



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE

Promoting Consensus and Access to Justice

www.IMImediation.org

Singapore Mediation Centre

IMI Qualifying Assessment Program

About the Organisation

Organisation's full legal name	Singapore Mediation Centre
Year formed, and under which jurisdiction	Year: 1997; Country: Singapore
Organisation's contact details	Add: 1 Supreme Court Lane, Level 4, Singapore 178879 Office No.:+65 6332 4366 E-mail Add: training@mediation.com.sg Fax No.: +65 6333 5085 Website: http://www.mediation.com.sg/
Feedback Digest support	Yes
Locations and Languages	Location: Singapore Language: English Language
Existing CMTF	Yes
Program assesses experienced mediators who have completed at least 20 mediations/200 hours of mediation	Yes

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.

An applicant needs to submit evidence that he/she has completed at least 20 SMC or SMC-endorsed mediations covering 200 hours, within 3 years preceding the application. This evidence shall be in the form of a mediation log which records the number, the date and the duration of the mediation. Applicant would also have to declare that the information and facts provided are true. SMC will verify that that applicant fulfills the required number or hours of mediation.

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.

An applicant has to complete and pass SMC's mediator accreditation programme. In addition, an applicant must:

- a) pass an SMC QAP written essay test: and either
- b) have published a substantive article, of no less than 5000 words, demonstrating his / her mediation knowledge in a leading peer-reviewed dispute resolution journal within 3 years preceding the application; or
- c) submit to an interview with a panel of two assessors appointed by SMC to demonstrate the depth of his/her mediation knowledge in three areas, for example, in legal ethical issues, different models of mediation and dealing with multiparty mediation.

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.

- a) An applicant must obtain at least 20 completed feedbacks on the IMI Feedback Request Form from participants in SMC or SMC-endorsed mediations. These Feedback Request Forms must be submitted confidentially, directly to SMC, by the participants.
- b) An applicant will be assessed for his / her mediation skills in a mediation of a real dispute (role-play assessments) arranged by SMC. An evaluation form following this assessment shall be submitted confidentially, directly to SMC, by at least two assessors, of which one is an independent assessor, appointed by SMC.
- c) In addition, the applicant must complete a written self-assessment of the said mediation and will undergo an interview with SMC to review the material and to enable SMC to ratify the assessors' measurements to ensure consistency among assessments of all applicants.

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. Responses call for the link (if available), or the reasoning why it is not included and the timeframe for publishing.

The benchmarks and criteria applied by the Singapore Mediation Centre are published on its website for public access.

<https://www.mediation.com.sg/course/international-mediation-institute-credentialing-scheme/>

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. Responses call for the criteria applied in appointing Assessors, any independence requirements, and how independence is determined.

SMC will engage at least two assessors, one of whom shall be:

- (a) from the SMC Panel of Mediators; and

- (b) strictly independent of SMC and have no administrative or policy-making roles within the Centre or any other responsibility that may give rise to a conflict of interest with regard to mediator knowledge or skills assessment.

All assessors must have substantial mediation and assessment experience.

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 recognised program organizers to maintain a sustainable quality control system.

The quality of the assessors will be regularly monitored by the Executive Director of SMC. SMC will conduct standardisation exercise for assessors to ensure assessors understand and follow SMC's standard. Assessments will also be moderated by SMC to ensure high quality. SMC QAP will also be subject to ongoing monitoring by IMI.

Commitment to Diversity

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

The Singapore Mediation Centre is committed to promoting diversity and will make accessible its QAP to any experienced mediator able to meet the rigorous criteria for IMI Certification under this programme.

Quality Assurance

Program registered in accordance with jurisdiction requirements	Not Applicable
Trainers, coaches and assessors registered as	Not Applicable

mediators (if required by the jurisdiction)	
Clarification of passing criteria	<p>Participant will need to undergo THREE (3) assessment components. A pass is required for all components to clear SMC's QAP Assessment. The four components are</p> <ol style="list-style-type: none"> 1. Role-play assessment 2. Written assessment 3. Self-reflection
Process where participant fails assessment	<p>If participant should fail the role-play assessment, they will be given a chance to be reassessed at a different time. However, the reassessment will be a final attempt and participant would need to demonstrate the skills which was previously not demonstrated. The participant is also given the option (fees applicable) to appeal against the decision within a certain time frame. Another independent assessor will be engaged and a recording of the role-play will forwarded to the independent assessor. Results of the 3 assessors, 2 independent assessors and 1 assessor will be moderated by SMC.</p> <p>If participant should fail the written assessment and/or the self-reflection, participant will undergo an interview with SMC to review the material and to enable SMC to ratify the assessors' measurements to ensure consistency among assessments of all applicants.</p>
Supporting documents	<p><i>List of attachments:</i></p> <ul style="list-style-type: none"> • A—Competency framework for assessments • B and C—Complaints/appeals policy