Information Booklet and Application Form

For

Chartered Mediator - C.Med.®
Qualified Mediator - Q.Med.®

National Designations granted by the ADR Institute of Canada in coordination with and upon recommendation from Regional Affiliates.

ADR INSTITUTE OF ALBERTA

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Introduction

Mediation is a problem-solving process in which two or more parties voluntarily work together to resolve their differences with the assistance of a trained mediator who is an impartial third party.

The mediator assists disputing parties in voluntarily reaching their own mutually acceptable settlement of issues by structuring and managing the mediation process, maintaining channels of communication, assisting each party to articulate the issues, identify their needs, and create alternative ideas to resolve the dispute.

ADR Institute of Canada (ADR Canada) has obtained recognition under the *Trade-marks Act* for the designations Chartered Mediator®, C.Med.®, Médiateur Certifié[MD], Médiatrice Certifiée[MD], Med.C.®, and Qualified Mediator®, Q.Med.®, Médiateur Qualifié[MD], Médiatrice Qualifiée[MD], and Méd. Q[MD]. All other groups and individuals are prohibited from adopting or using any of these marks or any marks that might be mistaken for these marks without the consent of ADR Canada.

In order to ensure that a high, consistent, set of standards is met by the persons entitled to use these designations, the Board of Directors of ADR Canada has established general principles, a set of criteria and a protocol to be used in assessing the eligibility of a candidate for a designation and for the granting of a designation.

ADR Canada is national in scope and is represented throughout Canada by its regional affiliates who administer and regulate the designations C.Med. / Méd. C. and Q.Med / Méd. Q. in their respective regions. The ADR Institute of Alberta (ADRIA) is the Alberta regional affiliate.

Chartered Mediator and Qualified Mediator Designations

Chartered Mediators and Qualified Mediators are skilled professionals committed to personal career development and standards of ethical conduct. The designations are awarded to mediators who meet the qualifications set out, and is not dependent on any specific or prescribed mediator style[1] The Chartered Mediator designation is the more advanced designation.

The Chartered Mediator designation identifies the holder as a professional in the field of appropriate dispute resolution who:

- has advanced dispute resolution training (a minimum of 80 hours basic and 100 hours advanced training);

[1] "Style refers to fundamental mediator approach, e.g., facilitative, evaluative, transformative, narrative, etc. Regardless of a mediator's style, the competencies listed in Appendix A must be demonstrated for a mediator to qualify for the C. Med designation.

- demonstrated competencies through a Formal Mediation Assessment[2] in an educational setting, or was assessed in accordance with field assessment approved by the ADRIA Designations Committee;
- has significant broad-based experience in the field of dispute resolution;
- remains current with up to date practices and advances in the practices of the profession;
- is recommended by clients and peers for his/her skills and knowledge based upon practice; and
- has a broad-based understanding and access to information and experience at these levels invaluable in dealing with highly sensitive situations.

The Chartered Mediator designation recognizes a "generalist competence", at a high level, the goal being to assist the public in finding experienced and skilled mediators who are well trained and current in their practices. ADR Canada recognizes that specific additional skills and competencies may be necessary for mediation in specific areas such as family and multi-party mediation. ADR Canada acknowledges that mediators do not need to be chartered in order to provide mediation services.

The Qualified Mediator designation recognizes members who have completed sufficient mediation and related dispute resolution training to begin to practice as mediators. The Qualified Mediator designation identifies the holder as an appropriate dispute resolution professional who:

- has dispute resolution training (a minimum of 80 hours basic training);
- has become qualified through training and must also demonstrate competency;
- has some experience and is seeking to gain more experience by volunteering, being mentored, co-mediating and co-facilitating;
- participates in ongoing training and opportunities to learn, often in a specialized practice area or working within a workplace or one organizational setting (for example, in Human Resources);
- is acknowledged by clients and peers for his abilities and skills in practical settings; and
- has a base of understanding and access to information regarding resolving disputes in some areas; and
- may use the Q.Med designation as an intermediate step leading to a C.Med designation.

Protocol

ADR Canada has adopted the following protocol for these applications.

1. Regional affiliates invite/accept applications from those members who believe they possess the standards required of a Chartered Mediator or Qualified Mediator designation.
2. The regional affiliates will establish procedures to evaluate applicants in accordance with the requirements established by ADR Canada.
3. The ADRIA Designations Committee or Regional Chartered Mediator Accreditation Committee (RCMAC) shall

[2] **A Formal Mediation Assessment** (with an assessor chosen from an ADRIA roster of approved assessors and roleplayers who hold either a Q.Med or C.Med designation.) This assessment is like the one currently used by ADRIA for students wanting assessment of Mediation skills. It is conducted separately and apart from any classroom evaluation occurring as part of the students' mediation training, either at ADRIA or at another approved mediation program. There is a cost associated with this assessment similar to what is currently charged. A student may use this assessment within two years to apply for a C.Med designation.

consider and unanimously approve those candidates it deems meeting the criteria. Ratification by the Regional Board of Directors is required.

4. ADR Canada reviews applications to ensure the application is complete and the requirements established by ADR Canada have been met. Any application that is not complete and in the prescribed format will be returned to the regional Designations Committee.
5. Once ADR Canada determines an application to be complete, the Manager of Designations will inform the applicant that the application has been approved. ADR Canada will forward the certificate to the applicant.
6. Where approval of an applicant is not unanimous and the lack of unanimity is unrelated to policy or process, the Designations Committee's decision will be final. The Designations Committee's decision in relation to the skills assessment and demonstration of competencies is not subject to appeal.
7. Where the Designations Committee does not approve an applicant, it will so notify the applicant, providing reasons and recommendations, along with information about appeal processes.
8. Right to appeal to the National Appeal and Audit Committee is only based on issues related to application of policy or procedure.
9. The National Appeal and Audit Committee will audit a percentage of applications from each affiliate at random to ensure consistency and adherence to standards.

The Code of Ethics

All candidates and designated Chartered Mediators and Qualified Mediators must pledge to uphold and abide by the Code of Ethics. This Code is applicable to all members of ADR Canada in their capacity as arbitrators and mediators generally and in their undertaking of an arbitration or mediation appointment specifically.

A member shall:

- uphold and abide by the Rules of Conduct, regulations and other professional requirements adopted by ADR Canada.
- not carry on any activity or conduct which could reasonably be considered as conduct unbecoming a member of ADR Canada.
- uphold the integrity and fairness of the arbitration and mediation processes.
- ensure that the parties involved in an arbitration or mediation are fairly informed and have an adequate understanding of the procedural aspects of the process and of their obligations to pay for services rendered.
- satisfy him/herself that he/she is qualified to undertake and complete an appointment in a professional manner.
- disclose any interest or relationship likely to affect impartiality or which might create an appearance of partiality or bias.
- in communicating with the parties, avoid impropriety or the appearance of impropriety.
- conduct all proceedings fairly and diligently, exhibiting independence and impartiality.
- be faithful to the relationship of trust and confidentiality inherent in the office of arbitrator or mediator.
- conduct all proceedings related to the resolution of a dispute in accordance with applicable law.

Who Can Apply

Professionals who are members of ADR Canada through ADRIA and who believe they possess the qualifications and meet the criteria for Chartered Mediator or Qualified Mediator status may apply for the designations.

Form of Application

Applicants must complete the required application form and submit the form, and supporting documentation, with the appropriate application fees to the ADR Institute of Alberta office.

Timing of Application

The Designations Committee will review applications twice per year; April and October. Applications can take up to 180 days to process, from start to finish.

Application Fees

Application Fees for Chartered Mediator

The application fee varies with the assessment method selected:

- Application fee for Chartered Mediator $200.00 plus GST

Application Fee for Qualified Mediator

- Application fee for Qualified Mediator $200.00 plus GST

Summary Application Requirements for C. Med.® and Q.Med.®

	Chartered Mediator	Qualified Mediator
Education	• Completion of at least 80 hours mediation theory and skills training in mediation training programs approved by ADR Canada or acceptable to ADRIA Designations Committee; AND • Completion of 100 hours of study or training in dispute resolution or related field[3].	• 40 hours basic mediation training[10]; and • 40 hours specialized training[11]
Experience	Conducted at least 15 mediations[4] as the sole mediator or the mediation chairperson[5] and all 15 of the mediations must have been fee paid[6]	Conducted one of the three following options, or any combination of the three options • **Two Actual Mediations[12]** • **A Formal Mediation Assessment[7]** • **Two Supervised Mock Mediations[13]**
Skills Assessment	Observation and approval of an applicant conducting a sole mediation, to occur within two years before the date of the application, through one or more of the following: • An Actual Mediation • Video recorded Actual Mediation • A Formal Mediation Assessment[7]	Not required but is an option under "Experience" above. The Designations Committee may require a skills assessment.
Waiver	Education requirements may be waived where the ADRIA Designations Committee determines applicant has satisfied or exceeded the education requirements above through proven skills, competency, & longevity	Applicants may submit experience and qualifications to Designations Committee for review. A skills assessment may be required.

	in practice as recognized and recommended by peers[8].	
Letters of Reference	Provide three Letters of Recommendation[9] (one character/personal and two professional) of your services as a mediator.	Provide three Letters of Recommendation[9] (one character/personal and two professional) of your services as a mediator.
Membership	Must be a Full Member with ADRIA	Must be a Full Member with ADRIA
CEE Points	Must accumulate 100 points for Continuing Education and Engagement (CEE) in three years.	Must accumulate 60 points for Continuing Education and Engagement (CEE) in three years. Must complete three actual mediations, paid or unpaid, sole or co-mediated within three years of designation being awarded to maintain designation.
INSURANCE	Errors and Omissions insurance with a limit of at least $1 million aggregate	Self-employed Q.Meds are strongly encouraged to obtain applicable professional liability insurance
Application Fee	$200 plus GST	$200 plus GST

[3] Dispute resolution generally, psychology of dispute resolution, negotiation, public consultation, mutual gains bargaining, communication, management consulting, conflict management or other related training that has been approved by ADRIA or ADRIC to meet the C.Med educational requirements.

[4] A "mediation" is a discreet event contracted for by the parties. A situation where a person helps two subordinates resolve a conflict is not considered a mediation. However, if the full or part time duties of an applicant specifically include the conducting of structured mediations, these would count toward the C.Med. Where a person is conducting mediations with staff members who do not report to that person, these may count as mediations provided the person was specifically identified as an impartial mediator, and the mediation was structured and conducted as a mediation, not as an informal meeting to resolve a problem.

[5] The applicant must clearly have been the lead mediator or chairperson, not simply a co-mediator.

[6] A "paid" mediation" is a mediation where the mediator receives a salary, payment or reasonable honorarium specifically for mediation services. The amount received by the mediator is not subject to any specific minimum amount, provided it is a legitimate and reasonable amount in the context within which the mediation took place.

[7] **A Formal Mediation Assessment** (with an assessor chosen from an ADRIA roster of approved assessors and roleplayers who hold either a Q.Med or C.Med designation.) This assessment is like the one currently used by ADRIA for students wanting assessment of Mediation skills. It is conducted separately and apart from any classroom evaluation occurring as part of the students' mediation training, either at ADRIA or another approved mediation program. There is a cost associated with this assessment similar to what is currently charged. A student may use this assessment within two years to apply for a C.Med designation.

[8] Where the Designations Committee agrees by majority that the applicant has satisfied or exceeded the education requirement the educational requirement may be waived. The decision of the ADRIA Designations Committee must be supported by documented reasons for the recommendation.

[9] Letters of Recommendation should speak to the candidates' industrious abilities, accomplishments, seriousness of purpose and capacity as a mediator. Include any information that may not be readily apparent from education, skills assessments, test scores, transcripts or even in an interview. The letter should speak to the candidates' character (integrity, ethics and leadership qualities). The referee must explain their connection to the candidate, including how long they have known the candidate. The letters can be from someone the candidate co-mediated with, colleagues who have seen their work, someone from a Roster Program, and others who could speak from their experience of seeing the candidate mediate.

[10] Interest-based mediation process and skills, and/or courses in conflict resolution, negotiation, and communication that have

been approved by ADRIA or ADRIC and meet the requirements of basic mediation training.

[11] Advanced mediation, ethics in dispute resolution, multiparty negotiation strategies, how to start a mediation business, designing systems for conflict management in organizations, when and how to use mediation case development, influence of culture on conflict resolution approaches, and resolving difficult workplace issues. The courses must be approved by ADRIA or ADRIC and meet the requirements of specialized training.

[12]**Two Actual Mediations** (live, with real parties, not a roleplay and not with a co-mediator) paid or unpaid, and must provide a 300-word description of each mediation.

[13] **Two Supervised Mock Mediations** (with a reviewer chosen from an ADRIA roster of approved reviewers. One of the roster requirements will be that the reviewer must be a C.Med.) The candidate must complete all four stages of the model in the mock (roleplay) mediation. There will be instructions for role players on how to role play to ensure the candidate has an opportunity to demonstrate skills. There will be a consistent set of standards that must be met for the candidate to be deemed competent. The Supervised Mock Mediation is conducted separately and apart from any classroom evaluation occurring as part of the students' mediation training, either at ADRIA or another approved mediation program.

Chartered Mediator Principles, Criteria, Protocol, and Competencies (Important - See Attached)

Role of the ADRIA Designations Committee or RCMAC (See Attached)

Required Application Forms (See Attached)

1. a) Application Form for the Designation of Chartered Mediator C.Med.®

   OR

   b) Application Form for the Designation of Qualified Mediator Q.Med.®

Please submit your application and all supporting documents to:

Designations Administrator
ADR Institute of Alberta
Room CE223A, Ralph King Athletic Centre
7128 Ada Boulevard
Edmonton, AB
T5B 4E4
Fax: 780-433-9024

For more Information please contact ADRIA at www.adralberta.com