

WASHINGTON MEDIATION ASSOCIATION MEDIATOR CERTIFICATION PROGRAM

Certification Qualifications Summary

The following qualifications summary broadly outlines requirements for mediation certification and continuing certification. Detail of these requirements and information pertaining to documentation may be found in Appendices I-V.

WMA Membership Applicants must be a member in good standing of WMA;

Basic Mediation Training Applicants must have completed at least 36 hours of basic mediation training. (See Appendix I for details);

Mediation Experience Applicants must satisfy one of the following four options:

Option A: Experienced Mediator

Option B: Dispute Resolution Center Practicum

Option C: Independent Practicum

Option D: Out-of-state Experience
(See Appendix II for details);

Subject Matter Knowledge Applicants must have a minimum of 60 hours of additional education/experience relevant to the specific subject matter categories of their practice. (See Appendix III for details);

Standards of Practice Applicants must adhere to WMA's Standards of Practice for Mediators (see enclosed brochure) and agree to comply with the grievance process. (Appendix IV, Grievance Process is currently under review);

Continuing Education Certified Mediators must complete 20 hours of continuing education every 2 years in order to renew their certification. (See Appendix V for details).

WMA Certified Member Mediator Application

Name: _____ New WMA member? Yes No

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ (W) _____ (H)

FAX: _____ E-mail: _____

Please submit the original and one copy of all the required materials to the Committee Chair, and **keep one full copy for your records**. Photocopies are acceptable for all supporting documentation.

___ 1. Please attach evidence of completion of at least 36 hours of basic mediation training. See *Appendix I*.

___ 2. Please attach your mediation experience documentation and include a letter of recommendation when required. See *Appendix II*.

___ 3. Please attach relevant documentation for 60 hours of subject matter experience or study and indicate the category or categories under which those hours apply. You may apply under more than one category as long as you have 60 hours per category. See *Appendix III*.

___ 4. Please sign and attach the **notarized** Affidavit of Compliance.

___ 5. Please include a cover letter that summarizes the following information:
The subject matter categories under which you are applying;

How your subject matter experience or study is relevant to your mediation practice;

If you have had any felony convictions or have been a respondent in any professional liability claims, please attach an explanation.

___ 7. Please enclose a check for the \$100.00 application fee. If you are joining WMA or are not current, please include \$75.00. Make checks payable to WMA.

Mail the ORIGINAL AND ONE COPY of the completed application to WMA at 1122 E. Pike Street, PMB #1095, Seattle, WA 98122-3934.

WASHINGTON MEDIATION ASSOCIATION
AFFIDAVIT OF COMPLIANCE

STATE OF _____

COUNTY OF _____

I, _____ being first duly sworn, depose and say that:
I am the applicant named who has signed this application for approval of Certified Member Mediator in the Washington Mediation Association.

By signing this affidavit, I attest that I have fulfilled the requirements set out in the application upon which I have submitted my name, and agree to continue to abide by WMA's Standards of Practice and Grievance Procedure.

I also attest that, unless explained in attached documentation, I have not been a respondent in a professional liability claim and I have never been convicted of a felony.

I understand that the determination as to whether I qualify under the above categories, as well as my continuing membership, depends upon the truth, falsity, or completeness of my answers set forth in this application and any attached statements.

To my knowledge, the answers and information which I have supplied in connection with this application are true and complete.

Applicant's Signature _____

Date: _____

Subscribed and sworn to before me this _____ day of _____, _____.

(Seal)

NOTARY PUBLIC FOR _____

RESIDING AT _____

MY COMMISSION EXPIRES _____

Appendix I

Basic Mediation Training

Applicants must successfully complete a Basic Mediation Training (BMT) that includes at least 36 hours of actual training experience. The BMT curriculum should include the following components:

1. ADR and Mediation: An explanation of mediation in the continuum of dispute resolution alternatives that include discussions of different styles of mediation and how to assess the appropriate style for individual cases.
2. Theory: Explanation of negotiation and conflict theory, including an analysis of conflict styles, distributive and integrative bargaining, BATNA, and types of joint gains.
3. Skills: Training that includes, but is not limited to, communication and listening skills, identifying underlying interests and motivations, assessing the impact of cultural differences on negotiation.
4. Intake and Assessment: Training on intake and assessment procedures should include screening parties to determine if the dispute is appropriate for mediation.
5. Mediation Process: Training in and application of components of the mediation process including: mediator's opening statement, the parties' opening statements, agenda setting, negotiation, generating and evaluating options, caucus, agreement writing and closure.
6. Ethics: Discussion and analysis of ethical issues in mediation, standards of practice, and Washington State statutes pertaining to mediation.
7. Experiential Learning: Twelve hours of interactive exercises including supervised mediation role play.

Basic Mediation Training Documentation

The following documentation needs to accompany the application:

1. Certificates of completion issued by the individual or organization that conducted the training, or if offered through a college or university, verification of attendance or completion. *(Note: Graduates of any 40 hour Academy of Family Mediator or WMA approved Washington State Dispute Resolution Center basic mediation training need only submit certificate of training to meet this requirement. Documentation for items 2 & 3 below are not required.)*
2. Number of training hours completed; and
3. Identification of how all components listed above have been acquired. (Course outlines, syllabus, or similar documentation is required.)

Appendix II:

Mediation Experience

Applicants can meet the experience requirement through any **one** of the following four options:

Option A--Experienced Practitioners: A WMA member can satisfy Option A if s/he has at least 200 hours of mediation experience in the last 10 years and submits a letter of recommendation. Documentation **must** include:

- 1) The approximate total number of hours of mediation experience and the time period;
- 2) A listing of the types of cases mediated and number of hours per type;
- 3) The name(s) of the organization(s) for which the mediations were conducted;
- 4) A letter of recommendation from an experienced mediator or mediation organization, referencing the applicant's specific mediation abilities. It should include how the applicant manages the mediation process and how s/he relates to the parties? The recommendation can be based on personal co-mediation experience with the applicant, client evaluations, or a review of other co-mediator evaluations.

Option B--Dispute Resolution Center (DRC) Practicum: A WMA member can Option B if s/he has at least 24 hours of supervised mediation at a Washington State Dispute Resolution Center and at least 36 additional hours of post-practicum mediation. Documentation **must** include:

1. A certificate and/or statement of completion from the DRC indicating the applicants successful completion of their DRC Practicum under the direction of a WMA qualified practicum supervisor;* and
2. A listing of the types of cases mediated and the number of hours each type represents for both the 24 hours of supervised mediations and the 36 hours of additional mediation experience. (*Note: Please check with your DRC or our WMA website: www.WashingtonMediation.org for a list of WMA approved practicum programs.*)

Option C--Independent Apprentice Practicum: A WMA member can satisfy Option C if s/he has at least 24 hours of supervised mediation (in at least 3 separate cases) by a WMA qualified mentor* and at least 36 additional hours of post-practicum mediation. Documentation **must** include:

1. A letter from the applicant's mentor that contains the following information:
 - (a) The mentor's name, address and telephone number and; how s/he meets the WMA mentor qualifications. If the mentor is not currently on the WMA Supervisor/Mentor list,* please include how sh/he meets the WMA mentor qualifications.
 - (b) A brief description of the design of the practicum, the total number of hours involved, and the type and number of hours for each case either observed or co-mediated by the applicant; (*Note: At a minimum, each practicum must include supervision of the applicant conducting at least 24 hours of actual mediation in*

the role of mediator or co-mediator and for at least 3 separate cases. Each case must include at least a mediator opening statement, opening statements by the parties, some negotiation and closure. The applicant may co-mediate with mediators other than their supervising mentor as long as those mediators are supervised by the WMA qualified mentor).

(c) A statement that the applicant has successfully completed the practicum.

2. A copy of a settlement agreement or memorandum of understanding rendered anonymous resulting from one of the applicant's practicum cases;
3. A listing of the types of cases mediated and the number of hours each type represents for the 36 hours of post-practicum mediations.
4. A letter of recommendation from an experienced mediator or mediation organization. referencing the applicant's specific mediation abilities. It should include how the applicant manages the mediation process and how s/he relates to the parties? The recommendation can be based on personal co-mediation experience with the applicant, client evaluations, or a review of other co-mediator evaluations.

The Washington Mediation Association recommends that the mentor and apprentice discuss the issue of liability insurance prior to entering into a mentoring arrangement.

Option D-- Out-of-State Applicants: A WMA member who has gained mediation experience in another state will be considered on a case by case basis.

WMA Approved Mentor:

Mediator certification applicants who are also interested in serving in a mentor capacity may request mentor approval if they satisfy the qualifications listed following the * below. See the WMA website: www.WashingtonMediation.org for a listing of WMA certified members who have expressed an interest in mentoring and who meet WMA's mentor qualifications.

*WMA requires that Practicum supervisors and mentors meet the following minimum qualifications: Received at least 36 hours of basic mediation training and at least 50 hours of advanced mediation training; conducted at least 200 hours of mediation; and agree to abide by WMA's Standards of Practice for Mediators. Practicum supervisors and mentors do not need to be a WMA certified mediator or WMA member.

Appendix III.

Subject Matter Experience and Study

Applicants can meet the subject matter knowledge requirement by documenting **sixty** (60) hours of subject matter experience and/or education for each subject area in which the applicant wishes certification.* It is expected that the experience and study will be multi-disciplinary in content and will draw from both the social and natural sciences including psychology, sociology, anthropology, law, economics, political science, communications, organizational development, and the relevant physical sciences. The purpose of this requirement is to help insure that the mediator meets reasonable expectations of the parties with regard to the content of their dispute, as well as the accepted standards of the field.

This experience or study must relate directly to the substantive field(s) in which the applicant currently mediates or is likely to mediate, and may include volunteer or job experience, formal education, professional training, workshops, or co-mediation with someone with expertise in the category. These substantive fields include, but are not necessarily limited to, the following categories:

- | | |
|------------------------|------------------------------|
| 1. Commercial/Business | 8. Employment |
| 2. Consumer | 9. Environmental |
| 3. Community | 10. Health Care |
| 4. Construction | 11. Intercultural Relations |
| 5. Criminal Justice | 12. Labor Relations |
| 6. Domestic Relations | 13. Organizational Relations |
| 7. Education | 14. Public Policy |

Applicants may propose their own category and may apply under as many categories as they wish, as long as 60 hours of experience/education are documented for each.

(Note: Hours spent co-mediating and/or consulting with someone who has expertise in the “applied for” category may be included in the 60 hours. The name and the subject matter qualifications of the co-mediator or consultant must be included in the documentation.)

Documentation of each subject matter education experience **must** include:

1. Name and location of sponsoring organization;
2. Title and dates of the education activity;
3. Description of the educational experience and content;
4. Total number of hours applicant is claiming for the experience. (Note: Each college quarter credit equals 33 contact hours, and each college semester credit equals 48 contact hours);
5. Copy of certificate of completion if available;
6. Brief statement of how the study is relevant to the applicant’s mediation practice.

(Note: Credit cannot be given under this requirement for additional mediation or

communication skills training. If however, the training also focuses on subject matter areas such as divorce/family law or workplace regulations, credit will be given for the actual hours the training devotes to those areas, e.g. the Parenting Act, child support guidelines, property division, Title VII statutes, Americans with Disabilities Act.)

Documentation of subject matter experience **must** include:

1. A brief description of the experience;
2. The time period and number of hours/years;
3. The location(s);
4. Your co-mediator's name and qualifications (if relevant), and
5. A brief statement describing the relevance of the experience to your mediation practice.

Applicants may add additional categories to their certification at any time by submitting appropriate documentation to the Qualifications Committee. However, there will be an additional \$15.00 fee if the update is submitted at any time other than when the member's continuing education documentation is due.

*AFM Practitioner Members must only document an additional 40 hours beyond their required 60 hours of approved training.

CERTIFICATION PROCESS

Once the Qualifications Committee Chair receives the application, s/he will initiate a standardized check-off sheet to measure the applicant's training, case practice, and additional experience or study. Applications will then be numbered, rendered anonymous and mailed to another member of the WMA Qualifications Committee for a full review to help insure that the standards are applied fairly and consistently. If necessary, the Chair may contact the applicant for clarification or further information.

If the application meets all the standards as determined by the Qualifications Committee, the applicant is issued a certificate. If the application is denied, the applicant is notified with an explanation and is encouraged to reapply when WMA standards can be met. The applicant may appeal the denial of an application. Upon appeal, the application is again rendered anonymous and passed on to the Appeals Panel.

APPEAL PROCESS

A WMA Appeals Panel is a volunteer panel of three Certified Members in good standing appointed by the Ethics Committee. More than one Appeals Panel may operate concurrently on separate appeals. The Appeals Panel reviews all appealed applications. An Appeals Panel reviews an application and either recommends approval or denial with recommendations for ways to rectify the deficiencies.

FEES

Annual Membership Dues (General and Certified Members) \$75.00

Certified Member Mediator Application Fee \$100.00

Continuing Mediation Education (every 2 years) \$50.00

Category additions/changes not included with CME submissions \$15.00

APPENDIX V

Applying For Continuing Education Credit Through WMA

In order to maintain your status as a WMA Certified Member Mediator, you must obtain at least 20 hours of continuing education every two years. Please contact the Qualifications Committee Chair for the application for continuing education credit. This document is due no later than the last day of the month in which your membership expires. The application will require the following:

1. Your name, address, phone number and any other contact information;
2. A statement that your application is for the approval of continuing education credit;
3. Information describing each of your educational activities;
4. A statement that declares all the information you are submitting to be true under penalty of perjury;
5. Your signature;
6. At your option, supporting documentation for educational activities. (The WMA accepts your statement as a substitute for supporting documentation; therefore no documentation is required with your application. However, we ask that you keep any documentation for two years following your application in case the WMA should need to request it); and
7. The processing fee of \$50.00. This may be added to your regular dues payment if submitted at the same time.

Areas of Study:

Continuing education activities are acceptable in the following areas of study:

1. **Mediation theory and practice**
2. **Subjects directly related to mediation** (Examples include conflict management, negotiation, facilitation, interpersonal communication, conciliation, dispute resolution, etc.)
3. **Areas of Specialization** (Examples include: A mediator who had a specialty in business mediation could include courses in business law, accounting, or business management. A family mediator might study family violence, child development, or the sociology of marriage. An environmental mediator might study ecology or forestry practices.)

Acceptable Types of Continuing Education Activities (no prior approval needed from WMA)

Application examples follow each type of CE activity in brackets. Please include the number of applicable hours, date and sponsoring group or person.

Category 1: Formal Learning

(Unless otherwise specified equivalencies are 1 hour = 1 hour Continuing Education Credit)

1. Trainings/ Workshops

[The Advanced Mediation Training workshop included advanced listening skills,

caucusing techniques, and a variety of ways to overcome impasse. Of particular interest to me was the use of "intensive validation" to deal with emotions. November 1999, 10 hours, UW CLE]

2. College Courses or Seminars (where 2 hours of preparation are expected for every one hour of class, an 11 week (quarter) 1 credit course is equivalent to 33 hours of continuing education and a 16 week (semester) 1 credit course is equivalent to 48 hours of continuing education.)

[The course entitled "Conflict Management" presented a variety of dispute resolution methods, including interest-based negotiation and mediation. Several theories and models of conflict management provided insight on why mediation is effective as a dispute resolution method. Fall Quarter 1999, 33 hours, SPU].

3. Lecture Presentations

[John Smith is a professor in the field of Family Mediation. His lecture included a brief history of the field, several anecdotes about the types of problems he encounters in his case practice. October 1999, 2.5 hours, Mental Health Assoc.]

4. Conference Presentations

[I attended this medical conference because a substantial portion of my mediation practice involves disputes in the medical community. About 6 hours of the session applied to my mediation practice. This covered current areas of controversy in medicine, and current medical standards that could apply to the establishment of objective criteria for mediated settlements. April 1999, 12 hours, UW School of Medicine]

5. Educational Activities Sponsored by a Professional Organization

[The Mediation Institute sponsored a 2 day seminar of mediation in Washington. It included school mediation programs, new court standards, and changes in parenting plans. May 1999, 14 hours, Mediation Institute]

6. Distance Learning (video courses, video conferences, telecommunications courses, conferences or presentations, etc.)

[I completed a video course on Interpersonal Communication offered through the University of Washington. Communication with the instructor, Professor Higgins, was via e-mail. Practically all the interpersonal skills presented are of use of mediators. Of particular value to me was seeing the skills demonstrated in realistic simulations, rather than only reading about them in a textbook. Fall Quarter 1999, 10 hours, UW Continuing Education]

Category 2: Teaching Mediation

WMA certified members who develop (or co-develop) and present (or co-present) mediation training or who make educational presentations about mediation receive one hour of continuing education credit for each hour of the initial educational presentation.

For example: A member who develops and presents a 20 hour workshop on Parent/Child

Mediation that is presented four times would receive 20 hours of CE credit for the first time the workshop is presented, but no continuing education credit for subsequent presentations. Substantial revisions of workshops/trainings or other types of presentations receive one hour of continuing education credit for each revised presentation hour. For example: If substantial revisions are made in half the curriculum of a 20 hour workshop, then the member would receive 10 hours of continuing education credit.

[During the past year I co-developed and co-presented a 20 hours Child Custody Mediation workshop with Jan Smith. We developed the curriculum from John Reynolds book on divorce mediation and a variety of journal articles about family mediation, family counseling, and family violence. Spring 1999]

WMA certified members serving as mentors for mediator trainees may also apply each hour spent debriefing a case or consulting with mentees. Time spent co-mediating cannot be included.

Category 3: Informal Learning: Peer Review, Study Groups, Self Study

Limited to not more than 7 of the 20 required hours.

1. Peer Review: meeting with other mediators to discuss cases or carry out educational activities. *[The Region 3 WMA quarterly meeting offers mediators the opportunity to meet and share refreshments and stories about their case practices. I attended 3 meetings for a total of 5 hours during the last year. Of particular value to me was the emotional support we provided one another as we discussed our "difficult" or "unusual" cases. Fall, Winter, Spring 2000, 5 hours, WMA].*

2. Study Groups: meeting with other mediators to pursue some form of mediation education. For example discussing selected print, video, film, or audio educational materials. *[Four mediators, including myself, have formed a study group (or book group). During the past two years, each of us has brought a different video (book) about mediation or negotiation to a group session. We watch the video (or have read the book) and then spend a hour or two discussing the contents and how we can relate it to our mediation practice. We have met together nine times this year for a total of 11 hours. Year 1999, Eastside ADR Study Group].* A total of 7 hours Continuing Education credit would be allowed here.

3. Self Study of selected print materials (books, journals or articles, correspondence courses) visual materials (films, videos, distance learning, internet), and audio recordings are acceptable for up to 7 hours of the 20 hour continuing education credit requirement. Three hours of self study count as one hour of continuing education credit. For example, 21 hours spent reading two books would count as 7 hours credit, the maximum allowed. WMA understands that the Continuing Education Credit requirement may present unique challenges to some members in certain areas of our state with limited access to Category 1 or 2 opportunities. The WMA is prepared to consider on a case-by-case basis, demonstrated by need, a modification of Category 3 credits. We suggest that any

proposals for consideration of a modification of the above requirements be submitted in detail well in advance of the date Continuing Education credits are due. We encourage all members to seek the highest quality Continuing Education possible.