



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE

Promoting Consensus and Access to Justice

www.IMImediation.org

CAMP Arbitration & Mediation Pvt. Ltd

IMI Qualifying Assessment Program

About CAMP Arbitration & Mediation Pvt. Ltd (CAMP)

CAMP Arbitration & Mediation Pvt. Ltd (previously 'Center for Advanced Mediation Practice') is a pioneering institution providing private mediation services. CAMP was founded in the year 2014 by Laila T. Ollapally¹ (one of the Founding Coordinators of the Court-annexed program of the High Court of Karnataka) with the objective of providing disputing parties an opportunity to settle disputes amicably. Mediation at CAMP can be in the pre-litigation stage or pending adjudication. CAMP strives to maintain excellence in their services and seeks to promote a space where mediators with a passion for dispute resolution can create a profession through mediation. At our training division, we conduct workshops, seminars and discussions on negotiation, conflict management and conflict prevention by internationally and nationally renowned professionals.

CAMP as an organisation comprises of our Founder and Lead Mediator – Laila T. Ollapally, Tara Ollapally (Mediator & Coordinator), Justice Keshavnarayan (Retd.) (Mediator & Arbitrator) Shantha Chellappa (Mediator), Rukmani Menon (Mediator), Aparna Ganta (Case Manager) Annapurna Sreehari (Associate), and Brinda Uthaiyah (Administrative Officer). We have also trained a group of senior legal professionals who are mediation specialists and are working with us to get empanelled as mediators with CAMP.

Trainings and awareness programs conducted by CAMP

CAMP has conducted Basic Mediation Trainings (40 hours), Advanced Mediation Trainings, Leadership & Training in Court-annexed Mediation and Advocacy trainings for Lawyers

¹ <http://www.campmediation.in/team>

representing clients in Mediation. We have organized conclaves in collaboration with the corporate sector to spread awareness about Mediation amongst them.

Application Criteria

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.

1. Applicants will submit a certificate from the mediation service provider (Private or Court Annexed), certifying that he/she has done a minimum of 200 hours of actual mediation work comprising of a minimum of 20 completed mediation cases.
2. In case the applicant has done mediations privately (not through a service provider) and is unable to submit a certificate as mentioned in (i) he/she needs to provide a log book to show that he/she has completed the requisite 20 mediations (as stipulated in i. above). The applicant will also be required to supplement the log book with client feedback forms from the completed mediation cases together with invoices of payments made by clients towards completed mediations.

2. Mediation Knowledge.

The QAP must include a methodology for determining that Applicants have demonstrated a strong understanding of mediation theory and practice which may be based on written tests, essays, reports, theses interviews and/or other testing platforms.

The applicant who has the requisite experience described in "1." above will first take a written exam to demonstrate understanding of mediation general knowledge, theory and practice. This written test may be supplemented by articles, papers and other writings by applicant (both published and unpublished). The written test will determine each applicant's understanding of basic mediation theory and practice as it relates to mediation. Through use of true/false questions and multiple choice questions that set forth appropriate as well as inappropriate mediator responses to certain factual situations described, the applicant will be asked to respond and choose the most appropriate choice

among the multitude of choices a mediator must make during a typical mediation session. The areas of focus are as follows:

- a) Neutrality questions and situations
- b) Process questions related to choices made by the mediator as the conflict escalates
- c) Questions related to negotiation Styles, concepts, theory and cognitive barriers in negotiations
- d) Conflict and mediation theory questions that show an applicant's understanding of basic theory as well as of some of the disputed and unresolved areas of mediation practice
- e) Questions that demonstrate an understanding of cultural issues, cultural differences and diversity
- f) Ethics
- g) Law and legal issues as they relate to the practice of mediation and the difference between an adversarial process and a meditative process
- h) Confidentiality and its importance

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 role play 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.

The applicant's skills will be assessed by the assessors through

- a) Two observed mediations - Observed Mediation – An actual mediation with the assessor observing the applicant and providing inputs to the applicant (private debrief during the mediation and after the mediation)
An observed mediation will be followed by a comprehensive post – mediation debrief by the assessor during which the applicant will be provided an oral and written evaluation of the skills demonstrated during the mediation.
- b) one shadowed mediation. - Shadowed Mediation – An actual mediation with the assessor only sitting throughout the mediation and evaluating the applicant on the below mentioned criterion. During shadow mediation the assessor will not

- provide any inputs to the applicant. Shadow mediation will be for the purposes of evaluation.
- c) Self – Assessment questionnaire to be submitted after the shadow mediation
 - d) Interview with the assessor
 - e) Three peer reviews

Evaluation Criteria

- a) Ability to create a mutual and cooperative environment
- b) Demonstration of respect for self-determination of the parties
- c) Understanding of mediator’s role
- d) Refraining from engaging in evaluative and/or adjudicative approaches
- e) Knowledge of subject being mediated
- f) Knowledge of mediation process
- g) Appropriate use of process management skills
- h) Understanding of participant dynamics as they affect mediation process
- i) Use of empathy and other relational building skills
- j) Understanding the importance of neutrality and impartiality; applicant’s actual use of neutrality principles
- k) Understanding the concept of confidentiality and how it is communicated to the parties at mediation. Applicant’s actual use of confidentiality principles
- l) Management skills related to applicant’s skill in directing the flow of the discussions
- m) Management skills that demonstrate control of the process, implementation of protocols and guidelines for the session, yet respect client self-determination

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 and will include a direct link to the credentialing organizations' websites.

Upon approval by the IMI these criteria and all other relevant data will be posted on the CAMP training website including a listing of all knowledge and training requirements and a

description of the application process for becoming an approved mediator or program. CAMP will have a direct link to the IMI website as well.

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.

CAMP will engage independent Certifying Assessors possessing a high level experience and competence in the field of mediation and assessment. A certifying assessor shall have:

- a) At least 100 hours of mediation practice in the past three years; and
- b) At least 20 hours of continuing education in mediation theory and skills taken or taught within the preceding year; and
- c) Current knowledge of theory and skills of mediation (i.e., through recent training, readings, conferences); and
- d) A clear working familiarity with the knowledge and skills necessary to demonstrate competence in the area of mediation and assessment.

One Certifying Assessor for each program will be independent (Assessor will not have trained the applicant).

6. Ongoing monitoring of Programs

The QAP must include a process for the ongoing monitoring of the performance and practice of the Assessors. IMI will liaise closely with all recognized program organizers to maintain a sustainable quality control system.

The Assessors will be monitored by CAMP Certification Committee and under the guidance of IMI, will ensure strict interpretation and competent application of the Guidelines. CAMP will annually evaluate the performance and practice of the Assessors using the following criteria: (i) responsiveness, (ii) timeliness, (iii) thoroughness, and (iv) objectivity (v) Consistency (vi) feedback of participants. Assessors will be invited to assist CAMP over time to improve the QAP and to develop the high standards. CAMP will adhere to IMI's recommendations and ongoing discussions in order to continually improve its program.

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, socioeconomic status or other personal characterization.

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