logs of at least 10 mediations and feedback forms from at least 10 different participants to mediation cases managed by the candidate (after the evaluation, these feedback forms will be available to IMI to be part of the mediator's Feedback Digest) and 2. an extensive roleplay on a complex mediation case extended for 3 days, which will test: a. mastery of preparation procedures; b. mastery of Core Mediation Skills – investigation, empathy, reframing, problem-solving and confidence-building and c. mediator's stamina and capacity of working under intense stress and fatigue. The roleplay is filmed and copies are available to IMI at request.

### 4. 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.*

The Master Mediators Qualification Program, together with the Accredited Mediators and Professional Mediators Qualification Program's criteria are placed on the UMA and TIM websites, being visible and easily to find ([www.tim.ultrasilvam.ro](http://www.tim.ultrasilvam.ro)).

### 5. 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.*

All assessors working on various qualification programs with the TIM are members of the Roster of National Evaluators in Mediation kept by the Mediation Council. They are all accredited and recognized by this regulating body. In addition, as already mentioned, each assessment team at each level of qualification (accredited, professional and master) comprises only 1 TIM expert member and always at least 2 independent assessors, drawn from the above-mentioned roster.

## 6. Ongoing Monitoring of Program

*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 performance and the qualifications of the assessors are constantly monitored by UMA president and TIM chairman who ensure the application of high quality standards, according to the qualities, knowledge and skills we want to measure. They can be observers during the exams. The assessors and the supervisors meet regularly to analyze and improve the standards consistently used for the evaluation of candidates.

## 7. Commitment to Diversity

*The QAP must be accessible on an equal basis to experienced mediators regardless of their professional affiliations, gender, race, ethnicity, age, religion, sexual orientation or other personal characterization.*

According to the Romanian Law, discrimination of any kind is totally forbidden in Romania and all citizens and organizations have to abide under penalty.