



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE  
Promoting Consensus and Access to Justice  
[www.IMImediation.org](http://www.IMImediation.org)

## Rakmo Institute

*IMI QUALIFYING ASSESSMENT PROGRAM*

### Introduction & Background

Rakmo Institute is a nonprofit organization established in 2003 and is the leading organization in the field of transformative mediation and one of the leading organizations on the field of Mediation in Slovenia.

RAKMO institute is also co-founder of MEDIOS – Association of mediation organizations of Slovenia, European Mediation Network Initiative and European Association for Transformative Mediation and active member of World Forum of Mediation Centers.

Our model of practice, and therefore also of assessment, is transformative.

### 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.*

Candidates must perform at least 200 hours of mediation.

Candidates are required to document all their cases, counting for the certification. Most of mediations, especially for less experienced mediators are performed in co-mediation (with more experienced mediator-mentor). Besides that, they are required to participate in professional development meetings relating to the cases of mediation.

## 2. Mediation Knowledge

*The 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.*

Mediators must in order to acquire IMI certification demonstrate development of their knowledge with experience by writing an essay comparing a specific mediation case they were mediating against theoretical guidelines and standards of transformative mediation describing their interventions and purpose of them as well as overall impact of their interventions on the process of the mediation.

In addition, Candidates are required to submit a Knowledge Test both within Basic and Advanced Trainings developed by Rakmo Institute. Besides that candidates are asked to write an essay on the process of their training experience and development. The Test proves candidates' knowledge of the theoretical frameworks of mediation from both process and skills perspectives, and the Essay illustrates candidates development as well as subjective experience and the attitude towards the mediation process.

## 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 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.*

The Practical Skills Assessment (which is also video-recorded) involves performing as a mediator in a role-play with two parties (mediators or future mediators) under the scrutiny of one or two assessors. Following the role-play, candidates discuss their performance and techniques used as well as alternatives that might have been deployed with the assessor/s.

The performance of the candidate is assessed according to criteria of Neutrality, appropriate use of transformative mediation skills (reflecting, summarizing, checking in and staying out) as well as supporting parties – empowerment and recognition shifts within 30-40 minutes long role-play of parties in conflict.

#### 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](http://www.IMImediation.org) and will include a direct link to the credentialing organizations' websites.*

The benchmarks and criteria applied by the Rakmo Institute are published and can be openly accessible on our website: [www.rakmo.si](http://www.rakmo.si) (in Slovene language) and [www.rakmo.si/home](http://www.rakmo.si/home) (in English language).

#### 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.*

##### **What criteria are applied in appointing your QAP's Assessors?**

All assessors of the QAP are Experienced Mediation Trainers and Assessors of Mediation performance. Assessors of candidates are appointed by director of Rakmo Institute. The pool of assessors consists of Mediation trainers of Rakmo Institute and at least one independent assessor. Assessor of particular candidate may not be the trainer in the program the candidate was trained.

Assessors discuss the results of assessment to maintain the consistency of the quality of the assessment. All role-plays are video-recorded and can be reviewed by different assessors.

Assessors, that are also mediation trainers, as stated above, practice assessment already during their training for trainers, and compare as well as discuss the results with experienced assessor, thereby, before they become autonomous assessors they assess minimum of 30 cases of role-plays. Each role-play is usually assessed by one assessor.

Candidates that do not meet the knowledge requirements, are given comprehensive feedback on their performance which includes also specific description of areas, they should improve. They are welcome to attend additional training in order to improve, but are not required to do so. They are given additional opportunities to show their accomplishment of meeting knowledge requirements.

## 6. Ongoing Monitoring of Program

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

Obtaining License and/or IMI Certificate is open to anyone passing these requirements, but to remain on the list of Licensed and/or IMI Certified Mediators, a mediator must accumulate a certain number of Continuing Professional Development (CPD) points. Each year, the Rakmo Institute assesses whether the minimum number of CPD points has been acquired during the previous period.

If a Licensed Mediator chooses to abandon his or her status, or loses it as a result of disciplinary action, then the mediator would also lose IMI Certification.

All Assessors should be active mediators and trainers of mediation following above mentioned criteria and in addition to that leading at least 50 hours of mediation training each year as well as participating in regular meeting for mediation trainers of Rakmo Institute.

## 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 or other personal characterization.*

Rakmo Institute welcomes applications from all sectors of society, regardless of gender, race, ethnicity, age, religion, sexual orientation and other personal characterization.