



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE

Promoting Consensus and Access to Justice

www.IMImediation.org

ADR INSTITUTE OF CANADA Inc.

IMI Online Dispute Resolution QAP

About the Organisation

Organisation's full legal name	ADR Institute of Canada Inc.
Year and country of formation	1974 Federally incorporated in Canada
Organisation contact details	ADR Institute of Canada 234 Eglinton Ave E #407 Toronto, Ontario M4P 1K5 Canada Phone Number: 1-416-487-4733 and 1-877-475-4353 Fax: 416-901-4736 Email: fordam.wara@adric.ca
Organisation provides Feedback Digest support (optional)	Yes
Organisation's existing IMI-recognised programs (if applicable)	QAP (IMI Certified Mediators)
Locations and languages	ADRIC is national in scope and is represented

	<p>throughout Canada by seven Regional Affiliates which process applications from their membership for ADRIC designations in their respective regions. They then make recommendations to ADRIC for the award of successful applicants.</p> <ol style="list-style-type: none"> 1. ADR Institute of Ontario (ADRIO) – English 2. ADR Institute of Saskatchewan (ADRSK)- English 3. ADR Institute of British Columbia (ADRBC) – English 4. ADR Institute of Alberta (ADRIA)- English 5. ADR Institute of Manitoba (ADRIM)- English 6. ADR Atlantic Institute (ADRAI) / Institut de médiation et d’arbitrage de l’atlantique -English 7. Institut de médiation et d’arbitrage du Québec (IMAQ)- French
<p>This program assesses applicants who meet at least one of the following criteria:</p> <ul style="list-style-type: none"> • they have completed at least 20 online mediations in the preceding 24/36 months; • they are IMI Certified and have completed at least 5 full-scale online mediations; or • they live in a country without an IMI Qualifying Assessment Program and have completed at least 20 	<p>Correct</p>

full-scale online mediations.	
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General Requirements

<p>How verification of applicants' existing (general) mediation skills and knowledge are verified</p>	<p>An applicant for IMI Certification must, at a minimum, have an ADRIC entry-level qualified designation, which is a qualified mediator (Q.Med). The applicant must also be a Member of ADRIC via one of ADRIC's Regional Affiliates before applying for an ADRIC designation. The Qualified Mediator designation is an entry-level step for mediators while they continue to learn and practice for the Chartered Mediator designation. It is available to members who have completed at least 10 days of training and to have conducted two supervised practice mediations. The training must cover ALL of the following areas: Interest-based Mediation Process and Skills, Conflict Resolution, Negotiation and Communication Skills.</p> <p>The first stage of the objective third party assessment of an applicant for an ADRIC designation is completed by the Regional Assessment Committee (RAC). This committee is comprised of at least three Chartered members selected by the affiliate for their recognized experience and standing in the ADR Community. The RAC meets with and interviews the applicant. Applicants for a Mediator designation will also be asked to do a mock mediation and to deal with a proposed "ethical issue". Once the applicant has been reviewed by the regional committee, if he or she is successful, the application will be forwarded to ADRIC with the</p>
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	<p>recommendation that the designation be conferred.</p> <p>As part of the Gold Standard approach to ADR in Canada, ADRIIC requires all Designated members to provide proof of a minimum of \$1 million insurance coverage for their protection and for the protection of those for whom they provide services.</p>
<p>Program methodology</p>	<p>There will be three pathways to IMI Online Mediator Certification. Each pathway begins with the applicant already holding the Qualified Mediator (Q.Med) or Chartered Mediator (C.Med.) designation.</p> <p>First, completion of an ADRIIC approved ODR course. These would include an existing ODR Program approved by ADRIIC (https://adric.ca/online-dispute-resolution-course/), or the existing IMI approved training programs. ADRIIC is working with the Cyberjustice Laboratory at the University of Montreal to develop an approved French language - Bilingual ODR course. The Université de Montréal's Cyberjustice Laboratory is an innovative virtual court that helps jurists better understand the challenges of integrating information technologies and actively develops new tools that facilitate various aspects of mediation, arbitration and the management of judicial and extrajudicial disputes. By using national and international training platforms, we hope to develop convenient and frequent training opportunities. In due course, provincial member institutions may choose to develop their own ODR training programs, and this would be in conjunction with the national organization - training coordinator.</p>

	<p>Second, we would recognize the expertise of experienced and seasoned ODR practitioners who do not need to take basic ODR training. We will recognize practitioners who hold either the QMed or CMed and who have completed at least 20 ODR mediation sessions as the principal mediator. This would be done by the submission of forms as is done with the CMed designation</p> <p>Third, members of ADRIC who have demonstrated significant leadership in online mediation skills and knowledge by being members of the ADRIC ODR Task Force or Committee for two or more years, and who hold, at a minimum, the Q.Med. designation; members of ADRIC who are members of the IMI ODR assessment panel or ODR Task Force; and members of ADRIC who are Fellows with the National Centre for Technology and Dispute Resolution. (Noting the ADRIC ODR Committee is chaired by Dr. Frank Fowlie, IMI ODR QAP Assessor and NCTDR Fellow and Emilia Pech, NCTDR Fellow, is a member of the Committee. There five Canadian NCTDR Fellows.)</p>
<p>Program transparency</p>	<p>ADRIC has a publicly available website dedicated to Online Dispute Resolution (ODR): https://adric.ca/online-dispute-resolution/. This is an active webpage with ADRIC, and we will post the assessment criteria here. We will create a special 'Tag' for IMI matters. ADRIC's Competency Assessment Criteria, as well as the assessment requirements set out are available for public scrutiny and can be downloaded from the ADRIC website: https://adric.ca/useful-links/professional-</p>

	<p><u>designations</u></p>
<p>Program integrity</p>	<p>First, ADRIC Staff will ensure that the candidate for IMI certification has at least an ADRIC qualified mediator (Q.Med) designation. The application will then proceed to an objective third party assessment.</p> <p>The objective third party assessment of an applicant for IMI Certification will be done by the Regional Assessment Committee (RAC). This committee is comprised of at least three Chartered members selected by the affiliate for their recognized experience and standing in the ADR Community. All are independent and none is an employee of ADRIC. Once the applicant has been reviewed by the regional committee, if he or she is successful, the application will be returned to ADRIC with the recommendation that the designation be conferred.</p>
<p>Program quality</p>	<p>ADRIC's IMI Certified Mediators will have to renew their ADRIC designations annually. This will require (a) completion of a Renewal Application and (b) a renewed Pledge. ADRIC's designation will not be renewed where the applicant has breached the Pledge. In addition, Online Mediators must maintain their Q. Med. or C.Med status. All ADRIC designated Mediators are required to document their education and professional ADR engagement activities (Continuing Education and Engagement – CEE) in the field and submit a report annually to ADRIC by December 31st of each year. The Instruction Form contains the points awarded for a comprehensive list of activities. Practitioners holding the Q.Med designation are required to acquire 20 points during</p>

	<p>the year while C.Med designation holders acquire 33 points annually. Mediators not meeting the minimum education and engagement requirements lose their Q.Med or C.Med status, and if they are IMI Certified on the strength of their Q.Med status, they would also lose that designation. ADRIC will monitor feedback for the mediators it qualifies for IMI Certification, requiring reviewers to provide copies of all completed forms on a spot-check basis to enable ADRIC to monitor and verify the consistency of the Feedback Digest with the IMI Guidelines.</p>
<p>Diversity promotion</p>	<p>Canada is one of the world's most diverse multi-cultural societies, with approximately 22% of the population believed to be born outside Canada. In common with all leading professional organizations in the country, ADRIC invites applications for its Q.Med and other designations from all sectors of society, regardless of gender, race, ethnicity, age, religion, sexual orientation and personal characterization. Membership of ADRIC is open to all mediators in good standing. More than twenty-four hundred ADR practitioners across the country belong to ADRIC through Regional Affiliates in British Columbia, Alberta, Saskatchewan, Manitoba, Ontario, Quebec and the Atlantic Provinces. ADRIC's commitment to diversity is captured in its webpage, https://adric.ca/commitment-to-diversity/</p>

Substantive Criteria

<p>How online mediation experience is assessed</p>	<p>Each applicant for ADRIC designation based on the IMI Certification must already be holding, at a</p>
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	<p>minimum, the qualified mediator (Q.Med) designation.</p> <p>In some exceptional cases, ADRIC may waive the demonstration of the requirements to complete an ADRIC approved ODR course where an applicant has clearly shown through proven skills, competency, and significant longevity in practice, as well as by recognition of peers in the dispute resolution field, that she or he has more than met these requirements.</p> <p>Practically speaking, this approach is intended for regionally or nationally publicly-recognized practitioners with many years in the field of ODR.</p> <p>This is a very high standard to meet. In almost all cases, applicants will need to provide the education requirements listed in the application form.</p> <p>Should an applicant wish to apply based on the Longevity of Practice exemption, after discussions with their Regional Affiliate, they should submit:</p> <ol style="list-style-type: none"> i. a summary of mediation practice including length of time (years) mediating identified as full or part time, number of cases mediated (estimate), type of practice, typical type of case, etc.; ii. awards received in the field, or other types of recognition related to mediation or dispute resolution that have been received; iii. number of training and education programs developed and given by you, where, and for what period of time; iv. letters of recommendation following the
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	<p>Guidelines for Letters of Reference see: http://adric.ca/wp-content/uploads/2018/06/Letters-of-Reference-Guidelines-2011-09.pdf.</p> <p>Letters of Reference should be forwarded to the Regional Committee directly by the referee.</p> <p>v. a CEE report to indicate Continuous Education and Engagement for the previous year. Details here: https://adric.ca/professional-designations/continuing-education-engagement/</p> <p>If the information is deemed appropriate for the waiver, the next step will be a skills assessment (mock mediation) with an ethical component.</p> <p>ADRIC will then recognize ADRIC designated practitioners who have completed at least 20 ODR mediation sessions as the principal mediator. In addition, members of ADRIC who have demonstrated significant leadership in online mediation by being members of the ADRIC ODR Task Force or Committee for two or more years; members of ADRIC who are members of the IMI ODR assessment panel or ODR Task Force; and members of ADRIC who are Fellows with the National Centre for Technology and Dispute Resolution.</p> <p>ADRIC's criteria for assessing mediator designation qualifications are publicly available on its website https://adric.ca/professional-designations/mediator-designations/.</p>
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<p>How online mediation knowledge is assessed</p>	<p>Each applicant for ADRIQ designation based on the IMI Certification must already be holding, at a minimum, the qualified mediator (Q.Med) or Chartered Mediator (CMed) designation. The applicant will then be required to complete an ADRIQ approved ODR course. These would include an existing ODR Program approved by ADRIQ (https://adric.ca/online-dispute-resolution-course/), or the existing IMI approved training programs. ADRIQ is working with the Cyberjustice Laboratory at the University of Montreal to develop an approved French language ODR course. The Université de Montréal's Cyberjustice Laboratory is an innovative virtual court that helps jurists better understand the challenges of integrating information technologies and actively develops new tools that facilitate various aspects of mediation, arbitration and the management of judicial and extrajudicial disputes. By using national and international training platforms, we hope to develop convenient and frequent training opportunities. In due course, provincial member institutions may choose to develop their own ODR training programs, and this would be in conjunction with the national organization - training coordinator.</p> <p>ADRIQ's criteria for assessing mediator designation qualifications are publicly available on its website https://adric.ca/professional-designations/mediator-designations/.</p>
<p>How online mediation skills are assessed</p>	<p>First, ADRIQ Staff will ensure that the candidate for IMI certification has at least an ADRIQ qualified mediator (Q.Med) designation. The application will</p>

	<p>then proceed to an objective third party assessment.</p> <p>The objective third party assessment of an applicant for IMI Certification will be done by the Regional Assessment Committee (RAC). This committee is comprised of at least three Chartered members selected by the affiliate for their recognized experience and standing in the ADR Community. All are independent and none is an employee of ADRIIC. The RAC will ensure that the applicant can conduct a “supervised practice mediation”, which is a role play or “mock” mediation involving 2 or more parties. The candidate is expected to conduct the entire mediation from start to finish and will be at least one hour in duration.</p> <p>Once the applicant has been reviewed by the regional committee, if he or she is successful, the application will be returned to ADRIIC with the recommendation that the designation be conferred.</p> <p>ADRIIC's criteria for assessing mediator designation qualifications are publicly available on its website https://adric.ca/professional-designations/mediator-designations/.</p>
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Quality Assurance

Program registered in accordance with jurisdiction requirements	Yes
Where mediator registration is required in a jurisdiction, trainers, coaches and assessors are registered as mediators	Yes

<p>Clarification of passing criteria; how participants pass or fail</p>	<p>Broadly the ADRIC's passing criteria for candidates under IMI Certification will be based on Education, Experience, Skills Assessment, Membership, Pledge, Continuing Education and Engagement, Insurance.</p> <p>ADRIC Staff will first ensure that the candidate has at least an ADRIC qualified mediator (Q.Med) designation.</p> <p>The application will then proceed to an objective third party assessment by the Regional Assessment Committee (RAC) comprised of at least three Chartered members selected by the affiliate for their recognized experience and standing in the ADR Community. Once the applicant has been reviewed by the regional committee, if he or she is successful, the application will be forwarded to ADRIC with the recommendation that the designation be conferred. If all is in order ADRIC will notify the candidate of his/her success and next steps which include making pro-rated payment of the annual fee and sending of the certificate.</p> <p>In case the RAC does not recommend an applicant it notifies the applicant, providing reasons and recommendations, along with information about appeal processes.</p> <p>The decision of the RAC is final, but for the right of appeal to the National Appeal and Audit committee (NAAC) by a failed applicant based on issues related to application of policy or procedure.</p>
<p>Next steps should a participant fail the assessment</p>	<p>In case the RAC does not recommend an applicant it notifies the applicant, providing reasons and recommendations, along with information about</p>

	<p>appeal processes.</p> <p>The decision of the RAC is final, but for the right of appeal to the National Appeal and Audit committee (NAAC) by a failed applicant based on issues related to application of policy or procedure.</p>
<p>How privacy and data protection requirements for course/assessment participants are complied with</p>	<p>ADRIC is bound by Canadian Federal and Provincial laws and, in addition, has a privacy policy that is publicly available through ADRIC's website: https://adric.ca/wp-content/uploads/2019/02/ADRIC-Privacy_Policy-2019-02-01.pdf</p>
<p>Document attachments</p>	<p><i>List of attachments:</i></p> <ul style="list-style-type: none"> • Accreditation Flow Chart • Application approval and appeal process • Commitment to Diversity • Privacy Policy • Professional Designations • Competencies Guidelines for ADR Practitioners
<p>Additional comments regarding application (if applicable)</p>	