

## IIAM MEDIATOR ACCREDITATION SYSTEM & QUALIFYING ASSESSMENT PROGRAMS

### IIAM ACCREDITATION FOR MEDIATORS

As per the IIAM Mediator Accreditation System, Mediators are graded as Grade-C to Grade-A. IIAM Accreditation is given as per the grades and upgradation based on the IIAM Qualifying Assessment Programs (QAP).

As per the IIAM QAP, a Grade-C mediator, after completing 15 hours of mediation is eligible to be accredited as a “Certified Community Mediator”. Similarly, a Grade-B mediator after completing 25 hours of mediation is eligible to be accredited as a “Certified Commercial Mediator”, after 75 hours as a “Certified Senior Commercial Mediator” and after 200 hours as an “IMI Certified Mediator” (Grade A).

#### **Grade-C:**

Candidate who has undergone the basic level mediation training/orientation program consisting of atleast 10 hours of mediation training by IIAM or the IIAM CDM Program (Certificate in Dispute Management – Distance-Ed program), which is a 6 month program equated as 15 hours or equivalent training accepted by IIAM, on successful completion of the program will be graded as IIAM Grade-C Mediator.

As per the IIAM QAP-1, a Grade-C mediator, after completing 15 hours of mediation is eligible to be accredited as a CERTIFIED COMMUNITY MEDIATOR and as per IIAM norms he/she will be entitled to act as a Community Mediator.

#### **Grade-B:**

Candidate who has undergone the IIAM Mediator Training Program, which consists of a minimum of 40 hours, or who has successfully completed mediation training from other recognized institutions or organizations accepted by IIAM, equivalent to a minimum of 40 hours, will be graded as IIAM Grade-B Mediator.

As per the IIAM QAP-2, a Grade-B mediator, after completing 25 hours of mediation is eligible to be accredited as a CERTIFIED COMMERCIAL MEDIATOR and as per IIAM QAP-3, after completing 75 hours of mediation, he/she is eligible to be accredited as a CERTIFIED SENIOR COMMERCIAL MEDIATOR.

**Grade-A:**

IIAM Grade-B Mediator, who completes 200 hours of mediation, spread over at least 20 mediations and successfully complete IIAM 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 Mediator is graded as IIAM Grade-A Mediator.

**IIAM QUALIFYING ASSESSMENT PROGRAMS**

**QAP-1**

**(Accreditation for CERTIFIED COMMUNITY MEDIATOR)**

QAP-1 is applicable to IIAM Grade-C Mediator, who completes 15 hours of community mediation and who would like to be accredited as a “Certified Community Mediator”. 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.

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 5 CPD hours will be accepted.

**Evaluation of Mediation Knowledge:** As per QAP-1, the applicant shall provide proof of having completed at least 10 hours of training in mediation and will have to demonstrate mediation knowledge by submitting an assignment given to him/her which would cover topics on mediation theory, mediation rules, professional code and ethical standards. On evaluation of the assignment, the applicant should get a minimum of 55% score. On failure to get the minimum grade, the applicant will be able to apply again, only after a period of 3 months.

**Evaluation of Mediation Skill:** The evaluation of Mediation skill will be based on assessment of Feedback forms of at least 3 mediations conducted by the applicant. The applicant should have at least a minimum of 60% “3” rating or above in the Feedback forms.

On successful evaluation, the Feedbacks could become a base for the Feedback Digest which would be included in the Mediator Profile.

**Assessor & Fee:** The Assessor for QAP-1 would be a selected Certified Commercial Mediator. Fee for QAP-1: Rs. 5000/- + 18% GST

- ◆ Guidelines to Assessors for Mediation Knowledge and Skills evaluation, Documents to be produced for proving hours of mediation and CPD points etc. are provided in the General Norms section.

## QAP-2

### (Accreditation for CERTIFIED COMMERCIAL MEDIATOR)

QAP-2 is applicable to IIAM Grade-B Mediator, who completes 25 hours of mediation, spread over at least 5 mediations and who would like to be accredited as “Certified Commercial Mediator”. 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.

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 7.5 CPD hours will be accepted.

**Evaluation of Mediation Knowledge:** As per QAP-2, the applicant shall provide proof of having completed at least 40 hours of training in mediation and will have to demonstrate mediation knowledge by submitting an assignment given to him/her which would cover topics on mediation theory, mediation rules, professional code and ethical standards. On evaluation of the assignment, the applicant should get a minimum of 55% score. On failure to get the minimum score, the applicant will be able to apply again, only after a period of 3 months.

**Evaluation of Mediation Skill:** The evaluation of Mediation skill will be based on assessment of Feedback forms of at least 5 mediations conducted by the applicant. The applicant should have at least a minimum of 60% “3” rating or above in the Feedback forms.

On successful evaluation, the Feedbacks could become a base for the Feedback Digest which would be included in the Mediator Profile.

**Assessor & Fee:** The Assessor for QAP-2 would be a selected Certified Commercial Mediator. Fee for QAP-2: Rs. 7500/- + 18% GST.

- ◆ Guidelines to Assessors for Mediation Knowledge and Skills evaluation, Documents to be produced for proving hours of mediation and CPD points etc. are provided in the General Norms section.

### **QAP-3**

#### **(Accreditation for CERTIFIED SENIOR COMMERCIAL MEDIATOR)**

QAP-3 is applicable to IIAM Grade-B Mediator, who completes 75 hours of mediation, spread over at least 15 mediations and who would like to be accredited as “Certified Senior Commercial Mediator”. 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.

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 15 CPD hours will be accepted. Any article or presentation given by the Applicant on Mediation will be given an equivalent of 2 CPD hours.

**Evaluation of Mediation Knowledge:** As per QAP-3, the applicant shall provide proof of having completed at least 40 hours of training in mediation and will have to demonstrate mediation knowledge by submitting an assignment given to him/her which would cover topics on mediation theory, mediation rules, professional code and ethical standards. On evaluation of the assignment, the applicant should get a minimum of 55% score. On failure to get the minimum score, the applicant will be able to apply again, only after a period of 3 months.

**Evaluation of Mediation Skill:** The evaluation of Mediation skill will be based on assessment of Feedback forms of at least 5 mediations conducted by the applicant and assessment of Mediator Skills Evaluation form collected from 3 individuals who have witnessed the applicant acting as a mediator (e.g. parties, counsel, or co-mediator). The applicant 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 included in the Mediator Profile.

**Assessor & Fee:** The Assessor for QAP-3 would be a selected Certified Senior Commercial Mediator or IMI Certified Mediator. Fee for QAP-3: Rs. 10,000/- + 18% GST.

- ◆ Guidelines to Assessors for Mediation Knowledge and Skills evaluation, Documents to be produced for proving hours of mediation and CPD points etc. are provided in the General Norms section.

#### **QAP-4** **(Accreditation for IMI CERTIFIED MEDIATOR)**

QAP-4 is applicable for IIAM Grade-B Mediator, 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 Mediator. 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-4, 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 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 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 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 QAP-4 will comprise of IMI Certified Mediators and/or former Judges. For each evaluation, there would be two Assessors. Fee for QAP-4: Rs. 20,000/- + 18% GST.

- ◆ Guidelines to Assessors for Mediation Knowledge and Skills evaluation, Documents to be produced for proving hours of mediation and CPD points etc. are provided in the General Norms section.

## 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 of 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 5 CPD hours will be accepted for QAP-1, 7.5 CPD hours for QAP-2, 15 CPD hours for QAP-3 and 40 CPD hours for QAP-4. 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.

IMI Certified 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 IMI Certified 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.

## **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%