



# IIAM MEDIATOR ACCREDITATION SYSTEM & QUALIFYING ASSESSMENT PROGRAMS

## IIAM Accreditation for Mediators:

IIAM Mediators are accredited under four categories, viz., Grade A to D.

### Grade D:

Candidates who have undergone the basic level mediation training/orientation program consisting of at least 10 hours of mediation training by IIAM or equivalent training accepted by IIAM, on successful completion of the program will be accredited as IIAM Grade D Mediators. As per IIAM norms they will be entitled to act as Community Mediators.

### Grade C:

Participants who successfully complete the IIAM Basic Mediation Training program which consists of 15 hours or the IIAM CDM Program (Certificate in Dispute Management - Distance-Ed program), which is a 6 month program equated as 15 hours or any equivalent training accepted by IIAM will be accredited as IIAM Grade C Mediators. As per IIAM norms they will be entitled to act as Community Mediators.

### Grade B:

Candidates who successfully complete the IIAM Mediator Training Programs, which consists of a minimum of 40 hours, will be accredited as IIAM Grade B Mediators. They will be entitled to mediate all types of disputes.

Candidates who have successfully completed mediation training from other institutions or organizations equivalent to a minimum of 40 hours or successfully completed PG Diploma or post graduation in mediation, will be graded as IIAM Grade B Mediators, based on mediation knowledge evaluation (QAP-2).

IIAM Grade D Mediators, who completes 60 hours of community mediation and IIAM Grade C Mediators who completes 50 hours of community mediation, will be graded as IIAM Grade B Mediators, based on evaluation of the feedback digest and mediation knowledge (QAP-1). Thereafter they will be entitled to mediate all types of disputes.



## Grade A:

IIAM Grade B Mediator, who completes 200 hours of mediation, spread over at least 20 mediations and successfully complete the Qualifying Assessment Program (QAP-3), will be entitled for IMI (International Mediation Institute) Certification. IMI Certification will be made based on the guidelines issued by IMI. IMI Certified Mediators will be accredited as IIAM Grade A Mediators.

## Qualifying Assessment Programs:

### QAP-1:

QAP-1 is applicable to IIAM Grade D Mediators, who completes 60 hours of community mediation and IIAM Grade C Mediators who completes 50 hours of community mediation and who would like to be accredited as Grade B Mediators.

The Applicant will be entitled to avail the benefit of attendance in recognized CPD programs, like mediation/conciliation workshops, seminars, conferences, training programs, courses etc. The hours of CPD can be taken in lieu of hours of mediation, provided only a maximum of 10 CPD hours will be accepted.

**Evaluation of Mediation knowledge:** As per QAP-1, the Mediators will have to demonstrate mediation knowledge by submitting an assignment given to them which would cover topics on mediation theory, mediation rules, professional code and ethical standards. On evaluation of the assignment, the candidate should get a minimum of Grade B (55 - 70%). On failure to get the minimum grade, the candidate will be able to apply again, only after a period of 3 months.

**Feedback evaluation:** The evaluation will be accompanied by assessing the Feedback forms of at least 10 mediations conducted by the mediator. The mediator should have at least a minimum of 60% "3" rating or above in the Feedback forms.

**Assessor & Fee:** The Assessor for QAP-1 would be selected IIAM Grade A or Grade B Mediators empanelled with IIAM. Guidelines to Assessors for Mediation Knowledge will be identical to that of QAP-3. The fee for QAP-1 would be Rs. 2500/-

### QAP-2:

QAP-2 is applicable for candidates who have successfully completed mediation training from other institutions or organizations equivalent to a minimum of 40 hours or successfully completed PG Diploma or post graduation in mediation, who would like to be accredited as IIAM Grade B Mediators.

**Evaluation of Mediation knowledge:** As per QAP-2, the Mediators will have to demonstrate mediation knowledge by submitting an assignment given to them which would cover topics on mediation theory, mediation rules, professional code and ethical standards. On evaluation of the assignment, the candidate should get a minimum of Grade B (55 - 70%). On failure to get the minimum grade, the candidate will be able to apply again, only after a period of 3 months.

**Assessor & Fee:** The Assessor for QAP-2 would be selected IIAM Grade A or Grade B Mediators empanelled with IIAM. Guidelines to Assessors for Mediation Knowledge will be identical to that of QAP-3. The fee for QAP-2 would be Rs. 5000/-



### **QAP-3:**

QAP-3 is applicable for IIAM Grade B Mediators, who completes 200 hours of mediation, spread over at least 20 mediations, who would like to apply for IMI (International Mediation Institute) Certification and to upgrade as IIAM Grade A Mediators. Applicant shall provide documentary evidence to show the level of experience as a mediator. This could be approved logbooks specifying the experience as a mediator, including dates and duration of mediations, capacity (eg. sole or co-mediator) or supporting evidence such as references, feedback forms etc. IMI Certification will be made based on the guidelines issued by IMI.

The Applicant will be entitled to avail the benefit of attendance in recognized CPD programs, like mediation/conciliation workshops, seminars, conferences, training programs, courses etc. The hours of CPD can be taken in lieu of hours of mediation, provided only a maximum of 40 CPD hours will be accepted.

**Evaluation of Mediation knowledge:** As per QAP-3, the Applicant shall provide proof of having completed at least 40 hours of training in mediation theory and skills in one or more training programs and at least 10 CPD hours. Any article or presentation given by the Applicant on Mediation will be given an equivalent of 2 CPD hours. The applicant can avail a maximum of 4 CPD hours under this category. Applicant will have to demonstrate mediation knowledge by submitting an assignment given to them which would cover topics on negotiation theory, mediation theory, mediation rules, professional code and ethical standards. On evaluation of the assignment, the candidate should get a minimum of Grade B (55 - 70%). On failure to get the minimum grade, the candidate will be able to apply again, only after a period of 3 months.

**Evaluation of Mediation skill:** Eligible IIAM Grade B Mediator, who successfully completes the Mediation Knowledge evaluation, will be evaluated for mediation skills. This shall consist of three modes:

1. Assessment based on a role play assigned to the applicant, or by evaluating a real mediation where the applicant acts as a sole mediator. In exceptional cases, IIAM may seek the ISC's approval to qualify individual mediators for IMI Certification without role play assessment, but through an interview between the Applicant and Assessors or by other means of assessing an applicant's competency in mediation, proposed by the applicant and approved by IIAM.
2. Assessment of Feedback forms of at least 10 mediations conducted by the applicant.
3. Assessment of Mediator Skills Evaluation form collected from 5 individuals who have witnessed the Applicant acting as a mediator (e.g. parties, counsel, or co-mediator).



## Notes:

- Evaluation forms are separate from the Feedback forms. Same individual shall not provide both Evaluation and Feedback forms.
- Persons giving Evaluation forms must have direct experience with the mediation process. Applicant shall provide the contact information for these individuals to enable IIAM to send them the Evaluation Form and Guidelines.
- The role play or real mediation evaluation and the responses to the Mediator Skills Evaluation and Feedbacks will be assessed by independent Assessors.
- The candidate should obtain a minimum of Grade B (55 - 70%) in the role play evaluation and should have at least a minimum of 60% "3" rating or above in the Feedback and Evaluation forms.
- On successful evaluation, the feedbacks could become a base for the Feedback Digest which would be put into the IMI Certified Mediator Profile.

**Assessors & Fee:** The Assessors for IIAM QAP-3 will comprise of IIAM Grade A Mediators (IMI Certified) empanelled with IIAM and former Judges empanelled with IIAM as neutrals. For each evaluation, there would be two Assessors, an IIAM Grade A Mediator and a retired Judge. IIAM Grade A Mediators and Retired Judges who are empanelled as Neutrals with IIAM, are independent of the Institution and have no administrative or policy connection with the Institution. Those IIAM Grade A Mediators or retired Judges who are members of the Institution or members of the Governing Council of the Institution will be put in as Assessors only along with another Assessor who is independent of the Institution. The fee for QAP-3 would be Rs. 7500/-.

## General norms:

### Commitment to Diversity:

The IIAM Accreditation and Qualifying Assessment Programs will be accessible on equal basis to all mediators regardless of their professional affiliations, gender, race, ethnicity, age, religion, sexual orientation or other personal characterization. The Mediator accreditation will be purely based on evaluation under the respective QAP's. Training or Orientation programs on mediation received by candidates, on equal rating with IIAM programs as accepted by IIAM, will entitle the mediator to apply under IIAM QAP's.

### Credit for hours of mediation:

The credit for hours of mediation done by the Mediator will be recorded in accordance with the Mediation Record Form maintained by IIAM or any other authentic record revealing the hours of mediation done by the Mediator.



## Continuous Professional Development (CPD):

The Mediator will be entitled to avail the benefit of attendance in recognized CPD programs, like mediation/conciliation workshops, seminars, conferences, training programs, courses. The hours of CPD can be taken in lieu of hours of mediation, provided only a maximum of 10 CPD hours will be accepted for QAP-1 and only a maximum of 40 CPD hours will be accepted for QAP-3.

## Procedure for consistent QAP Evaluation:

For evaluating the mediators under QAP, the Assessors will be given guidelines for evaluating mediation knowledge and mediation skills. This is to ensure that the QAP's Assessors evaluate the mediators on a consistent application of high quality standards. The adherence to the guidelines also conform that the standard of evaluation and outcome is the same for all Assessors, in identical situations, thereby ensuring the consistency of appraisal ratings. Assessors will assess Applicants based on the written documentation and role play required in Criteria 1 to 3 as per the Guidelines given to them. IIAM will monitor that the Assessors evaluate the mediators based on the guidelines. IIAM shall also monitor the performance and practice of the Assessors based on their (i) responsiveness, (ii) timeliness, (iii) meticulousness, and (iv) impartiality. Assessors will be invited to assist IIAM to improve the QAP and to develop the high standards.

## Guidelines to Assessors for QAP Evaluation:

### Mediation Knowledge Evaluation:

√ Knowledge of negotiation / mediation theory:	25%
√ Knowledge of mediation rules:	20%
√ Knowledge of mediation ethics & code:	20%
√ Fairly & accurately presenting the matter & assessment of the issue:	25%
√ Confirming with time schedule and number of words:	10%

### Mediation Skill Evaluation:

√ Ingenuity and ability to communicate and facilitate dialogues:	20%
√ Style, Poise, Courtesy & Demeanor:	10%
√ Understanding of mediation theory & practice:	10%
√ Covering the topics pertaining to the dispute:	20%
√ Reflection of experience as a Mediator	10%
√ Time Management & Organization:	10%
√ Structuring the mediation process (including plenary & caucus sessions) in a logical manner:	20%