



International Mediation Institute

PROFESSIONAL MEDIATION WORLDWIDE
Promoting Consensus and Access to Justice
www.IMImediation.org

Society of Professionals in Dispute Resolutions (SPIDR)

IMI QUALIFYING ASSESSMENT PROGRAM

Introduction & Background

The Society of Professionals in Dispute Resolution (SPIDR) is an independent, non-profit distributing and a non-governmental professional membership organization. SPIDR is the only body in Nigeria specifically set up to provide an umbrella and set standards for the practice of Alternative Dispute Resolution (ADR) in Africa.

SPIDR conducts research and evaluation programs including the setting of world class standards for mediation, arbitration and all practitioners in the field of ADR, it also helps to engage and empower dispute resolution professionals and practitioners, maintain a register of neutrals, including admission thereto and removal there from. The organization has over the years provided tools and support to citizens, organizations, government officials, the judiciary, legal practitioners, employers of labour, business managers, communities and indigenous people with regard to the resolution of disputes.

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.

Applicants for SPIDR qualification must satisfy three key conditions as follows:

1. They must have undergone at least 120 hours of supervised and assessed mediation practicum in accordance with SPIDR standards, and demonstrated knowledge and skills as mediator. This may include graded role plays.
2. Completion of 20 fee-paid mediations in the structured setting of an ADR Centre. Such mediations must be independently attested (for example, signed off by an ADR Judge where the ADR Centre is court-connected, or by the competent

authority of other registered and SPIDR-approved ADR Centre) with evidence of compliance with SPIDR Mediation Procedure.

3. Produce a log, register or other documentary evidence of 100 hours practice as mediator in their chosen areas of interest, showing details of mediated cases, location, duration and outcome.

Copies of evaluation / feedback from Parties will be desirable. When SPIDR Qualified mediators reach the experience of more than 20 mediations/200 hours of mediation they will be qualified for IMI Certification

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.

Applicants are to provide evidence of successful completion of 120 hours of supervised and assessed mediation program to SPIDR standards. Once candidates have satisfied the knowledge and training requirements, they must successfully pass at the required level, a written test designed to assess the candidates' understanding of the applicable substantive knowledge set out in the appropriate sections of the SPIDR Mediation Procedure.

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 knowledge, skills, abilities and other attributes required of a SPIDR qualified mediator are set out in the SPIDR Mediation Procedure document which also outlines the requirements for an applicant seeking to be qualified by SPIDR for IMI Certification.

Applicants are assessed based on the following criteria;

1. Relationship skills – Applicants must be able to create an environment conducive to mediation and to develop communication and interaction with each individual participant.

2. Process skills – They must be able to establish and maintain an effective working structure and also manage the process and work through the phases of mediation.
3. Content skills – Delegates must be able to facilitate the parties in creating workable solutions and enable momentum and progress through active engagement with the parties and the content of the dispute

Applicants' mediation skills are assessed based on a live role play assigned to them, during which an experienced assessor will be present to watch, after which such assessor discusses the applicants performance and other options that may be adopted. Applicants should also provide a written **self-assessment** of his or her mediation skill, taking into account matters mediated in the preceding six months and a brief action plan to take mediation forward in their carrier.

Applicants will be required to be members in good standing of SPIDR and will have endorsed the certificate committing to adhere to the SPIDR Code of Conducts for Professionals in Dispute Resolution. They will certify that the information provided on the application is true; and must complete a SPIDR performance-based skills assessment process and achieve a minimum score set by the Governing Council of SPIDR. This includes a self-reflective exercise which shall be submitted with the video.

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 and will include a direct link to the credentialing organizations' websites.

www.spidrng.org

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 qualifying assessment programme is conducted by SPIDR faculty members who facilitated the program, including at least 1 independent member from any independent institution/organization and/or a faculty member who did not facilitate the program. All assessors are appointed on a basis of experience, character and a proven track record of achievement in their chosen fields, who have a strong ability, training and experience as professional mediators and assessors.

Independence is judged by;

1. Assessors from organizations or institutions other than SPIDR such as, Bond University, Australia, CEDR, UK, JAMS International ADR Centre.
2. Faculty members who have had no contact with the participants prior to the assessment.
3. Absence of any likelihood of conflict of interest (including relationships that may cloud judgment or an assessor who is a consultant to the candidates employer, etc).

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.

Assessors' performance and practice are monitored as follows;

1. A quarterly workshop for assessors, aimed at reviewing their professional skills and new inventions in the fast growing field of ADR.
2. A regular invitation to facilitate and demonstrate role play simulations.
3. Standardization of mediators Code of Conducts.
4. Standardization of mediation environment.

Please be informed that the above will be monitored by the IMI

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.

Society of Practitioners in Dispute Resolution communicates its equal opportunity policy through all its activities. No one is required to state gender, race, or sexual orientation in any documentation.

"SPIDR hereby requests the approval of the ISC to entitle SPIDR to qualify SPIDR Certified Mediators for IMI Certification provided they pass the Practical Skills, Knowledge and Experience Assessment and are listed as mediators in good standing."