



International Mediation Institute

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

## Resolution Institute (LEADR/IAMA)

*IMI QUALIFYING ASSESSMENT PROGRAM*

### Introduction & Background

Resolution Institute (<http://www.resolution.institute/>) is the trading name of LEADR & IAMA, an Australasian not-for-profit membership organisation created by the integration of LEADR and IAMA (the Institute of Arbitrators and Mediators Australia). Together LEADR and IAMA have a 40 year history of serving the community by promoting and facilitating the use of dispute resolution processes including mediation.

Resolution Institute has approximately 4,500 members throughout Australia, New Zealand and the Asia Pacific region. Resolution Institute provides mediation training and accreditation and ongoing continuing professional development and collegiate networking opportunities for its members and has Chapters and Networking Groups around Australia and New Zealand.

Resolution Institute has offices in Sydney and Wellington:

- Level 1, 13-15 Bridge Street, Sydney, NSW 2000 Australia
- Level 4 Gleneagles Building, 69-71 The Terrace, Wellington 6011, New Zealand

### 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.*

One of the distinguishing characteristics of the Resolution Institute's Advanced designation, is that it signifies that, in addition to the requirements for Resolution Institute Accredited mediators, the person has also carried out in the previous 3 years a minimum of 250 hours of practice – typically 35 or more mediations – with written evaluations attesting to their proficiency from at least 10 of the involved parties. Almost all Resolution Institute Advanced Mediators have considerably more experience than this minimum.

## 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.*

Resolution Institute Advanced Mediators have been generally required to pass an initial assessment for accreditation (described above) that their knowledge of the theoretical frameworks of mediation from both process and skills perspectives, including significant models and components of mediation process; and to indicate the number of hours of theory study involved in their training. Resolution Institute can also deem mediation knowledge by virtue of an applicant's proven competency, practice longevity and peer recognition. If not satisfied by the original application, additional information is sought, which can take the form of interviews, additional assessment, references or client evaluations.

## 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.*

Applicants for Advanced accreditation are required to provide either (a) written evaluations of at least 10 parties, or their advisers, that the applicant's conduct of the process has demonstrated a high level of skills competence in the process, or (b) the assessment by two qualified independent assessors approved by Resolution Institute of demonstration by the practitioner in different proceedings of a high level of competence in the relevant process.

Where Resolution Institute is satisfied that an individual has met the requirements for Advanced Accreditation, Resolution Institute may seek the ISC's approval to qualify mediators for IMI Certification where skills assessment to Advanced standards has been proved through an interview between the applicant and Resolution Institute assessors or by other means of assessing an applicant's competency in mediation, proposed by the applicant and approved by Resolution Institute.

#### 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 competency assessment criteria are contained in the core mediator competencies which are applied by Resolution Institute assessors in assessing mediator competency for both Resolution Institute and national accreditation. These competencies are available for public scrutiny on the Resolution Institute website at: <http://www.resolution.institute/accreditation/assessment-of-mediator-competency>

#### 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.*

The Resolution Institute accreditation program is governed by the Resolution Institute Board. To be an approved Resolution Institute assessor, an individual must have substantial experience of mediating and of assessing the skills of mediators. The independence of all assessors is assured as there is a clear separation of processes:

- Candidates send their applications to the Resolution Institute office
- The Resolution Institute office checks the training records to find out who has provided training and coaching for the candidate.
- The Resolution Institute office then allocates the candidate's assessment to an assessor who has not provided training or coaching to the individual .
- Resolution Institute assessors are not employees of Resolution Institute, but provide training, coaching and assessing services for Resolution Institute on a contract basis.
- If a candidate is found not yet competent (about 20% of candidates), the assessment is sent to a second assessor, who is also independent.
- All candidates are sent the complete set of comments by assessors, although the identities of the particular assessors are kept confidential.
- Candidates who are found to be competent are invited to provide additional information (including good character references and evidence of professional indemnity insurance).

- Candidates who are found to be not yet competent are invited to review the assessors' comments, to gain additional skills development if appropriate and to sit for another assessment.

## 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.*

In order to retain an Advanced designation, a practitioner must during the six months following the expiration of each three year period after the initial Advanced accreditation or deemed Advanced accreditation, provide:

- ten written evaluations applying the process for which the practitioner is accredited indicating that the practitioner's conduct of the relevant process has demonstrated a high level of competence; or
- evidence of at least 4 x 1 hour long supervision sessions per year in the three years prior to renewal of accreditation by a supervisor who has received prior approval by Resolution Institute and who provides a written assessment of the practitioner's high level of competence; or
- a written assessment by a qualified independent assessor that the practitioner, in a session in which s/he conducts the relevant process, has demonstrated a high level of competence. Prior approval of the Assessor must be obtained from Resolution Institute unless Resolution Institute shall have exempted the practitioner from doing so.

Before approving an Advanced mediator for IMI Certification, Resolution Institute would insist that these re-accreditation requirements were up to date.

Resolution Institute Advanced Mediators are required to follow a strict regime of Continuing Professional Development

(<http://www.resolution.institute/accreditation/apply-for-leadr-and-leadr-advanced-accreditation>)

## 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.*

Australia and New Zealand are diverse multi-cultural societies. Resolution Institute welcomes applications for its Accreditation and Advanced Accreditation from all sectors of society, regardless of gender, race, ethnicity, age, religion, sexual orientation and personal characterization. Membership of Resolution Institute is open to all mediators of good standing.