

No mediator is an island

Celebrating difference – Learning from each other

Mediator Accreditation in Australia

Report to

The 8th National Mediation Conference

Hobart, Tasmania

3-5 May 2006

Mediator Accreditation in Australia

Report and Proposal of Facilitator and Committee to the 8th National Mediation Conference, Hobart, 3-5 May 2006¹

Key Terms Used in the Report and Proposal

Committee – the representative group appointed by the National Mediation Conference Ltd to supervise the Accreditation initiative.

Draft Standard – the original proposal on mediator accreditation developed by the facilitator and committee – see

<http://www.mediationconference.com.au/html/Accreditation.html#draft/>

System – the proposed system for national uniform mediator accreditation.

National Mediator Standard (NMS) – the instrument setting out the knowledge, skills and ethical understanding required for Accreditation in terms of the System.

Uniform Code of Practice – the Code of Practice which will apply to those accredited to the NMS.

Recognised Mediator Accreditation Bodies (RMABs) – the organisations which are recognised as being able to Accredite individual mediators in terms of the System.

National Register of Mediators – the authoritative record of those Accredited to the NMS.

Implementation Body – the interim body responsible for the initial implementation of the System.

Background

There has been considerable debate in Australia during the last 15 years over issues of accreditation, training, standards, codes of conduct and professional organisations for mediators. The debate has been conducted in the literature, at conferences and consultations, within policy-advisory bodies such as NADRAC, in commission reports, and in numerous other contexts.² Some of the debate in Australia, and in other countries, is referred to in the Draft Standard on mediator accreditation.

¹ The members of the committee are Helen Marks, Scott Pettersson, Franca Petrona, Sandra Boyle, Warwick Soden, Mary Walker, Karen Dey, Salli Browning, Gordon Tippet, Robert Crick and Bill Field and the facilitator is Laurence Boule.

² There is an extensive literature from many different countries on all aspects dealt with in this report and proposal – for specific references see the Draft Standard.

A national uniform system of mediator accreditation could have the following objectives: the improvement of mediator knowledge, skills and ethical standards; the promotion of standards and quality in mediation practice; the protection of the needs of consumers of mediation services and the provision of accountability where they are not met; the conferment of external recognition of mediators for their skills and expertise; the development of consistency and mutual recognition of mediator training, assessment and accreditation ;and a broadening of the credibility and public acceptance of Australian mediation and mediators, here and abroad.

This report and proposal are presented against the background of the Draft Standard, the written submissions made in response to it, the public consultation forums conducted in Canberra, Sydney, Melbourne, Brisbane, Adelaide, Perth and Darwin, the feedback responses and documentation from the public meetings, the facilitator's report on the consultations, and the directions and deliberations of the organising committee. The report and proposal have been made available prior to the Conference to the Attorney-General's Department which provided funding for the accreditation initiative.

At the end of most of the public consultation sessions participants were asked to indicate by a show of hands whether the Draft Standard had sufficient merit in principle to be taken to the next phase – the support at the various forums for the broad parameters of the proposal was between 90% and 100%. A general positive sense of the need to move forward was expressed.³ There was enthusiasm from those who saw the initiative as enhancing the status of mediation, as improving consumer protection, as keeping up with developments abroad, and as giving mediators added legitimacy in promoting their services within and outside the country. There was also an expectation of a possible buy-in to a new system by governments, courts, tribunals, industry bodies and professional associations, which would in turn increase its attractiveness to individual mediators.

The main concerns and reservations expressed in the submissions and at the consultative forums revolved around the potential costs that a national uniform accreditation system might entail, fears of exclusivity and exclusion, concerns that it could become bureaucratic and operate in the interests of larger organisations, and an apprehension that it might in effect become a licensing system. There were also concerns about turf wars, over-professionalisation and the emergence of a two-tiered system involving, on one hand, mediators who were accredited in terms of a national uniform system and, on the other, those who were not.

Views expressed in the submissions, forums and feedback sheets are captured in the evidence available on the web-site (<http://www.mediationconference.com.au/html/Accreditation.html>) and this report does not repeat or elaborate on them. In the light of the history and background of the initiative the facilitator and Committee will present the Proposal contained in this document to participants at the Conference as embodying the perceived consensus of those members of the mediation community who participated in the process, with alternative options where these are regarded as important. The committee strongly

³ The feedback sheets from the public consultations include comments such as, 'We need to get started on this ...', 'We can talk forever but if we don't get something started...', 'Get on with doing it... stop discussing...', 'Do not wait until the crisis as with other unregulated activities ...'.

recommends the main elements of the proposal to the Conference and the alternative options are included to reflect other views which surfaced in the consultation process.

The Role of the National Mediation Conference

The 8th National Mediation Conference in Hobart is both part of the accreditation consultation process and an occasion for the mediation community to move the initiative to the next phase. Despite the absence of constitutional or legal authority, participants at the conference can make recommendations about the future of a national uniform system of mediator accreditation. They can make a recommendation:

- (i) to move to an implementation phase of such a system;
- (ii) to continue the consultation process; or
- (iii) to abandon the concept entirely.

The Committee which has had the conduct of the initiative strongly recommends option (i) to the Conference, namely that the proposal be endorsed fully or in part and that decisions be taken to move to an implementation phase as set out in the Proposal.

As the Conference has no formal status as a deliberative body there are no specific rules of decision-making. The Committee and facilitator recommend that the first session of the Conference be used to impart information on the proposal and to respond to questions, and that the final session be used for participants to express their views on the proposal as a whole, and on specific features which require attention. Where specific issues cannot be resolved on the floor of the conference the Committee recommends that interim or short-term measures be agreed to in order to assist in getting things started, with these to be reviewed in the intermediate- or longer-term in the light of practical experience in the system.

Alignment with other systems

The proposal for a national uniform system of mediator accreditation is not mutually exclusive of other forms of accreditation. In the immediate term it would sit alongside existing systems, but in the short term it could become the benchmark in the industry. Consideration can be given at the Conference as to how the new system aligns with such initiatives as the standards and requirements of the Industry Skills Council, the Australian Compliance Institute, the Australian Quality Framework, the Cert IV in Mediation, the regulation of Registered Training Organisations, the new family mediator requirements and the emerging workplace relations dispute resolution system. . If the system proposed here moves forward quickly it may itself be a source of influence on other systems, or may be adopted by them. It is proposed in terms of its own merits and not as an exclusive or competitive system vis-à-vis other comparable systems. Unlike other systems it would provide consistency, uniformity and transportability in mediator standards and accreditation across the diversity of mediation systems.

Explanation and promotion of the new system

While it is not part of the Proposal, the Committee recommends to the Conference that consideration be given to ways in which a new system can be explained to and promoted among interested individuals and organisations. It will be to the benefit of the mediation movement to have it adequately explained and promoted to government, courts and tribunals, industry bodies and mediation organisations. Participants at the conference are invited to give attention to this factor.

The Proposal

The participants at the 8th National Mediation Conference, Hobart, 2006

Noting:

- a. The views expressed at the 7th National Mediation Conference, Darwin, 2004, about a national uniform mediator accreditation system;⁴
- b. The submissions made and the views expressed during the accreditation consultation process between December 2005 and May 2006;
- c. In particular the frequently expressed desire to enhance the standards of mediation practice, to improve the status of mediators, to have greater mutual recognition across different mediation sectors, and to promote the confidence and protection of consumers, without affecting innovative and creative practice;
- d. The preference for a national uniform system of mediator accreditation to be based on self-regulation by the mediation community, operating on a devolved basis through relevant existing organisations, without direct state regulation or formal legal status;
- e. The desire to remain ahead, or abreast, of comparable occupations and professions, and comparable developments for mediators abroad;
- f. The need for an initial national uniform accreditation system to be relatively basic, simple, inexpensive and easy to implement, and to be built on the foundations of existing mediation organisations and mediator experience;
- g. The desirability of an initial national uniform accreditation system having the in-built capacity for evaluation, review and adaptation over time in terms of changing needs and policies;
- h. The need for mediator accreditation to be regarded as legitimate by interested parties, to cater for diversity in mediation practice, for it to involve collaboration across mediation sectors, and to have transparency in all aspects of the system;

And further recognising that the National Mediation Conference has no legal or constitutional authority in this regard, but as a gathering of members of the mediation field it can make recommendations and provide direction in relation to a uniform national accreditation system;

⁴ The terms 'mediation' and 'mediator' are understood in terms of the NADRAC definition of the process – see NADRAC, *ADR Terminology* (2002). See also the NADRAC paper 'Who Says You're a Mediator? Towards a national system for accrediting mediators' (2004).

Hereby recommends that:

I The System

1. There will be a National Mediator Accreditation System (the System) which allows Australian mediators who satisfy the specified requirements to be Accredited to the National Mediation Standard (NMS).
2. The System will be voluntary for those mediators who wish to obtain Accreditation to the NMS and there will be no compulsion for mediators to obtain this Accreditation in order to practice.⁵
3. The System will apply only to mediators and not to other dispute resolution practitioners.⁶
4. There will initially be one level of Accreditation in the System (Accredited to the National Mediation Standard), with advanced or specialised forms of accreditation to be considered later.
5. There will be a National Register of Mediators for those Accredited to the National Mediator Standard.⁷

II The National Mediation Standard and Code of Practice

1. Accreditation will take place in terms of the requirements of a National Mediator Standard (NMS) and a uniform Code of Practice.
2. The National Mediator Standard enumerates and describes the knowledge, process competencies, skills and techniques required for Accreditation to the System – see Annexure A.
3. The Code of Practice describes the ethical and professional obligations of mediators Accredited to the National Mediator Standard. It will be developed by the Implementation Body in the light of existing Australian mediator Codes of Practice.

⁵ This distinguishes the System from a licensing arrangement in terms of which accreditation is a mandatory pre-requisite to the practice of an occupation or profession.

⁶ This is the current proposal, which may change over time.

⁷ The designation *Accredited in terms of the National Mediation Standard* could be registered as a trademark to ensure its exclusivity.

III Recognised Mediator Accreditation Bodies

1. The System will be based on and be operated by those mediation and ADR organisations which are identified for this purpose as Recognised Mediator Accreditation Bodies (RMABs).⁸
2. RMABs will be those bodies whose capacities and credentials as set out in Annexure B have been recognised by the Implementation Body as being compliant with the requirements of the System.⁹
3. The main function of the RMABs will be to Accredite mediators to the NMS.
4. RMABs can provide education and training programs themselves or can use the education and training services of other institutions as part of their Accreditation procedures.¹⁰ Where the education and training services of outside bodies are used the ultimate assessment for Accreditation will be made by the relevant RMAB.
5. Recognition of RMABs in terms of the requirements of the System will be given for the implementation phase of the System.
6. RMABs will provide information on those whom they Accredite in terms of the System to the Implementation Body to assist it to maintain the Register of Mediators Accredited to the NMS.

IV Accreditation of Mediators in terms of the NMS

1. RMABs will provide certification to the effect that an individual has satisfied the criteria for Accreditation according to the National Mediator Standard.
2. In order to be certified by an RMAB, mediators must be persons who are fit and proper to practice as mediators and have attended an education, training

⁸ A 'peak body' was not recommended in the Draft Standard and there was insufficient support for the concept in the consultation process for it to be recommended here. Such a body may emerge after the development of a national uniform mediator accreditation system.

⁹ It is envisaged that a wide assortment of bodies should be able to attain recognition as RMABs. The following categories of bodies might wish to become RMABs:
Membership Associations (such as LEADR, IAMA);
Service-providers, (such as Community Justice Programs, Relationships Australia, ACDC, Centacare, Australian Department of Defence, Retail Tenancies agencies);
Professional associations (such as Law Societies, Australian Association of Social Workers, APS College of Counselling Psychologists);
Courts and Tribunals (such as the Federal Court of Australia, the National Native Title Tribunal and the Victorian Civil and Administrative Tribunal);
Not-for-profit associations (such as VADRA, ADRA, WADRA).
Universities and other educational institutions.

¹⁰ It is likely that in the early years of the System most RMABs will provide their own education and training.

and assessment course which complies with the requirements listed in Annexure C.¹¹

3. Education and training will be provided in the discretion of RMABs, either themselves or through other education and training organisations. RMABs will have the discretion as to who enters accreditation programs, on whether the education and training is continuous or in stages, and on whether assessment takes place directly after education and training or after a period of delay.

Alternative option: That in order to avoid perceived conflicts of interest, there be a separation between training and accreditation institutions, along the lines of those professions where universities undertake the education and professional bodies the accreditation; such an arrangement would require time to organise the practical and financial aspects.

4. Individual RMABs, service-providers and other organisations will be able to build on the national standard by providing additional advanced or specialised forms of accreditation for mediators external to the proposed system.

V Association with RMABs

1. Mediators Accredited to the National Mediation Standard will be required to be members or associate members of an RMAB, or have an association with an RMAB, on an ongoing basis, or have an employment relationship with an RMAB
2. RMABs will have discretion in relation to categories of membership, associate membership or other associations for mediators Accredited to the NMS.
3. The membership or association referred to in this section will serve as a basis for keeping current the National Register of Accredited Mediators, for managing complaints and disciplinary proceedings against mediators and for furnishing resources to the Implementation Body.

Alternative option: That there be no membership or employment requirement for mediators. In such a system there would have to be a staffed national system for initial assessment, for CPD and for complaints, discipline and possible de-accreditation.

VI Continuing Professional Development

1. In order to retain Accreditation to the National Mediation Standard, mediators will be required to undergo continuing professional development (CPD).¹²

¹¹ There was general concern about the quality and standards of education and training and the view was frequently expressed this should be commensurate with the progressive goals of the system.

2. CPD requirements will be finalised by the Implementation Body and will revolve around a points system which has to be satisfied over a two-year period involving the requisite number of points in at least three of five categories – see the model system in Annexure D.
3. CPD can be provided by RMABs and other appropriate bodies such as universities, training institutions and professional associations and mediators will be able to choose with which bodies they undertake CPD requirements.
4. Mediators will be required to report compliance with CPD requirements on an honour basis to a RMAB, which will notify any non-compliance to the Implementation Body responsible for the upkeep of the National Register of Accredited Mediators.
5. In developing CPD requirements the Implementation Body will take account of the access and cost implications for mediators in rural and remote areas and how they can be accommodated in as equitable a way as possible.
6. Where mediators have to undertake CPD for other professional purposes this can also count towards CPD under the System, provided it satisfies the requirements stipulated by the Implementation Body.

VII Complaints, Discipline and De-Accreditation

1. RMABs will be required, as part of their recognition requirements, to provide a procedural framework for dealing with complaints and grievances against mediators.
2. The procedural framework must ensure that complaints and grievances are handled with as little technicality and formality as possible in a process which accords procedural fairness to all parties.
3. Where a mediator is found to be in breach of the mediator Code of Practice he or she may be suspended from accreditation to the NMS, on a temporary or permanent basis.
4. Mediators will be automatically de-accredited if they fail to comply with their ongoing requirements for Accreditation to the National Mediator Standard.
5. All mediators will have a right of appeal from the decision of an RMAB to the Implementation Body.

¹² While there was some support for a re-accreditation requirement, as under the new Victorian Bar mediator accreditation scheme, the more preponderant view was that this should be subsumed under the CPD requirements.

Alternative option – That there be a national complaints body which would be activated to deal with complaints and grievances when necessary, or fill the role of an independent checking body; this would require resourcing, personnel and infra-structure.

VIII Initial Implementation Stage

1. For the first two years of the System an Implementation Body will undertake activities required for the establishment and early operation of the System.
2. The Implementation Body will be appointed by the National Mediation Conference Ltd on a basis which ensures that it represents the diversity of Australian mediators and mediation practice.
3. The Implementation Body will, as soon after the Conference as possible attend to:
 - a. The recognition of RMABs;
 - b. The drafting of the uniform Code of Practice;
 - c. The admission of experienced mediators into the System on the basis of their training and experience.
4. The Implementation Body will investigate sources of funding from government and elsewhere for the early operation of the system.
5. The Implementation Body will make six-monthly reports to the directors of the National Mediation Conference and the Accreditation Committee of NADRAC during the two-year implementation period and will report to the 9th National Mediation Conference in 2008 on the first two years of the System's operation.
6. The Implementation Body will maintain a National Register of Mediators Accredited to the National Mediation System.

IX National Register of Mediators Accredited to the NMS

1. There will be a National Register of Mediators Accredited to the NMS.
2. The Register will contain standardised information on Accredited mediators and will be updated in the light of new accreditations, lapsed accreditations and de-accreditations.
3. Information on the Register will be accessible to the public, service-providers, courts, tribunals and other interested parties.¹³

¹³ Mediation providers may elect to make referrals only to mediators on the National Register of Mediators Accredited to the NMS. Mediation bodies funded by government may be required to use only NMS-Accredited mediators. 'Trust marking' might be used by commercial enterprises where

4. The National Register will disclose to the public through a series of web pages the information referred to in Annexure E.

X Resourcing

1. The System will be resourced through fees paid by mediators who seek Accreditation in terms of the System or who seek to be admitted into the System on the basis of prior learning and experience.
2. RMABs and Federal and State governments may be requested by the Implementation Body to contribute resources for the implementation and operation of the System, such as the financing of a part-time secretariat.
3. Resourcing will be sought from RMABs for the review and evaluation of the System after its first two years of operation; such funding will be based on an equitable allocation of contributions among relevant bodies.¹⁴

XI Recognition of Prior Learning and Experience

1. The System will recognise the prior learning, accreditation, practical mediation experience, and other relevant qualifications of existing mediators.
2. Recognition of prior learning and experience will be given on a flexible basis but there will be no automatic 'grandparenting' into the system.

Alternative options – That in order to enhance the status of the System all existing mediators who wish to be Accredited to the National Mediator Standard will be required to apply for Accreditation and undergo training, assessment and accreditation in terms of the System; or that 'grandparenting' be granted on a temporary basis after which mediators would have to apply for Accreditation in terms of the System.

3. The principles for recognition of prior learning, experience and accreditation will be laid down by the Implementation Body and will take account of the recency of education and training, prior assessment of mediator knowledge and competency, the duration and regularity of mediation practice, and other relevant criteria such as references,. The principles will be applied by RMABs to mediators seeking admission to Accreditation to the NMS through recognition of their prior learning and experience.
4. Any experienced mediators Accredited into the System by an RMAB will be subject to the ongoing CPD and other requirements of the System.

their mediators are NMS-Accredited. Contractual dispute resolution clauses, industry codes and other instruments may require the provision of services by NMS-Accredited mediators.

¹⁴ The user pay system could be based on a small levy paid by mediators Accredited to the NMS.

XII System Evaluation and Review

1. The System will be reviewed after two years, with a view to evaluating its merits and demerits and the possibility of developing the System further.
2. The review will focus, among other things, on the extent of mediator take-up in the System, on the attitudes and experiences of consumers, on how the costs of its operation are being borne, on the effectiveness of the Register and the complaints and de-accreditation procedures, on any structural conflicts of interest in the system (for example in organisations which both train and accredit), on how the System aligns with other accreditation systems, on the resourcing issue and the costs to mediators, and on the attitude of governments, courts and industry bodies to the operation of the System.
3. The review and its recommendations will be made available at the 2008 National Mediation Conference for consideration and decisions as to the future of the System.

Annexure A The National Mediation Standard

In order to be Accredited under the System mediators should be persons of fit and proper character who have been educated, trained and assessed in terms of:

1. Substantive knowledge relating to:
 - a. The nature of conflict, including the dynamics of power and violence;
 - b. The appropriateness or inappropriateness of mediation;
 - c. Pre-mediation preparation, screening and intake;
 - d. Communication patterns in conflict situations;
 - e. Negotiation dynamics in mediation;
 - f. Cross-cultural issues in mediation and dispute resolution;
 - g. The principles, stages and functions of the mediation process;
 - h. The roles and functions of mediators;
 - i. The roles and functions of support persons, lawyers and other professionals in mediation;
 - j. Key issues in a specific Code of Practice referred to in the course;
 - k. The basic law of mediation on confidentiality, enforceability of mediated agreements and liability of mediators.

2. Skills and techniques in:
 - a. Preparation for mediation;
 - b. Intake and screening of the parties and dispute to assess suitability for mediation;
 - c. Conduct and management of the mediation process;
 - d. Appropriate communication skills, including listening, questioning and reframing, required for the conduct of mediation;
 - e. Negotiation techniques and the mediator's role in facilitating negotiation and problem-solving;
 - f. Mediator interventions appropriate for standard difficulties in mediation;
 - g. Potential responses to high emotion, power imbalances and violence;
 - h. Use of separate meetings and shuttle mediation;
 - i. Drafting of mediated agreements;
 - j. Protocols for terminating mediation;
 - k. Anticipating and responding to post-mediation difficulties;
 - l. The use of information and computer technology in mediation practice.

3. Ethical understanding in relation to:
 - a. The avoidance of conflict of interests;
 - b. Marketing and advertising of mediation;
 - c. Confidentiality, privacy and reporting obligations;
 - d. Neutrality and impartiality;
 - e. Fiduciary obligations;
 - f. Ensuring fairness and equity in mediation;
 - g. Withdrawal from and termination of the mediation process.

Annexure B Recognition of RMABs

RMABs will be recognised in terms of their capacity and facilities to:

1. To assess and accredit mediators in terms of the requirements of the System.
2. To provide education, training and assessment of mediators in terms of the System, or to have a relationship with bodies other than RMABs which provide the education, training and assessment required in terms of the System.¹⁵
3. Organisations applying for RMAB status must provide the following information about the education, training and assessment which they provide or which they use on an out-sourced basis:
 - a. The qualifications and experience, as mediators and educators, of the principal course instructors responsible for conducting the education and training course and the assessment of participants;
 - b. The teaching and learning methodologies underlying the education and training courses;
 - c. Course manuals or workbooks, lists of books or reading requirements, and other prescribed materials;
 - d. The course program, indicating the topics and time spent dealing with the different aspects of knowledge, skills and ethics required by mediators;
 - e. The Code of Mediator Practice used in the course as a basis for education and training on issues of mediator ethics and standards;
 - f. The methods of assessment used to examine the knowledge, skills and competence of trainees;
 - g. Assessment instruments used for assessing mediator skills and techniques;
 - h. The past involvement of the institution and/or its instructors in mediator education and training;
 - i. The ratio of instructors and coaches to participants in education and training courses;
 - j. Any other information which goes to establish the credentials of the institution as a mediator educational, training and assessment institution (for example course evaluations, testimonials, references).
4. Provide Continuing Professional Development for mediators as required in the System.
5. Provide the infra-structure required to receive and process complaints and grievances against mediators and make decisions on sanctions, including de-accreditation.

¹⁵ Bodies such as universities or small training organizations may not wish to become RMABs but provide their educational and training services to RMABs, which will be responsible for assessing the quality and standards of education and training.

7. Have sound governance structures, financial viability and the administrative resources to contribute to the operation and development of the System.
6. Undertake such other activities and functions required by the changing needs of the System.

Annexure C Education, Training and Assessment Requirements

1. A training team comprising principal instructors, and assistant instructors or coaches, with suitable qualifications and experience as educators and mediators.
2. A ratio of one instructor or coach for every three participants in the simulation part of the training.
3. An education and training program of a minimum of 40 hours in duration, excluding the assessment period.¹⁶
4. Involvement by each course participant in at least six simulated mediation sessions, in at least two of which they perform the role of mediator. Assessment of mediator competence in the two simulations will be undertaken by different members of the training team, and will be recorded in written form in an assessment instrument and will be provided to the participant.
5. Completion by each course participant of written debriefing evaluations of two simulated mediations, one in which they were a disputant and the other a mediator, in a prescribed evaluation form.
6. Completion of a written examination of between 45 and 60 minutes in duration in which participants are assessed on their theoretical knowledge and understanding of mediation practice and asked to suggest appropriate or preferred ways of dealing with specific ethical dilemmas, tactical issues or difficult scenarios which can arise in mediation.
7. The overall assessment of participants for Accreditation will be based on competence displayed in mediation simulations, awareness displayed in the written debriefings, performance in the examination, and general course participation such as contributions to the discussions on ethical or critical issues. A written report will be provided to each participant detailing:
 - a. The outcome of the skills assessment (in terms of competent or not yet competent);
 - b. Relevant strengths and how they were evidenced;
 - c. Relevant weaknesses and how they were evidenced;
 - d. Relevant recommendations for further training and skills development.

¹⁶ It was noted during the public consultations that in some overseas countries the education and training requirements range between 150 and 600 hours in duration.

Annexure D Continuing Professional Development Requirements

The following model will guide the Implementation Body in the finalisation of the CPD requirements for mediators Accredited to the NMS:

Within each two-year cycle mediators will have to obtain at least 50 CPD points, comprising 20 points from category 1 and 30 points from at least two of the other four categories:

1. The conduct of six mediations or co-mediations (20 points);
2. Representation of clients in four mediations (10 points);
3. Attendance at CPD courses or workshops on mediation or ADR for 20 hours; (20 points);
4. External supervision or auditing of their clinical practice (10 points);
5. Presentations at mediation or ADR seminars or workshops (10 points);
6. Other relevant experience as a practitioner or consultant in dispute resolution and conflict management (10 points).

Annexure E National Register of Mediators

The National Register of Mediators shall be maintained as an electronic database by the Implementation Body. A public view of the database will be provided through an internet site established for that purpose. The internet site will display at least the following information for mediators Accredited to the NMS:

1. Name of mediator;
2. Relevant RMAB and link to that RMAB;
3. Principal location of practice;
4. Link to the relevant Code of Practice.

At the option of the Implementation Body it may also contain a link to the mediator's CV (whether resident on an RMAB site or not) and an email link to the mediator.