IMI QAP Application Form

[About the Organisation 2](#_Toc111216704)

[QAP application 4](#_Toc111216705)

[Quality Assurance 8](#_Toc111216706)

IMI Qualifying Assessment Program - Application Form

# This form is used to collect information about potential new Qualifying Assessment Programs (QAP's) to assess practitioners for International Mediation Institute Certification. Please see our website for information and guidance, particularly the Criteria for QAP's and the word version of this form, which can be downloaded here: <https://imimediation.org/orgs/cag-qaps/>. You will receive an automatic email with a link to finish completing this form later, so please ensure you insert the correct email address below. TO SAVE, complete the 'required' questions on the first page and then scroll through the application to the final page and select 'save for later'. Partial applications are not saved. \*Each question must have a response for your application to be reviewed\*, and you will have the option of attaching supplementary documents towards the end of the form. Note: this form is for use by organisations applying to register their programs as QAP's, or for audit of existing QAP's, and not for individuals seeking IMI Certification.  For information on how to certify, please see <https://www.imimediation.org/certify/>.

# About the Organisation

1. Email
2. What is the name of your organisation? (Official, Legal name)
3. In what year was your organisation established, and under the laws of which country?
4. Your organisation’s contact details: *include the address of your primary office, the organisation's phone number, email address, and fax number (if applicable)*
5. Website: *include a direct link to the program you are submitting, if available; otherwise please indicate the organisation's website*
6. Details of the person completing this questionnaire: *include your name and title/position,* email address and/or  *telephone number.*
7. What kind of IMI Certification do you intend on providing?
8. IMI Certified Mediator (QAP assessing mediators)
9. IMI Certified Mediation Advocate/Advisor (QAP assessing mediation advocates/advisors)
10. If your program is not currently approved by IMI, then select 'new' application; if you have made substantive changes to your program, then select 'alteration'; otherwise, if this form is being completed for auditing purposes, please indicate that.
11. New QAP/MAQAP application
12. Alteration to existing approved QAP/MAQAP
13. For auditing purposes
14. Our organisation does or will provide successful Applicants with assistance in assembling a Feedback Digest for their IMI profile.
15. Yes
16. No
17. Locations and Languages

***Indicate what locations or organisation branches this application covers.  If there are multiple countries or cultures involved, or a large geographic area (e.g. 'Russia', 'China', 'India') please indicate how quality standards will be implemented and monitored across jurisdictions.  Please also indicate languages used per branch or chapter if applicable, to aid future search functionality.  If your answers here represent an alteration to a currently-approved program, please indicate the changes (e.g. Updated / Amended / Added / New).***

1. If your organisation provides training to new mediators, has this training program been assessed as an IMI Certified Mediator Training Program?
2. Yes
3. No
4. Not applicable
5. We certify and agree on the following:

* We will submit at least one new IMI Certified Mediator/Mediation Advocate per year to retain our program's QAP/MAQAP status (as applicable)
* Our IMI-approved program must be included, directly or via link to the relevant page on the IMI website, on our organisation’s website
* Where credible negative feedback surrounding the quality of our assessment program is received, it will be assessed by the Appraisal Committee and, subject to discussions between our organisation and the Appraisal Committee, may lead to the sanctioning or removal of our program's IMI status

# QAP application

***This section is to be completed by organisations seeking to provide IMI Certified Mediator assessment via an IMI Qualifying Assessment Program.  Please read the criteria in the descriptions carefully when filling out the form. You can attach documents at the end of this form, where required.***

1. This program assesses experienced mediators who have completed at least 20 mediations/200 hours of mediation. (20 mediations/200 hours of mediation is the minimum standard for IMI Certified Mediators).
2. Yes
3. No
4. **Comment**:

**Please explain your organisation's methodology and criteria for determining that Applicants for the program have a substantial level of experience as a mediator, and if there is a stated requirement for a minimum level of experience. Please provide details.**

***Criterion: MEDIATOR EXPERIENCE.*** *Your 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. Explain how you establish that applicants are highly experienced, and how you verify that experience. For example, through use of logbooks, court records and so on. Specify exactly what level of experience is required to be eligible for your program.*

**Please explain your organisation's methodology and criteria for determining that Applicants have demonstrated a strong understanding of general mediation theory and practice.**

***Criterion: MEDIATION KNOWLEDGE.*** *Your 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. You should make sure you include what type of content is assessed*

**Please explain your organisation's methodology and criteria for the evaluation of candidates' performance in terms of the occurrence and effectiveness of mediation process and mediation techniques, against high competency benchmarks.**

***Criterion: MEDIATOR SKILLS****.  Your 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. You should include the ‘competency framework’ that helps you assess mediators, setting out the skills and knowledge assessed, how each item is assessed, and what ‘score’ is applied for each item*

**Please attach your competency framework for assessments, if applicable, as one of your supporting documents.**

**Are your QAP's benchmarks and criteria published and openly accessible on your organisation's website, or will that be the case? If so, please indicate the link. If not, please explain why not and indicate whether you intend to publish it and the timeframe for doing so.**

***Criterion: PROGRAM TRANSPARENCY.*** *The benchmarks and criteria applied by your QAP must be published and be openly accessible on the organisation'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 organisations' websites. Give the link to your website where the program you are submitting for appraisal is displayed, and if it is not yet online, explain when it will be. Note that the IMI logo and references to IMI recognition should be included alongside the program on your website.*

**What criteria are applied in appointing your QAP's Assessors? Are the QAP's Assessors, or any of them, required to be independent of (a) your organisation and (b) the training faculty? If yes, please explain how independence is determined. If no, please explain the Assessors' relationship with your organisation.**

***Criterion: 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 your organisation.*

**Please explain how the performance of your QAP's Assessors are/will be monitored to ensure a consistent application of high quality standards. Please confirm your agreement to provide all necessary information and accept monitoring from IMI.**

***Criterion Ongoing Monitoring of programs:*** *Your 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 organisers to maintain a sustainable quality control system. (See also*[*here*](https://imimediation.org/about/quality-assurance/)*.) Explain how the performance of your QAP’s Assessors are/will be monitored to ensure a consistent application of high quality standards. Confirm your agreement to provide all necessary information and accept monitoring from IMI.*

**Please explain how participation in your QAP is made accessible on an equal basis to experienced mediators regardless of their professional affiliations, gender, race, ethnicity, age, religion, sexual orientation, or other personal characteristics.**

***Criterion: COMMITMENT TO DIVERSITY.*** *Your 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 characteristic. Indicate any specific diversity or inclusion measures undertaken by your organisation.*

# Quality Assurance

1. **This program is registered in accordance with jurisdiction requirements.**

* Yes
* No
* Not applicable

1. **Where mediator registration is required in a jurisdiction, trainers, coaches and assessors are registered as mediators**

* Yes
* No
* Not applicable

1. **Clarify your passing criteria.  How does a participant pass or fail your assessment program?**

*Be very specific about how applicants pass or fail your assessment. This should include any assessment details not already covered above, as well as indications of passing or failing grades. We recommend you attach example exams, questionnaires, and assessment sheets to your application.*

1. **What are the next steps taken, if any, should a participant fail the assessment?**

*Outline what happens if an applicant fails. Be specific about any components they may re-sit, and any applicable time delays. How many times may they re-attempt?*

1. There should be a clear written policy covering
2. complaints by participants who are dissatisfied with the QUALITY OF THE ASSESSMENT,
3. the appeal/review process for participants who are dissatisfied with the OUTCOME OF THE ASSESSMENT, and
4. the process by which an Applicant may lodge a formal COMPLAINT AGAINST A TRAINER, COACH, OR ASSESSOR.  Attach the document(s) below.
5. **How do you comply with privacy and data protection requirements for course/assessment participants?**

*Such as GDPR in the EU, or CCPA in California.  Include a link to your privacy policy, or upload it as a supporting document.*

1. We are attaching the following documents:

* Competency framework for assessments
* Diversity policy
* Complaints/appeals policy
* Privacy policy
* Other

1. Upload supporting documents

*Please only upload documents where they have been requested in the questions above.  You can upload documents and PDFs only.  Maximum file size is 10Mb.*

1. Additional comments regarding application (if applicable)