



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE

Promoting Consensus and Access to Justice

[www.IMImediation.org](http://www.IMImediation.org)

## Center for Alternative Dispute Resolution

*IMI Mediator Qualifying Assessment Program*

### Introduction and Background

The Center for Alternative Dispute Resolution (“CADR”, [www.cadr.com.tr](http://www.cadr.com.tr)) is an incorporated company of professionals experienced in handling civil and commercial, workplace, family, victim offender mediation, conciliation and arbitration was established in 2016. CADR offers ADR services, and ADR training including mediation.

### 1. Mediator Experience.

*Your 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.*

The mediator assessed by CADR for the IMI Certification should be firstly licensed by the Turkish Ministry of Justice, Department of Mediation, under the terms of law no. 6325, dated 22.06.2012, “Law on Mediation in Civil Disputes”.

Each applicant should provide documents that he/she has undergone advanced level training in mediation, of at least 24 hours of training.

The applicant shall be able to demonstrate successful mediation service in at least 20 cases and 200 hours of civil, commercial, workplace or family mediation, handled within at least three-year.

He/she shall demonstrate this through;

- a logbook, containing data about the parties involved, type of conflict, date of referral, date of settlement agreement, number of sessions and mediation hours.

or

- 20 completed IMI Mediation Feedback Request Forms (<https://imimediation.org/feedback-request-form>)
- or
- If applicable, 20 Official Feedback Form mediators need to have filled in due to mediation law.

## 2. Mediation Knowledge.

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

Methodology for Determining Applicants have a strong understanding of general mediation theory and practice:

### **Mediator must provide;**

1. certificate of participation a minimum of 48 hours of Basic Mediation Training by a training institution accredited by MoJ to train in mediation, which training includes the participant conducting a simulated mediation and,
2. Continuing Professional Development ("CPD") of 8 hours of advanced mediation training certificate of participation every year after receipt of Basic Mediation Training and
3. certificate of participation a minimum 24 hours advanced level mediation training.
4. Required to pass %85 of a written test composed by 50 multi-choice questions. Test proves candidates' knowledge of the theoretical frameworks of mediation from both process and skills perspectives, including significant models and components of mediation process. The test covered the topics:
  - Turkish mediation legislation,
  - principles of mediation,
  - mediation models
  - stages of mediation
  - communication skills
  - ethical principles,
  - evaluation of decision making based on small scenarios

## 3. Mediator Skills

*Your 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 roleplay 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.*

Applicant's mediation skills, performance and general competence will be assessed via evaluation of the applicant's conduct two of real mediations or two role plays each of at least one hour by assessors using a mediator skills evaluation checklist that will address the candidate's knowledge, skills, abilities and other attributes, focusing inter alia on preparation, information gathering, empathy, impartiality, generating options and agreement, and process management. This will be followed by an interview with the assessors. The role play may be videotaped in order to provide feedback to the applicant and assist in training and monitoring assessors (see 5, below).

#### **4. Program Transparency.**

*The benchmarks and criteria applied by your 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](http://www.IMImediation.org)) and will include a direct link to the credentialing organizations' websites.*

CADR will publish QAP's benchmarks and criteria on [www.cadr.com.tr](http://www.cadr.com.tr) if/after this application approved.

#### **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 your organization.*

Our QAP's assessment process conducted by two assessors. One assessor determined among CADR Academy Members (FCADR) or senior CADR trainers, one independent.

The assessors shall meet the following criteria in order to be QAP assessors:

1. should have completed a minimum of 48 hours of Basic Mediation Training by a training institution accredited by MoJ to train in mediation, which training includes the participant conducting a simulated mediation;

2. should have registered mediator Turkish MoJ OR member of an international mediation institution panel;
3. he/she should have experience at least 3 years as mediator.
4. should have completed 'train the trainer' training of a minimum of 18 hours;
5. should have conducted not less than two actual mediations of at least four hours mediation last one year;
6. should have maintained continuous professional development (CPD) of six hours per year. The CPD should be mediation specific, i.e. attended courses offering practical development, attended conferences/seminars/tutorials/debates on mediation, written articles on mediation, presented mediation training seminars or similar events.
7. he/she should have assessed at least four role-play sessions over the course of two years. An aspirational level would be four times per year.
8. he/she shall have substantial experience in mediation training for at least 3 years;

Prior to an assessment, CADR may conduct a one-day qualification retreat for assessors, in order to update them with the recent international/national developments in the area of mediation, research, monitoring and evaluation, etc.

## 6. Ongoing monitoring of Program

*Your 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.*

### Assessors

The Assessors will be monitored by CADR's Board of Directors and CADR's Board of Advisors. CADR will annually evaluate the performance and practice of the Assessors using the following criteria: impartiality, competency, and objectivity. The Assessors attend regular assessor meetings (off-line or on-line), and they are stimulated to discuss particular difficult issues regarding assessments. CADR also provide for occasional assessment tests for assessors to assure their professionalism and devotion to assessment.

### Certified Mediators

Mediators who meet the "Mediation Knowledge" and "Mediator Skills" requirements may also apply CADR Accredited Mediator (MCADR) panel membership. After the accreditation

as "CADR Accredited Mediator (MCADR)", a mediator must accumulate a certain number of Continuing Professional Development (CPD) hours. Every year, he/she has to accumulate a minimum of 8 hours of training in mediation, accredited Institutions by the Ministry of Justice. If the above-mentioned requirements are not taken, the mediator loses his/her "MCADR accreditation", and his/her membership is cancelled from accredited mediator's panel.

## 7. Commitment to Diversity.

*Your QAP must be accessible on an equal basis to experienced mediators regardless of their professional affiliations, gender, race, ethnicity, age, religion, sexual orientation or other personal characterization.*

CADR accept applications of mediators, regardless of gender, race, ethnicity, age, religion, sexual orientation and personal characterization. Membership is open to all mediators who can provide minimum standards of qualification.

## 8. Does your organization provide other mediation training or assessment programs?

CADR provides mediation training programs collaboration with universities accredited by Turkish MoJ since September 2016. CADR also provide mediation assessment program for who wish to be CADR Accredited Mediator and accredited mediator's panel member (MCADR) since July 2017.

## 9. Are any of your mediation training or assessment programs designed for experienced mediators?

No.

## General Information

### (a) Your organization's full legal name

Company Name: CADR Eğitim Organizasyon ve Yayıncılık Ticaret Anonim Şirketi (CADR Inc.)

Trademark: CADR: Center for Alternative Dispute Resolution

### (b) In what year was the organization formed and under the laws of what country?

CADR Inc. was established in the Republic of Turkey in 2016 according to the Turkish Commercial Code.

**(c) Address of your organization's primary office:**

İlkiz Sokak 24/22 Sıhhiye, Çankaya, Ankara, Turkey

**(d) Detail of the person completing this questionnaire:**

Name and title/position of the person:

Mr. Şamil Demir, CADR Board of Directors

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