



## **IMI CERTIFICATION OF MEDIATORS UNDER IIAM QAP**

### **QUALIFYING ASSESSMENT PROGRAM FOR IMI CERTIFICATION OF THE INTERNATIONAL MEDIATION INSTITUTE THROUGH THE INDIAN INSTITUTE OF ARBITRATION & MEDIATION**

#### **Eligibility for Application:**

A qualified mediator, trained under a professional mediator training program of at least 40 hours, recognised by IIAM, who completes 200 hours of mediation, spread over at least 20 mediations, is eligible to apply for IMI Certification.

The 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 the QAP, 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 him/her 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 55% score. 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 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 IMI Independent Standard Commission'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).

The candidate should obtain a minimum of 55% score 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 and Evaluation Forms could become a base for the Feedback Digest which would be put into the IMI Certified Mediator Profile.

**Assessors & Fee:** The Assessors for IMI QAP will comprise of IMI Certified Mediators and/or former Judges. For each evaluation, there would be two Assessors. Fee for IMI QAP: Rs. 20,000/- + 18% GST.

## 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.

### RECORDS FOR ACCREDITATION

1. The credit for hours of mediation done by the applicant 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 applicant.
2. 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.
3. The applicant shall 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 40 CPD hours will be accepted for IMI QAP. The self-attested certificates of such programs and self-attested copies of articles written by the applicant shall be produced for availing this.

### 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 Assessors evaluate the applicants 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 as per the Guidelines given to them. IIAM will monitor that the Assessors evaluate the applicants 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.

The Assessors who are empanelled as Neutrals with IIAM, are independent of the Institution and have no administrative or policy connection with the Institution. Those Assessors 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.

### **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% |

- For more details about IMI Certification, please visit:  
<http://imimmediation.org/imi-certification-in-a-nutshell>
- For details about IIAM QAP for IMI Certification, please visit:  
<http://imimmediation.org/qap-profile-iiam>