



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

GENERAL CLAUSES

The following applies to this document ADR.AD.001 (Requirements audit documents ADR Register):

1. Document GNG.RD.003.INT General clauses for all documents
2. Document GNG.PD.001.INT Rules for audits

The above-mentioned documents are published on our websites and hereby to be considered as repeated and inserted.

INDEX

Certification scheme ADR International Conflictnavigator®	4
Audit documents of professionals/practitioners	11
PF.001 Online application form	11
PF.002 application form (additional) scopes, subtypes, specialisms	11
PF.010 Statement of good standing & reputation - police clearance – no criminal record	12
PF.011 Recommendation letters.....	13
PF.012 Reference letters	13
PF.020 Proof of general prior education.....	14
PF.021 Proof of scope relevant professional training(s)	15
PF.022 Proof of scope relevant specialization training(s).....	16
PF.023 Proof of scope relevant knowledge audit(s) – theory exam(s)	17
PF.024 Skills audit(s) – proficiency/practice exam(s)	18
PF.025 Proof of other memberships, registrations, recognitions, certifications	19
Notification for (former) DNV-NMI-MFN mediators	19
PF.030 Curriculum vitae	20
PF.031 Entry against full level, personal statement of experience, period	21
Experience period	21
Experience requirements associate level	21
Experience requirement full level auditors, mentors, and trainers	21
Experience requirements full level conflictnavigator (1 or more main scopes)	21
PF.032 Entry against full level, personal statement of experience, assignments	22
Client assignments.....	22
Experience requirements associate level	22
Experience requirement full level auditors, mentors and trainers	22
Experience requirements full level conflictnavigator (1 or more main scopes)	22
PF.033 Entry against full level, mentor statement	23
PF.040 Risk liability - insurance	24
General exemption.....	24



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Specific exemptions.....	24
PF.050 Proof of process/procedure audit(s).....	25
PF.051 Recertification full level, CPD overview, collected qualifying points	26
PF.052 Recertification full level, CPD overview, handled number of client assignments	27
PF.053 Recertification full level, CPD overview, client assignments, processes & procedures.....	28
PF.054 Peer-review	29
Notification:	29
PF.100 Certification decision	30
PF.101 Notification admission file fully completed	30
PF.102 Notification admission file conditionally completed	30
PF.200 Certificates	31
PF.300 Cancellation notification	32
PF.301 Suspension notification	32
PF.302 Revocation notification.....	32
Audit documents of companies and organizations.....	33
CF.001 Online form	33
CF.002 Proof of official registration of a company.....	33
CF.050 Proof of process/procedure audit(s)	34
CF.051 Proof of an available and suitable office/practice location	34
CF.100 Certification decision	35
CF.101 Notification admission file fully completed	35
CF.102 Notification admission file conditionally completed	35
CF.200 Certificates	36
CF.300 Cancellation notification	37
CF.301 Suspension notification	37
CF.302 Revocation notification.....	37
Annex 1:PF.020 proof of prior education – information and requirements.....	38
Overview EQF levels	38
Overview EQF level per scope	38
Annex 2:PF.021 proof of scope relevant professional training(s) – information and requirements.....	39
Overview requirements professional training per scope	39
Overview accredited providers and recognized professional training programs per scope.....	41
Annex 3:PF.022 proof of scope relevant specialization training(s) – information and requirements.....	43
Overview requirements specialization training per scope	43
Overview accredited providers and recognized specialization training per scope	44



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Annex 4:PF.023 proof of scope relevant specialization knowledge audit(s) – theory exam(s) – information and requirements.....	46
Overview requirements knowledge audits per scope	46
Overview accredited providers and recognized knowledge audits	47
Audit elements knowledge audit mediator	49
Audit elements other knowledge audits.....	51
Annex 5:PF.024 proof of scope relevant specialization skills audit(s) – proficiency/practice exam(s) – information and requirements	52
Overview requirements skills audit per scope	52
Overview accredited providers and recognized skills audits.....	53
Audit elements skills audit mediator	55
Audit elements other skills audits.....	58
Annex 6: guidelines recognition professional- (PF.021) and specialization (PF.022) training(s) – information and requirements.....	59
Introduction	59
General guidelines.....	60
Audit file	60
Trainer manual.....	60
Requirement 1: participants.....	60
Requirement 2: trainers	61
Requirement 3: contact hours	61
Requirement 4: location	61
Requirement 5: literature	61
Requirement 6: knowledge audit (PF.023).....	62
Requirement 7: skills audit (PF.024).....	62
Requirement 8: mentorship (ADR.AD.PF.024.1)	62
Requirement 9: admission	62
Specific guidelines: mediation training program.....	63
Mediation requirement 1: general	63
Mediation requirement 2: landscape.....	63
Mediation requirement 3: mediation	63
Mediation requirement 4: negotiation	63
Mediation requirement 5: communication.....	63
Mediation requirement 6: conflicts and disputes	63
Mediation requirement 7: entrepreneurship	64
Mediation requirement 8: training assignments	64
Mediation requirement 9: documentation	64
Annex 7: guidelines audit non-recognized professional- (PF.021) and specialization (PF.022) training(s) – information and requirements	65



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
 REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Certification scheme ADR International Conflictnavigator®

ELEMENT	DESCRIPTION
CERTIFICATION SCHEME	ADR International Conflictnavigator®
PUBLIC DOCUMENTS	https://adr-register.com/about-us/downloads
RULES FOR AUDITS	Document GNG.PD.001.INT
FLOWCHART PERSONS	Document ADR.ID.001.INT
FLOWCHART COMPANIES	Document ADR.ID.002.INT
GENERAL INFORMATION	Document ADR.FO.001.INT
FEES	Document ADR.FO.002.INT
STANDARDS	<ul style="list-style-type: none"> - GNG = Global Network Group, document group GNG.MS, GNG management system is ISO 9001 certified by Lloyds Register - ADR = ADR Register, document group MS.ADR - ICR = ICR Coach Register, document group MS.ICR - ISO = International Organisation for Standardisation conformity narrative certification of professionals = ISO 17024 conformity narrative certification of companies = ISO 9001
TITELS	<p><u>General</u></p> <ul style="list-style-type: none"> - ADR International Certified Conflictnavigator® (ADR®) <p><u>Personal</u></p> <ul style="list-style-type: none"> - ADR International Certified Arbitrator® (ARB®) - ADR International Certified Conflict Coach® (ADR.CC®) - ADR International Certified Mediator® (ADR.MED®) - ADR International Certified Negotiator® (ADR.NEG®) <p><u>Business</u></p> <ul style="list-style-type: none"> - ADR International Accredited Training Provider® - ADR International Certified Conflictnavigator Company®



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

ELEMENT	DESCRIPTION
CERTIFICATES	<p>ADR Register distinguishes:</p> <ul style="list-style-type: none">- Certificate of approval (business-, product-, service) <i>(Dutch: certificaat van goedkeuring)</i>- Certificate of competence (personal) <i>(Dutch: certificaat van vakbekwaamheid)</i>
MAIN SCOPES	<p>A conflictnavigator will be awarded a main scope if they have successfully passed the admission audit. The conflictnavigator will qualify for at least one main scope.</p> <p>ADR Register lists the following main scopes:</p> <ul style="list-style-type: none">- Arbitrator (document ADR.AD.002)- Conflict coach (document ADR.AD.003)- Mediator (document ADR.AD.004)- Negotiator (document ADR.AD.005)- Office-operations-officer ADR (document ADR.AD.020)



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
 REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

ELEMENT	DESCRIPTION
SUBSCOPES	<p>A conflictnavigator can be awarded subsopes if he/she passes a (supplementary) admission audit. It is optional to qualify for one or more subsopes.</p> <p>ADR Register list the following subsopes:</p> <ul style="list-style-type: none"> - Ambassador (document ADR.AD.015) - Auditor (document ADR.AD.009) - Conflictnavigator – advocate -attorney-barrister-lawyer-solicitor (document ADR.AD.021) - Conflictnavigator – psychologist (document ADR.AD.022) - Independent auditor accredited training provider (document ADR.AD.010) - Mediator - court mediator (*) (document ADR.AD.006) - Mediator - family mediator (*) (document ADR.AD.007) - Mediator – labour mediator – working place mediator (document ADR.AD.023) - Mentor (document ADR.AD.013) - Negotiator - inheritance coach (document ADR.AD.016) - Trainer (document ADR.AD.008) <p>(*) Only possible if the conflictnavigator is certified as a full mediator.</p>
SUBTYPES	<p>The conflictnavigator can qualify for 1 or more subtypes (spesialism), additionally to the main scope.</p> <p>A distinction is made between subtypes:</p> <ul style="list-style-type: none"> - are additionally audited against admission criteria - can be freely selected <p>ADR Register lists the following audited subtypes:</p> <ul style="list-style-type: none"> - AMV Opleidingen Divorce Specialist® (document ADR.AD.017) - AMV Opleidingen Kinderen Scheiden Mee Coach® (document ADR.AD.018) - Voorkans Prediation® (document ADR.AD.019)



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
 REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

ELEMENT	DESCRIPTION
LEVELS	ADR Register distinguishes: <ol style="list-style-type: none"> 1. Associate 2. Full 3. Honorary 4. Excellence 5. Suspended 6. Expelled/revoked
EXPERIENCE LEVELS	The conflictnavigator qualifies against the <u>associate</u> of <u>full</u> experience level based on the audit result of the admission audit.
ASSOCIATE LEVEL	The conflictnavigator: <ul style="list-style-type: none"> - meets the criteria on the admission audit on associate level - has completed a basic scope relevant training - if applicable: has completed the knowledge audit - relevant professional experience is not required - needs to maintain relevant requirements - qualifies for this level once for a period of a maximum of five full sequential calendar years. Exemption: The associate period is one year for auditors, mentors, and trainers.
FULL LEVEL	The conflictnavigator: <ul style="list-style-type: none"> - meets the criteria on the admission audit on full level - has: <ul style="list-style-type: none"> - completed basic training, knowledge- & skills audit, <u>or</u> - completed the scope-, process-, and procedure audit successfully - has professional experience - needs to maintain relevant requirements - qualifies for this level for five full sequential calendar years, re-certification required every five years
HONORARY	The conflictnavigator: <ul style="list-style-type: none"> - does not need to be qualified against the associate or full level - is nominated by the ICC Council, a union or interest group in combination with a management decision of Global Network Group.



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
 REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

ELEMENT	DESCRIPTION
EXCELLENCE	The conflictnavigator: <ul style="list-style-type: none"> - is an (existing) Conflictnavigator - is nominated by the ICC Council, a union or interest group in combination with a management decision of Global Network Group.
REVOKED - EXPELLED	The conflictnavigator is revoked The certificate has been recalled and is listed as invalid. The reason for the revocation will be made known to the conflictnavigator but will not be made known publicly. No information will be provided to third parties. The revocation will be visible on the public register. The visibility of the revocation on the register can only be removed should a decision be made by the managing board.
SUSPENDED	The conflictnavigator is suspended The certificate is temporarily invalid, for example, because of a disciplinary measure. A suspension can last for a maximum of 1 calendar year. The reason for the suspension will be made known to the conflictnavigator but will not be made known publicly. No information will be provided to third parties. The suspension will be visible on the public register.
PROFESSIONAL ACTIVITIES	The conflictnavigator is professionally active as: <ul style="list-style-type: none"> - an expert in the field of complaints, disputes, and conflicts, or - support/facilitating professional.
CONFLICTNAVIGATOR	The conflictnavigator is an active professional certified against this certification scheme.
MAIN SCOPE: ARBRITRATOR	The arbitrator makes a binding decision, independently or as a member of an arbitration committee, on behalf of the parties and records the decision in a final document or arbitration outcome.
MAIN SCOPE: CONFLICT COACH	The conflict coach independently encourages the client to use effective structured behavior and actions based on a structured process so that the client can make a targeted choice from the available ADR procedures (arbitration, mediation, etc.), to resolve a dispute, conflict or situation. negotiation) and/or sufficiently competent to represent themselves within an ADR procedure.



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
 REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

ELEMENT	DESCRIPTION
MAIN SCOPE: MEDIATOR	The mediator is an independent, neutral, and impartial conflictnavigator who assists the parties in voluntary discussions and negotiations in which the parties jointly, without the intervention of the judge, lead a solution through the mediator, and record this in a binding, final document.
MAIN SCOPE: NEGOTIATOR	The negotiator acts independently on behalf of or together with the client (s) with the aim of achieving a maximum result (the best result) for the client (s) ensuring its feasibility.
MAIN SCOPE: OFFICE-OPERATIONS-OFFICER ADR	The office-operations-officer ADR is connected to an organization of ADR International Conflictnavigators and is responsible for office operations within the organization.
SUBSCOPE: AMBASSADOR	The ambassador is authorized to represent ADR Register.
SUBSCOPE: AUDITOR	The auditor is authorized to handle audits.
SUBSCOPE: CONFLICTNAVIGATOR – ADVOCATE -ATTORNEY- BARRISTER-LAWYER- SOLICITOR	The conflictnavigator is additionally qualified as an advocate, attorney, barrister, lawyer, or solicitor.
SUBSCOPE: CONFLICTNAVIGATOR – PSYCHOLOGIST	The conflictnavigator is additionally qualified as a psychologist.
SUBSCOPE: INDEPENDENT AUDITOR ACCREDITED TRAINING PROVIDER	The auditor is authorized to handle audits and supervise the accredited training providers.
SUBSCOPE: MEDIATOR – COURT MEDIATOR	The full certified mediator is additionally qualified as a court mediator.
SUBSCOPE: MEDIATOR – FAMILY MEDIATOR	The full certified mediator is additionally qualified as a divorce mediator (family mediator).



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
 REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

ELEMENT	DESCRIPTION
SUBSCOPE: MEDIATOR – LABOUR MEDIATOR	The mediator is additionally qualified as a labour mediator.
SUBSCOPE: MENTOR	The mentor is authorized to mentor the (candidate) conflict navigators.
SUBSCOPE: TRAINER	The mentor is authorized to train the (candidate) conflict navigators.
SUBSCOPE: NEGOTIATOR – INHERITANCE COACH	The negotiator is additionally qualified as an inheritance coach.
SUBTYPE: AMV OPLEIDINGEN DIVORCE SPECIALIST®	The conflict navigator is at least certified as conflict coach, mediator and negotiator, and additionally qualified as AMV Opleidingen Divorce Specialist®.
SUBTYPE: AMV OPLEIDINGEN KINDEREN SCHEIDEN MEE COACH®	The conflict navigator is at least certified as conflict coach, mediator and negotiator, and additionally qualified as AMV Opleidingen Kinderen Scheiden Mee Coach®.
SUBTYPE: VOORKANS PREDIATION®	The conflict navigator is at least certified as mediator and negotiator, and additionally qualified as Voorkans Prediation®.
GENERAL TRAINING LEVEL	The conflict navigator has a verifiable general (pre) education level, assessed against the EQF standard, or an experience-, knowledge or working level comparable to the EQF standard.
PROFESSIONAL QUALIFICATIONS	The conflict navigator has demonstrated that he has sufficient theoretical knowledge and professional skills.
PROFESSIONAL ETHICS	The conflict navigator is bound by the document ADR.PD.002 Code of conduct (the professional code), the document ADR.PD.003 Scope-, process-, procedure requirements, and the mechanism for client satisfaction and complaint handling, including the possibility of imposing disciplinary sanctions.
OPERATION (IDENTIFIED PROCESSES AND PROCEDURES)	The conflict navigator works independently or through a collective structure against suitable business and professional processes and procedures.



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Audit documents of professionals/practitioners

PF.001 Online application form

Performance indicator

- Completed and uploaded application form

Allowed evidence

- Online application form
(= document ADR.FO.PF.001 Application form ADR Register - persons)

PF.002 application form (additional) scopes, subtypes, specialisms

Performance indicator

- Completed and uploaded application form

Allowed evidence

- Online application form = document ADR.FO.PF.002 Application form (additional) scopes, subtypes, specialisms



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

PF.010 Statement of good standing & reputation - police clearance – no criminal record

Performance indicator

- Declaration no criminal record or police clearance, not older than three calendar months from the date of certification, issued by a national judicial authority within the country of residence or location of the conflictnavigator, or a set of statements proving the good standing & reputation.

Allowed evidence

- Belgium: declaration of good standing or declaration of no-criminal record
- Nederland: declaration of good standing, screening profile 55 of similar
- Other countries:
 - Or: Police clearance certificate
 - Or: Declaration by a national or local government authority/department
 - Or: Five declarations, confirming the good name and reputation and at the same time a declaration of no objection to the candidate, not issued by family, employer (s) or other (in) directly interested parties, at the discretion of Global Network Group.

This option is permitted if it is certain or likely that:

- other means of prove cannot be applied
- the certificate holder is situated in a country that scores <80 on the 'Global Transparency List - Global Corruption Perceptions Index' published by Transparency International (<https://www.transparency.org/>)
- combination of a declaration with documents PF.011 and PF.012
- = form GNG.FO.PF.010 Statement good standing & reputation



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

PF.011 Recommendation letters

Performance indicator

- Two general recommendation letters in which the author states to support the request for the certification against the associate level and that he/she knows the candidate.

Allowed evidence

- Or: Letter, not issued by family, employers, or other directly interested parties and managers, however, allowed: trainers, fellow course participants in basic training or representatives of the training provider, the letter must be verifiable (minimum mention of address, telephone or email)
- Or: Form GNG.FO.PF.011 Letter of recommendation

PF.012 Reference letters

Performance indicator

- Two reference letters indicating that the writers thereof are/were clients of the conflictnavigator. Letters should support the admission for the full certification.

Allowed evidence

- Or: Letter issued by (former) clients, not being family, employers, or other directly interested parties and managers, the letter must be verifiable (minimum mention of address, telephone or email)
- Or: Form GNG.FO.PF.012 Letter of reference



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

PF.020 Proof of general prior education

Performance indicator

- General prior education on EQF level or an experience or working level comparable to the EQF standard .

Allowed evidence

- General
 - Or: copy of a certificate, diploma, or similar document
 - Or: own declaration issued by the practitioner
 - Or: declaration from authorized or qualified person or organization, employer allowed
 - Or: a similar document for the assessment of the Global Network Group

See Annex 1:PF.020 proof of prior education – information and requirements



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

PF.021 Proof of scope relevant professional training(s)

Performance indicator

- Completed scope qualifying professional training or proof of experience and knowledge levels or proof of gained experience and competencies

Allowed evidence

- **Algemeen**
 - Or: copy of a certificate, diploma, or similar document
 - Or: evaluation and statement issued by the training provider
 - Or: for assessment of Global Network Group:
 - Exemption based on:
 - other certifications, recognizations, or memberships
 - prior experience and competencies
 - similar experience-, knowledge-, skills-, work level

See Annex 2:PF.021 proof of scope relevant professional training(s) – information and requirements

See Annex 6: guidelines recognition professional- (PF.021) and specialization (PF.022) training(s) – information and requirements

See Annex 7: guidelines audit non-recognized professional- (PF.021) and specialization (PF.022) training(s) – information and requirements



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

PF.022 Proof of scope relevant specialization training(s)

Performance indicator

- Completed specialization training or proof of experience and knowledge levels or proof of gained experience and competencies

Allowed evidence

- **Algemeen**
 - Or: copy of a certificate, diploma, or similar document
 - Or: evaluation and statement issued by the training provider
 - Or: for assessment of Global Network Group:
 - Exemption based on:
 - other certifications, recognizations, or memberships
 - prior experience and competencies
 - similar experience-, knowledge-, skills-, work level

See Annex 3:PF.022 proof of scope relevant specialization training(s) – information and requirements

See Annex 6: guidelines recognition professional- (PF.021) and specialization (PF.022) training(s) – information and requirements

See Annex 7: guidelines audit non-recognized professional- (PF.021) and specialization (PF.022) training(s) – information and requirements



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

PF.023 Proof of scope relevant knowledge audit(s) – theory exam(s)

Performance indicator

- Completed knowledge audit or proof of experience and knowledge levels or proof of gained experience and competencies

Allowed evidence

- **Algemeen**
 - Or: copy of a certificate, diploma, or similar document
 - Or: evaluation and statement issued by an auditor
 - Or: for assessment of Global Network Group:
 - Exemption based on:
 - other certifications, recognitions, or memberships
 - prior experience and competencies
 - similar experience-, knowledge-, skills-, work level

See Annex 4:PF.023 proof of scope relevant specialization knowledge audit(s) – theory exam(s) – information and requirements



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

PF.024 Skills audit(s) – proficiency/practice exam(s)

Performance indicator

- Completed skills audit or proof of experience and knowledge levels or proof of gained experience and competencies

Allowed evidence

- **Algemeen**
 - Or: copy of a certificate, diploma, or similar document
 - Or: evaluation and statement issued by an auditor
 - Or: for assessment of Global Network Group:
 - Exemption based on:
 - other certifications, recognizations, or memberships
 - prior experience and competencies
 - similar experience-, knowledge-, skills-, work level

See Annex 5:PF.024 proof of scope relevant specialization skills audit(s) – proficiency/practice exam(s) – information and requirements



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

PF.025 Proof of other memberships, registrations, recognitions, certifications

Performance indicator

- Demonstrably former or valid memberships, certifications, registrations, recognitions

Allowed evidence

- Or: Authentic/copy document/statement issued by the applicable legal entity
- Or: Other documents for the assessment of Global Network Group

Notification for (former) DNV-NMI-MFN mediators

If you are a (former) DNV-NMI-MFN mediator, document ADR.AD.014.INT applies.



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

PF.030 Curriculum vitae

Performance indicator

- General curriculum vitae

Allowed evidence

- Or: Curriculum vitae
- Or: Copy of profile on LinkedIn
- Or: Other documents for the assessment of Global Network Group



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

PF.031 Entry against full level, personal statement of experience, period

Performance indicator

- Personal statement in which it is officially declared that the stated experience requirements are met

Allowed evidence

- Or: CV
- Or: statement issued by the conflictnavigator
- Or: similar document for the assessment of Global Network Group

Experience period

- The experience period is measured in calendar years.
- The evidence consists of 1 or more of the following means of evidence :
 - Other certifications, memberships or registrations
 - Curriculum vitae
 - Chamber of commerce
 - Declarations from individuals or organisations
 - Declaration by Employer
 - Other evidence for the assessment of Global Network Group

Experience requirements associate level

- No requirements

Experience requirement full level auditors, mentors, and trainers

- ≥ 1 year experience

Experience requirements full level conflictnavigator (1 or more main scopes)

- Standard walk-through: ≥ 2 years' experience + ≥ 15 client assignments
- Accelerated walk-through: < 2 years' experience + ≥ 25 client assignments
- Calculation factor:
 - 1 client assignment = 20 clock hours = € 2.000,- turnover excluding VAT
- Calculation factor for the African Continent:
 - 1 client assignment = 20 clock hours = R 20.000,- turnover excluding VAT



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

PF.032 Entry against full level, personal statement of experience, assignments

Performance indicator

- Personal statement in which it is officially declared that the stated experience requirements are met

Allowed evidence

- Or: statement issued by the conflictnavigator
- Or: similar certification for the assessment of Global Network Group

Client assignments

- The client assignments are measured in numbers, turnover, or hours.
- The evidence consists of 1 or more of the following means of evidence:
 - Overview of client files or invoice numbers
 - Overview of client names linked to client- or invoice numbers
 - Statement issued by an accountant, advocate, auditor, barrister, bookkeeper, mentor, notary, solicitor
 - Showing files at location or remote
 - Other evidence for the assessment of Global Network Group

Experience requirements associate level

- No requirements

Experience requirement full level auditors, mentors and trainers

- ≥ 1 year experience

Experience requirements full level conflictnavigator (1 or more main scopes)

- Standard walk-through: ≥ 2 years' experience + ≥ 15 client assignments
- Accelerated walk-through: < 2 years' experience + ≥ 25 client assignments
- Calculation factor:
 - 1 client assignment = 20 clock hours = € 2.000,- turnover excluding VAT
- Calculation factor for the African Continent:
 - 1 client assignment = 20 clock hours = R 20.000,- turnover excluding VAT



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

PF.033 Entry against full level, mentor statement

Performance indicator

- Mentor statement associate level

Allowed evidence

- Of: Statement issued by the mentor with regard to the associate period of the mentee
- Of: Other documents for the assessment of Global Network Group



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

PF.040 Risk liability - insurance

Performance indicator

- Or: valid company and professional liability insurance
- Or: deposit structure, for the assessment of Global Network Group
- Or: comparable solution/policies for assessment of Global Network Group

Allowed evidence

- Copy of policy
- Description of the deposit structure
- Comparable policies for assessment of Global Network Group
- Other documents for the assessment of Global Network Group

General exemption

An exemption for document PF.040 is granted if within the country where the conflictnavigator is based the allowed evidence:

- Does not exist,
- Is not common or can only be purchased at non-market related rates and conditions, such for the assessment of Global Network Group
- Exemption if the person is in a country with a score of <80 on the 'Global Transparency List - Global Corruption Perceptions Index' published by Transparency International (<https://www.transparency.org/>)

Explanation

It has been found that such insurance often does not exist in these countries or can only be purchased under unfeasible conditions

Specific exemptions

An exemption is made for the following continents and countries

- Africa
- France
- Croatia
- Romania



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

PF.050 Proof of process/procedure audit(s)

Performance indicator

- Audit result process/procedure audit

Allowed evidence

- Audit result established by Global Network Group
- Audit result established by another audit- of certification body
- Other documents for the assessment of Global Network Group



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

PF.051 Recertification full level, CPD overview, collected qualifying points

Performance indicator

- CPD points overview
- Document ADR.PD.004 CPD requirements
- Document GNG.PD.008 Rules for CPD

Allowed evidence

- Overview issued by the certificate holder, certified company/organization, accredited training provider, another certification body, official branch-, sector- or professional body
- Audit result established by Global Network Group
- Audit result established by other audit- of certification bodies
- Other documents for the assessment of Global Network Group



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

PF.052 Recertification full level, CPD overview, handled number of client assignments

Performance indicator

- CPD assignments overview
- Document ADR.PD.003 Scope-, process- and procedure requirements
- Document ADR.PD.004 CPD requirements
- Document GNG.PD.008 Rules for CPD

Allowed evidence

- Overview issued by the certificate holder, certified company/organization, accredited training provider, another certification body, official branch-, sector- or professional body
- Audit result established by Global Network Group
- Audit result established by another audit- of certification bodies
- Other documents for the assessment of Global Network Group



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

PF.053 Recertification full level, CPD overview, client assignments, processes & procedures

Performance indicator

- CPD assignments overview
- Document ADR.PD.003 Scope-, and procedure requirements

Allowed evidence

- Overview issued by the certificate holder, certified company/organization, accredited training provider, another certification body, official branch-, sector- or professional body
- Audit result established by Global Network Group
- Audit result established by another audit- of certification bodies
- Other documents for the assessment of Global Network Group

Procedure

- The conflictnavigator hands over a list of client-, file- or invoice numbers.
- ADR Register selects two files.
- These files will be audited remotely or at location.



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

PF.054 Peer-review

Performance indicator

- Document ADR.PD.003 Process- and procedure requirements
- Document ADR.PD.004 CPD requirements
- Document GNG.PD.008 Rules for CPD

Allowed evidence

- Audit result established by the peer review auditor
- Audit result established by Global Network Group
- Audit result established by another audit- of certification bodies
- Other documents for the assessment of Global Network Group

Notification:

- The peer-review replaces the documents PF.051, PF.052, and PF.053.



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

PF.100 Certification decision

Performance indicator

- The auditee meets the requirements, full or conditionally

Allowed evidence

- Personal admission file
- Other documents for the assessment of Global Network Group

PF.101 Notification admission file fully completed

Performance indicator

- The admission file is fully completed

Allowed evidence

- Personal admission file
- Other documents for the assessment of Global Network Group

PF.102 Notification admission file conditionally completed

Performance indicator

- The admission file is conditionally completed

Allowed evidence

- Personal admission file
- Other documents for the assessment of Global Network Group



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

PF.200 Certificates

Performance indicator

- Signed certificate

Allowed evidence

- Issued and signed certificate
- Other documents for the assessment of Global Network Group



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

PF.300 Cancellation notification

Performance indicator

- Cancellation notification done by the certificate holder

Allowed evidence

- Letter, email, notification over social media, sms, WhatsApp
- Other documents for the assessment of Global Network Group

PF.301 Suspension notification

Performance indicator

- Suspension notification to the certificate holder

Allowed evidence

- Suspension notification issued by Global Network Group
- Other documents for the assessment of Global Network Group

PF.302 Revocation notification

Performance indicator

- Revocation notification to the certificate holder

Allowed evidence

- Revocation notification issued by Global Network Group
- Other documents for the assessment of Global Network Group



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Audit documents of companies and organizations

CF.001 Online form

Performance indicator

- Completed and uploaded online form

Allowed evidence

- Online form
(= form ADR.FO.CF.001 Application form ADR Register - companies)

CF.002 Proof of official registration of a company

Performance indicator

- Official registration document

Allowed evidence

- Or: Copy valid / current registration official registration register companies, such as Chamber of Commerce (Nederland) or crossroads bank enterprises (Belgium), not older dan 6 months
- Or: Founding Act
- Or: Statutes
- Or: Declaration from an accountant, legal advisor, or local/national authority
- Or: other documents for the assessment of Global Network Group



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

CF.050 Proof of process/procedure audit(s)

Performance indicator

- Audit result process/procedure audit

Allowed evidence

- Audit result established by Global Network Group
- Audit result established by other audit and certification bodies
- Ander documents for the assessment of Global Network Group

CF.051 Proof of an available and suitable office/practice location

Performance indicator

- To be determined

Allowed evidence

- Audit result established by Global Network Group
- Audit result established by other audit and certification bodies
- Ander documents for the assessment of Global Network Group



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

CF.100 Certification decision

Performance indicator

- The auditee meets the requirements, full or conditionally

Allowed evidence

- Personal admission file
- Other documents for the assessment of Global Network Group

CF.101 Notification admission file fully completed

Performance indicator

- The admission file is fully completed

Allowed evidence

- Personal admission file
- Other documents for the assessment of Global Network Group

CF.102 Notification admission file conditionally completed

Performance indicator

- The admission file is conditionally completed

Allowed evidence

- Personal admission file
- Other documents for the assessment of Global Network Group



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

CF.200 Certificates

Performance indicator

- Signed certificate

Allowed evidence

- Issued and signed certificate
- Other documents for the assessment of Global Network Group



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

CF.300 Cancellation notification

Performance indicator

- Cancellation notification done by the certificate holder

Allowed evidence

- Letter, email, notification over social media, sms, WhatsApp
- Other documents for the assessment of Global Network Group

CF.301 Suspension notification

Performance indicator

- Suspension notification to the certificate holder

Allowed evidence

- Suspension notification issued by Global Network Group
- Other documents for the assessment of Global Network Group

CF.302 Revocation notification

Performance indicator

- Revocation notification to the certificate holder

Allowed evidence

- Revocation notification issued by Global Network Group
- Other documents for the assessment of Global Network Group



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
 REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Annex 1:PF.020 proof of prior education – information and requirements

Overview EQF levels

Type	EQF – Europe	NLQF - Netherlands	NQF – South Africa
Certificate	4	4 (VWO-MBO)	5
Associate degree	5	5 (HBO)	6
Bachelor's degree	6	6 (WO)	7 / 8
Master's degree	7	7 (WO)	9
Doctoral degree	8	8 (WO)	10

Overview EQF level per scope

EQF 5 required	EQF 4 required	No EQF required
Main scopes	Main scopes	Main scopes
Arbitrator	Negotiator	n.a.
Conflictcoach	Office operations officer ADR	
Mediator		
Subscopes	Subscopes	Subscopes
Auditor	n.a.	Ambassador
Conflictnavigator – advocate -attorney-barrister-lawyer-solicitor		
Conflictnavigator – psychologist		
Independent auditor accredited training provider		
Mediator - court mediator		
Mediator - family mediator		
Mediator – labour mediator		
Negotiator – inheritance coach		
Mentor		
Trainer		
Subtypes	Subtypes	Subtypes
AMV Opleidingen – Divorce Specialist®	n.a.	n.a.
AMV Opleidingen – Kinderen Scheiden Mee Coach®		
Voorkans - Prediation®		



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
 REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Annex 2:PF.021 proof of scope relevant professional training(s) – information and requirements

Overview requirements professional training per scope

Scopes	Requirements professional training
Main scopes	Main scopes
Arbitrator	Or: training program Accredited Training Provider Or: recognized professional training program arbitrator Or: non-recognized professional training program arbitrator, minimum = 2 training days = 12 clock hours Or: completed educational program law EQF 5 or higher Or: qualifying result process, procedure-, skills audit
Conflictcoach	Or: training program Accredited Training Provider Or: recognized professional training program conflictcoach Or: non-recognized professional training program conflictcoach, minimum = 14 training days = 84 clock hours Or: completed specialization training family mediation Or: completed educational program EQF 5 or higher: social studies/domain, human resources, pedagogy, psychology, theology, or equal Or: qualifying result process, procedure-, skills audit
Mediator	Or: training program Accredited Training Provider Or: recognized professional training program mediator Or: non-recognized professional training program mediator, minimum = 14 training days = 84 clock hours Or: completed educational program mediation EQF 5 or higher Or: qualifying result process, procedure-, skills audit
Negotiator	Or: see mediator Or: training program Accredited Training Provider Or: recognized professional training program negotiator Or: non-recognized professional training program negotiator, minimum = 5 training days = 30 clock hours Or: completed educational program negotiation EQF 4 or higher Or: qualifying result process, procedure-, skills audit
Office operations officer ADR	Or: see arbiter, conflictcoach, mediator, negotiator Or: educational program secretary services and office management, for assessment of Global Network Group Or: qualifying result process, procedure-, skills audit
Subscopes	Subscopes
Ambassador	Not applicable



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
 REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Scopes	Requirements professional training
Auditor	Or: completed internal program Global Network Group Or: training program Accredited Training Provider Or: recognized professional training auditor Or: non-recognized professional training program auditor (ISO 19011), minimum = 5 training days = 30 clock hours Or: qualifying result process, procedure-, skills audit
Conflictnavigator – advocate -attorney-barrister-lawyer-solicitor	Or: completed educational program law EQF 5 or higher Or: official registration as an advocate -attorney-barrister-lawyer-solicitor
Conflictnavigator – psychologist	Or: completed educational program psychology EQF 5 or higher Or: official registration as a psychologist
Independent auditor accredited training provider	See auditor
Mediator - court mediator	See mediator
Mediator - family mediator	See mediator
Mediator – labour mediator	See mediator
Negotiator – inheritance coach	See negotiator
Mentor	Or: completed internal program Global Network Group Or: training program Accredited Training Provider Or: recognized professional training mentor Or: non-recognized professional training program mentor, minimum = 5 training days = 30 clock hours Or: qualifying result process, procedure-, skills audit
Trainer	Or: completed internal program Global Network Group Or: training program Accredited Training Provider Or: recognized professional training trainer Or: non-recognized professional training program trainer, minimum = 5 training days = 30 clock hours Or: qualifying result process, procedure-, skills audit
Subtypes	Subtypes
AMV Opleidingen – Divorce Specialist®	See conflictcoach, mediator, and negotiator.
AMV Opleidingen – Kinderen Scheiden Mee Coach®	See conflictcoach, mediator, and negotiator.
Voorkans – Prediation®	See mediator and negotiator.



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
 REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Overview accredited providers and recognized professional training programs per scope

TRAINING PROVIDERS	ARB	CC	MED	NEG	OFF OPS ADR	AUDITOR	MENTOR	TRAINER
ACCREDITED TRAINING PROVIDERS (included: recognized training programs)								
Academie voor Mediationopleidingen		X (**)	X	X				
ADR Network SA			X	X				
AMV Opleidingen		X (**)	X	X				
Caleidoscoop		X (**)	X	X				
Conflictbemiddeling.NL		X (**)	X	X				
De Mediators Opleiders		X (**)	X	X				
Empathy Law International ADR Institute			X	X				
Institute of Paralegal Training & Leadership Studies			X	X				
Learn Dutch			X	X				
LifeMediation.NL		X (**)	X	X				
Match It		X (**)	X	X				
Mediasi – Mediation & Training			X	X				
Mediation Academy (The Mediation Academy)		X (**)	X	X				
Mediation College		X (**)	X	X				
Mediation Educatie Centrum		X (**)	X	X				
Mediation Institute Australia			X	X				
Mediator World		X (**)	X	X				
Strategisch Coachen Groep	X	X	X	X				
Toolkit Company			X	X				
VCM Opleiders		X (**)	X	X				



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
 REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

TRAINING PROVIDERS	ARB	CC	MED	NEG	OFF OPS ADR	AUDITOR	MENTOR	TRAINER
RECOGNIZED TRAINING PROGRAMS (the provider is <u>not</u> accredited)								
American Board for NLP		X (*)						
Belgisch Federale Bemiddelingscommissie (FBC)			X	X				
Centre for Effective Dispute Resolution (CEDR)			X	X				
Centrum voor criminaliteitspreventie & veiligheid (CCV)				X				
Comensa South Africa		X (*)						
European Mentoring & Coaching Council (EMCC)		X (*)						
International Chambers of Commerce	X							
International Coach Federation (ICF)		X (*)						
Mediation Training Institute International (MTI)			X	X				
Mediators Federatie Nederland (MFN)		X (**)	X	X				
Nederlandse Orde van Beroepscoaches		X (*)						
Royal Institute Chartered Surveyors (RICS)	X		X	X				
South African Association for Mediators (SAAM)		X (**)	X	X				

(*) The program is only recognized for the conflict navigators who additionally qualify as arbitrator, mediator, or negotiator.

(**) Via the specialization training program family mediator.



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
 REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Annex 3:PF.022 proof of scope relevant specialization training(s) – information and requirements

Overview requirements specialization training per scope

Scopes	Requirements specialization training
Main scopes	Main scopes
Arbitrator	Not applicable
Conflictcoach	Not applicable
Mediator	Not applicable
Negotiator	Not applicable
Office operations officer ADR	Not applicable
Subscopes	Subscopes
Ambassador	Not applicable
Auditor	Not applicable
Conflictnavigator – advocate -attorney-barrister-lawyer-solicitor	Not applicable
Conflictnavigator – psychologist	Not applicable
Independent auditor accredited training provider	Not applicable
Mediator - court mediator	Not applicable
Mediator - family mediator	Or: specialization training program Accredited Training Provider Or: recognized specialization training family mediator Or: non-recognized specialization training family mediator, minimum = 14 training days = 84 clock hours Or: qualifying result process, procedure-, skills audit
Mediator – labour mediator	Or: specialization training program Accredited Training Provider Or: recognized specialization training labour mediator Or: non-recognized specialization training labour mediator, minimum = 14 training days = 84 clock hours Or: qualifying result process, procedure-, skills audit
Negotiator – inheritance coach	Or: specialization training program Accredited Training Provider Or: recognized specialization training inheritance coach Or: non-recognized specialization training inheritance coach, minimum = 14 training days = 84 clock hours Or: qualifying result process, procedure-, skills audit
Mentor	Not applicable
Trainer	Not applicable
Subtypes	Subtypes
AMV Opleidingen – Divorce Specialist®	Specialization training AMV Opleidingen – Divorce Specialist®
AMV Opleidingen – Kinderen Scheiden Mee Coach®	Specialization training AMV Opleidingen – Kinderen Scheiden Mee Coach®
Voorkans - Prediation®	Specialization training Voorkans - Prediation®



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
 REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Overview accredited providers and recognized specialization training per scope

TRAINING PROVIDERS	FAM MED (*)	LABOUR MED (*)	NEG INHC (*)	AMV DS (*)	AMV KSMC (*)	VK PRED (*)
ACCREDITED TRAINING PROVIDERS (included: recognized training programs)						
Academie voor Mediationopleidingen	X					
ADR Network SA						
AMV Opleidingen	X			X	X	X
Caleidoscoop	X					
Conflictbemiddeling.NL	X					
De Mediators Opleiders	X					
Empathy Law International ADR Institute						
Institute of Paralegal Training & Leadership Studies		x				
Learn Dutch						
LifeMediation.NL	X					
Match It	X					
Mediasi – Mediation & Training						
Mediation Academy (The Mediation Academy)	X					
Mediation College	X					
Mediation Educatie Centrum	X					
Mediation Institute Australia						
Mediator World	X					
Strategisch Coachen Groep						
Toolkit Company						
VCM Opleiders	X		X			



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
 REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

TRAINING PROVIDERS	FAM MED (*)	LABOUR MED (*)	NEG INHC (*)	AMV DS (*)	AMV KSMC (*)	VK PRED (*)
RECOGNIZED TRAINING PROGRAMS (the provider is <u>not</u> accredited)						
Belgisch Federale Bemiddelingscommissie (FBC)	X					
Centre for Effective Dispute Resolution (CEDR)	X					
Mediators Federatie Nederland (MFN)	X					
Raad voor Rechtsbijstand Nederland (protocol family mediator)	X					
Register Financieel Echtscheidingsadviseurs (RFEA)	X (**)					
South African Association for Mediators (SAAM)	X					

(*)

FAMMED = family mediator

LABOUR MED = labour mediator

NEG INHC = inheritance coach

AMV DS = AMV Opleidingen – Divorce Specialist®

AMV KSMC = AMV Opleidingen – Kinderen Scheiden Mee Coach®

VK PRED = Voorkans - Prediation®

(**) *The program is only recognized for the conflict navigators who additionally qualify as arbitrator, conflictcoach, mediator, or negotiator.*



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
 REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Annex 4:PF.023 proof of scope relevant specialization knowledge audit(s) – theory
 exam(s) – information and requirements

Overview requirements knowledge audits per scope

Scopes	Requirements knowledge audit
Main scopes	Main scopes
Arbitrator	Not applicable
Conflictcoach	Not applicable
Mediator	Or: knowledge audit ADR Register Or: knowledge audit or exam declaration Accredited Training Provider issued by a certified auditor Or: recognized knowledge audit Or: exam declaration issued by a certified auditor Or: qualifying result process, procedure-, skills audit
Negotiator	Not applicable
Office operations officer ADR	Not applicable
Subscopes	Subscopes
Ambassador	Not applicable
Auditor	Not applicable
Conflictnavigator – advocate -attorney-barrister-lawyer-solicitor	Not applicable
Conflictnavigator – psychologist	Not applicable
Independent auditor accredited training provider	Not applicable
Mediator - court mediator	Not applicable
Mediator - family mediator	Not applicable
Mediator – labour mediator	Not applicable
Negotiator – inheritance coach	Not applicable
Mentor	Not applicable
Trainer	Not applicable
Subtypes	Subtypes
AMV Opleidingen – Divorce Specialist®	Knowledge audit AMV Opleidingen via exam software ADR Register
AMV Opleidingen – Kinderen Scheiden Mee Coach®	Knowledge audit AMV Opleidingen
Voorkans - Prediation®	Knowledge audit Voorkans via exam software ADR Register



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
 REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Overview accredited providers and recognized knowledge audits

TRAINING- & EXAMINATION PROVIDERS	MED (*)	AMV DS (*)	AMV KSMC (*)	VK PRED (*)
ACCREDITED PROVIDERS (included: recognized knowledge audits)				
Academie voor Mediationopleidingen				
ADR Network SA				
AMV Opleidingen		X	X	X
Caleidoscoop				
Conflictbemiddeling.NL				
De Mediators Opleiders				
Empathy Law International ADR Institute				
Institute of Paralegal Training & Leadership Studies				
Learn Dutch				
LifeMediation.NL				
Match It				
Mediasi – Mediation & Training				
Mediation Academy (The Mediation Academy)	X			
Mediation College				
Mediation Educatie Centrum				
Mediation Institute Australia				
Mediator World				
Strategisch Coachen Groep				
Toolkit Company				
VCM Opleiders				



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
 REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

TRAINING- & EXAMINATION PROVIDERS	MED (*)	AMV DS (*)	AMV KSMC (*)	VK PRED (*)
RECOGNIZED KNOWLEDGE AUDITS (the provider is <u>not</u> accredited)				
Belgisch Federale Bemiddelingscommissie (FBC)	X			
Centre for Effective Dispute Resolution (CEDR)	X			
Intop (see also MFN)	X			
Mediation Training Institute International (MTI)	X			
Mediators Federatie Nederland (MFN)	X			
South African Association for Mediators (SAAM)	X			

(*)

MED = mediator / AMV DS = AMV Opleidingen – Divorce Specialist® / AMV KSMC = AMV Opleidingen – Kinderen Scheiden Mee Coach® / VK PRED = Voorkans - Prediation®



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
 REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Audit elements knowledge audit mediator

Audit element	Knowledge audit mediator - requirements
Audit	Global Network Group handles the audit. The online knowledge audit is corrected automatically by the audit-exam software. Certified auditors handle all other knowledge audits. The knowledge audit focuses on essential mediation knowledge (basic level), not on specialisms or expert-level knowledge.
Audit rules	Document GNG.PD.001.INT Rules for audits
Audit ADR Register	Document ADR.AD.PF.023.1.INT Knowledge audit mediator
Providers's audit	An accredited provider may agree on a dedicated provider's knowledge audit. In addition to the regular requirements, the provider may add its own requirements. This is to ensure the knowledge audit connects to specific target professional group(s), sector(s) and branch(es) served by the provider. The knowledge audit is only open for (former) students of the provider.
Free audit choice	<p>The auditee may select out of the following audit options:</p> <ul style="list-style-type: none"> • Online • Exam declaration/statement • Essay • Remote
Auditor	<p>The audit will be handled by a person who:</p> <ul style="list-style-type: none"> • Is certified by ADR Register against the main scope mediator <u>and</u> subscope auditor or by any other certification body, such for the assessment of Global Network Group, <i>(reference documents: ADR.AD.004.INT Admission audit mediator, ADR.NL.009.INT Admission audit auditor)</i> or • Is a member of or associated with another professional-, branch-, or sector body that holds a quality register and who is certified within this register as auditor and mediator, such for the assessment of Global Network Group, or • Otherwise qualifies, such for the assessment of Global Network Group.
Audit aspects	<ul style="list-style-type: none"> • The audit is handled against the final terms as laid down in this document. • Global Network Group may add additional terms.
Audit result	<ul style="list-style-type: none"> • The auditor informs Global Network Group. • Global Network Group sets the audit result. • ICC Council may review the audit and the audit result. • The audit result is based on: <ul style="list-style-type: none"> ○ the judgment or the exam-declaration of the auditor ○ the score as published in the audit-exam software.
Exemptions	The auditee can file an exemption request if an equal audit/exam with a qualifying result is taken with another certification body, such for the assessment of Global Network Group.
Recommended literature	<ul style="list-style-type: none"> • Reader(s) training program • Toolkit Mediation, auteur: Manon Schonewille, Boom Juridische Uitgevers (Netherlands) • Open sources, internet
Compulsory literature	Not applicable



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
 REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Audit element	Knowledge audit mediator - requirements
Final term Communication	<p><u>General</u> The auditee has a basic knowledge of the communication process.</p> <p><u>Specific aspects</u></p> <ul style="list-style-type: none"> - General theory and communication models - Making and maintaining contact and rapport - Resolving impasses, break-through interventions - Contact with other stakeholders, not being the mediation parties, and press
Final term Legal framework	<p><u>General</u> The auditee possesses a basic knowledge about the legal framework of mediation in the country where the mediator is based or practicing.</p> <p><u>Specific aspects</u></p> <ul style="list-style-type: none"> - Scope related legal framework - Legal aspects on mediation, negotiation, (settlement) agreements, assignments, reporting, documenting - EU General Data Protection Regulation (GDPR) and related national legal framework <p>Escrow management, especially anti-terror and corruption measurements</p>
Final term Mediation	<p><u>General</u> The auditee:</p> <ul style="list-style-type: none"> • possesses basic knowledge about being a mediator and the mediation processes & -procedures • is capable as a mediator to manage his/her own mediation office and -practice <p><u>Specific aspects</u></p> <ul style="list-style-type: none"> - Phases, ethics, professional code (code of conduct), scopes, processes, procedures, aspects, background - Theory and practice of conflict dynamics - Contra-indication on assignments, clients, other stakeholders, processes, procedures - Co-mediation and transfer of an assignment to another mediator
Final term Negotiation	<p><u>General</u> The auditee possesses a basic knowledge about negotiation.</p> <p><u>Specific aspects</u></p> <ul style="list-style-type: none"> - Theory and negotiation models, such as the Harvard model - Meaning and operating negotiation phases - Meaning, recognition, and handling of negotiation styles, strategies, and tactics
Final term Professional field & market	<p><u>General</u> The auditee:</p> <ul style="list-style-type: none"> • possesses basic knowledge about being a mediator and the mediation processes & -procedures • is capable as a mediator to manage his/her own mediation office and -practice <p><u>Specific aspects</u></p> <ul style="list-style-type: none"> - Rules, CPD, client satisfaction & -complaint handling, registration- & certifications bodies, professional-, branch- & sector bodies, market situation & -developments - Handling small company processes (max 5 persons), cooperation, financial administration, taxes, ICT, archive, hospitality



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Audit elements other knowledge audits

Knowledge audit	Handling and criteria
AMV Opleidingen – Divorce Specialist®	AMV Opleidingen handles the knowledge audit against its own criteria.
AMV Opleidingen – Kinderen Scheiden Mee Coach®	AMV Opleidingen handles the knowledge audit against its own criteria.
Mediation Academy (The Mediation Academy)	The knowledge audit qualifies for the main scope mediator, is based on the item bank of the institute, and is taken by using the ADR Register exam software.
Voorkans - Prediation®	Voorkans Opleidingen handles the knowledge audit against its criteria.



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
 REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Annex 5:PF.024 proof of scope relevant specialization skills audit(s) –
 proficiency/practice exam(s) – information and requirements

Overview requirements skills audit per scope

Scopes	Requirements skills audit
Main scopes	Main scopes
Arbitrator	Not applicable
Conflictcoach	Not applicable
Mediator	Or: skills audit ADR Register Or: skills audit or exam declaration Accredited Training Provider issued by a certified auditor Or: recognized skills audit Or: exam declaration issued by a certified auditor Or: qualifying result process, procedure-, skills audit
Negotiator	Not applicable
Office operations officer ADR	Not applicable
Subscopes	Subscopes
Ambassador	Not applicable
Auditor	Not applicable
Conflictnavigator – advocate -attorney-barrister-lawyer-solicitor	Not applicable
Conflictnavigator – psychologist	Not applicable
Independent auditor accredited training provider	Not applicable
Mediator - court mediator	Not applicable
Mediator - family mediator	Not applicable
Mediator – labour mediator	Not applicable
Negotiator – inheritance coach	Not applicable
Mentor	Not applicable
Trainer	Not applicable
Subtypes	Subtypes
AMV Opleidingen – Divorce Specialist®	Skills audit AMV Opleidingen
AMV Opleidingen – Kinderen Scheiden Mee Coach®	Knowledge audit AMV Opleidingen
Voorkans - Prediation®	Skills audit Voorkans



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
 REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Overview accredited providers and recognized skills audits

TRAINING- & EXAMINATION PROVIDERS	MED (*)	AMV DS (*)	AMV KSMC (*)	VK PRED (*)
ACCREDITED PROVIDERS (included: recognized skills audits)				
Academie voor Mediationopleidingen				
ADR Network SA				
AMV Opleidingen		X	X	X
Caleidoscoop				
Conflictbemiddeling.NL				
De Mediators Opleiders				
Empathy Law International ADR Institute				
Institute of Paralegal Training & Leadership Studies				
Learn Dutch				
LifeMediation.NL				
Match It				
Mediasi – Mediation & Training				
Mediation Academy (The Mediation Academy)				
Mediation College				
Mediation Educatie Centrum				
Mediation Institute Australia				
Mediator World				
Strategisch Coachen Groep				
Toolkit Company				
VCM Opleiders				



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
 REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

TRAINING- & EXAMINATION PROVIDERS	MED (*)	AMV DS (*)	AMV KSMC (*)	VK PRED (*)
RECOGNIZED SKILLS AUDITS (the provider is <u>not</u> accredited)				
Belgisch Federale Bemiddelingscommissie (FBC)	X			
Centre for Effective Dispute Resolution (CEDR)	X			
Intop (see also MFN)	X			
Mediation Training Institute International (MTI)	X			
Mediators Federatie Nederland (MFN)	X			
South African Association for Mediators (SAAM)	X			

(*)

MED = mediator / AMV DS = AMV Opleidingen – Divorce Specialist® / AMV KSMC = AMV Opleidingen – Kinderen Scheiden Mee Coach® / VK PRED = Voorkans - Prediation®



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
 REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Audit elements skills audit mediator

Audit element	Skills audit mediator - requirements
Audit	Global Network Group handles the audit. The skills audit focuses on essential skills (basic level), not on specialisms or expert-level skills.
Audit rules	Document GNG.PD.001.INT Rules for audits
Audit ADR Register	<ul style="list-style-type: none"> • Document ADR.AD.PF.024.1.INT Skills audit mediator – mentorship • Document ADR.AD.PF.024.1.INT Skills audit mediator – video • Document ADR.AD.PF.024.1.INT Skills audit mediator – live
Providers's audit	An accredited provider may agree on a dedicated provider's skills audit. In addition to the regular requirements, the provider may add its own requirements. This is to ensure the skills audit connects to specific target professional group(s), sector(s) and branch(es) served by the provider. The skills audit is only open for (former) students of the provider.
Free audit choice	<p>The auditee may select out of the following audit options:</p> <ul style="list-style-type: none"> • Mentorship • Video • Live
Auditor	<p>The audit (exam part) will be handled by a person who:</p> <ul style="list-style-type: none"> • Is certified by ADR Register against the main scope mediator <u>and</u> subscope auditor or by any other certification body, such for the assessment of Global Network Group, <i>(reference documents: ADR.AD.004.INT Admission audit mediator, ADR.NL.009.INT Admission audit auditor)</i> or • Is a member of or associated with another professional-, branch-, or sector body that holds a quality register and who is certified within this register as auditor and mediator, such for the assessment of Global Network Group, or • Otherwise qualifies, such for the assessment of Global Network Group.
Mentor	<p>The audit (mentor part) will be handled by a person who:</p> <ul style="list-style-type: none"> • Is certified by ADR Register against the main scope mediator <u>and</u> subscope mentor or by any other certification body, such for the assessment of Global Network Group, <i>(reference documents: ADR.AD.004.INT Admission audit mediator, ADR.NL.013.INT Admission audit mentor)</i> or • Is a member of or associated with another professional-, branch-, or sector body that holds a quality register and who is certified within this register as mentor and mediator, such for the assessment of Global Network Group, or • Otherwise qualifies, such for the assessment of Global Network Group.
Auditor – mentor	It is allowed for an individual a person to combine the roles of auditor and mentor
Audit aspects	<ul style="list-style-type: none"> • The audit is handled against the final terms as laid down in this document. • Global Network Group may add additional terms.
Audit result	<ul style="list-style-type: none"> • The auditor informs Global Network Group. • Global Network Group sets the audit result. • ICC Council may review the audit and the audit result. • The audit result is based on: <ul style="list-style-type: none"> ○ the judgment or the exam-declaration of the auditor ○ the score as published in the audit-exam software.



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
 REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Audit element	Skills audit mediator - requirements
Exemptions	The auditee can file an exemption request if an equal audit/exam with a qualifying result is taken with another certification body, such for the assessment of Global Network Group.
Recommended literature	<ul style="list-style-type: none"> • Reader(s) training program • Toolkit Mediation, auteur: Manon Schonewille, Boom Juridische Uitgevers (Netherlands) • Open sources, internet
Compulsory literature	Not applicable
Final term Communication	<p>The auditee structures his/her communication with and between the parties in such way that:</p> <ol style="list-style-type: none"> (1) Safety is guaranteed, (2) Respect is shown, (3) Moving on and progress is possible (4) New visions and insights will commence (5) Obstacles will be removed (6) Actual progress will be realized
Final term Legal framework	<p>The auditee</p> <ol style="list-style-type: none"> (1) Works against the legal framework for the mediation assignments, -process and -procedures as applicable within the country where he/she is based or where the assignment is handled. (2) Ensures that the parties are aware of the legal framework and their legal obligations and rights in the context of the assignment and the (dispute) topics to be mediated. External expertise is allowed.
Final term Mediation proces	<p>The auditee</p> <ol style="list-style-type: none"> (1) delivers a professional mediation process (2) works against the code of conduct (document ADR.PD.002) and the scope-, process- and procedure requirements (document ADR.PD.003) and ensures that the parties are aware of all this.
Final term Negotiation	<p>The auditee</p> <ol style="list-style-type: none"> (1) delivers a professional negotiation process (2) stimulates and empowers the parties to negotiate (3) ensures consent about a workable, proportional, realistic, future-based outcome (agreement, result, settlement) or a regardful closing without a specific result
Final term Personal performance and working attitude	<p>The auditee is</p> <ol style="list-style-type: none"> (1) an entrepreneur or handles in the spirit of an entrepreneur without having an own company (2) a strong process manager and shows personal leadership (3) physically and mentally capable of handling the assignment (4) professional, competent, independent, impartial (5) capable of working with emotions and non-functional behavior (6) the stimulating anchor for/of all involved



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
 REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Audit element	Skills audit mediator - requirements
Audit attention points – general	<ul style="list-style-type: none"> • Structuring • Monitoring and managing of potential disbalance, inequality of power, manipulation, misuse of power, unlikely exchanges • Practicing reflections on content, feelings and emotions • Monitoring and managing of specific emotions and feelings, such as faer, pain, grief, anger • Equal and fair treatment of the parties, in all aspects, f.i. speaking times/periods • Ensure the ownership of the issue remains with the parties • Stimulate self-reflection with the parties • Practice summarizing
Audit attention point- opening phase	<ul style="list-style-type: none"> • Agenda and time table • Mandate/power of attorney, commitment, voluntary participation • Secrecy, confidentiality, (the non-existence of) a legal professional privilege • Impartiality, indepenence, neutrality • Advisors, consultants, third-parties (mandate, secrecy, confidentiality) • Are the parties capable/equipped to participate in a mediation process/procedure? Contra indications? • Code of conduct and complaints (documents ADR.PD.002 + GNG.PD.007) • Scope-, process-, procedure requirements (document ADR.PD.003) • General terms and conditions (the T’s and C’s), ADR/mediation assignment and agreement, decision lists, minutes, reports • Parallel procedures. Related agreements, actions, rules to that • Fees including (optional) costs
Audit attention points – exploration phase	<ul style="list-style-type: none"> • Is everything discussed? Are all topics identified? • Separation of content and emotion • Separation of person(s) and issue(s) • Is there awareness about the cause and the effect(s)? • Is external expertise (advisors, third parties) necessary or likely • Are the positions transferred/translated into interests? • Is caucus necessary or likely?
Audit attention points – Negotiation phase	<ul style="list-style-type: none"> • Review results, settlement agreement, and decisions for fairness, future-proof, consent, feasibility • Review for possible outcomes other than mediation (BATNA) • Durability, maintenance periods?
Audit attention points – Closing phase	<ul style="list-style-type: none"> • Invoicing and payments • Documenting decisions, settlement, closing • Client satisfaction - feedback



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Audit elements other skills audits

Skills audit	Handling and criteria
AMV Opleidingen – Divorce Specialist®	AMV Opleidingen handles the skills audit against its own criteria.
AMV Opleidingen – Kinderen Scheiden Mee Coach®	AMV Opleidingen handles the skills audit against its own criteria.
Voorkans - Prediation®	Voorkans Opleidingen handles the skills audit against its criteria.



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Annex 6: guidelines recognition professional- (PF.021) and specialization (PF.022) training(s) – information and requirements

Introduction

Training institutes and academies/universities can have their professional- and specialization training accredited. The institute can also become an accredited training provider.

Recognition (accreditation) of the training means that the diplomas of (former) students automatically meet the standards for the professional training PF.021 or specialization training PF.022.

If a training provider becomes an accredited training provider, the provider will have the ability to offer extra benefits to their (former) students, such as participation in the knowledge audit without exam costs.

The recognition of training and accreditation will be requested with Global Network Group. We consider the accreditation audit as a joint process that aims solely in the realization of the recognition or accreditation. In doing this, we give a potential agency the ability to prove itself in more than one way. If the audit file does not meet our standards yet, we advise the provider on necessary changes and/or improvements so that the provider can go ahead to get to our standards. This creates a fair and thorough process to achieve recognition or accreditation where there is not one sole road to becoming recognized or accredited. We do this because here at Global Network Group, we value diversity and differentiation in approaches to learning and also in our business process. The recognition or accreditation will be completed in a decision.



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

General guidelines

Audit file

The institute must show that the requirements are being met to a satisfactory level. This level is determined by Global Network Group. In order to show this, the provider must deliver an online audit file. Global Network Group only accepts online audit files. The audit will be requested by Global Network Group.

The audit file includes:

- Trainer manual
- Cross-reference criteria - requirements – planning - topics
- Course material, readers, syllabuses
- CF.002 Registration training provider
- PF.200 certificates all lead trainers or the application for certification

Trainer manual

The trainer manual includes:

- Design and planning of the training, including the planning of sessions and topics;
- Description of the practical- and skills roleplays, assignments
- Description of the homework assignments
- Overview of lead-, guest-, and assistant trainers

Requirement 1: participants

- No limitations to the number of participants



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Requirement 2: trainers

Numbers

- If the size of the group is ≤ 12 participants: minimum of one lead trainer
- If the size of the group is ≥ 13 participants: minimum of two lead trainers.
- If the size of the group is ≥ 20 participants: minimum of two lead trainers and at least one assistant trainer for every 10 participants

Qualifications

- Lead trainers possess the full certification (PF.200) OR have a comparable work- and experience level for the assessment of Global Network Group.
- Lead trainers have a minimal applied scope relevant vocational experience of 5 calendar years
- Guest and assistant trainer(s) are allowed if they provide relevant support to the course that is given, for the assessment of the training provider.

Requirement 3: contact hours

- Minimum of 63 contact hours
- one contact hour = one clock hour in which there is a group and trainer, or just the group, physically present in one location
- Anomaly: for the assessment of Global Network Group
 - Indications for anomalies
 - o The number of hours must be compensated in a similar way
 - o Online versions are allowed
 - o If the minimum amount of contact hours are met, the number of training hours are not set
 - o Minimum of 60% of the training time is to be aimed at skills training

Requirement 4: location

- Possible to hold plenary and sub-session meetings
- Online solutions are allowed

Requirement 5: literature

- There are no set guidelines as long as all provided material is contributory to the training
- The minimum a student must receive is a (digital) syllabus or reader



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Requirement 6: knowledge audit (PF.023)

- PF.023 not included.
- PF.023 will be conducted by the Global Network Group or the accredited training provider if its accreditation allows this.

Requirement 7: skills audit (PF.024)

- PF.024 not included.
- PF.024 will be conducted by the Global Network Group or the accredited training provider if its accreditation allows this.

Requirement 8: mentorship (ADR.AD.PF.024.1)

- Mentorship not included.
- Accredited training providers might accredit for mentorship audits.

Requirement 9: admission

- The training provider verifies if the student is competent to complete a training against the requirement PF.020
- No specific regulations in accordance to scope relevant (prior) knowledge and/ or experience



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Specific guidelines: mediation training program

Mediation requirement 1: general

The student is provided with an adequate amount of knowledge (theory) and experience (skills), both through theory and in practical-& simulation moments

Mediation requirement 2: landscape

The student is provided with relevant information about the current mediation landscape in the country where the training is given or where the student is or will be based, such as

- laws and regulations,
- professional-, branch-, and sector organizations,
- certification and membership possibilities,
- market insights and awareness
-

Mediation requirement 3: mediation

The student is provided with information at expert level about the

- theory and background
- available scopes, styles, processes, procedures, professional codes (codes of conducts), client satisfaction, and complaint handling including disciplinary action

Mediation requirement 4: negotiation

The student is provided with information at intermediate level about the

- general theory and background (a selection for the assessment of the training provider)

Mediation requirement 5: communication

The student is provided with information at intermediate level about the

- general theory and background (a selection for the assessment of the training provider)

Mediation requirement 6: conflicts and disputes

The student is provided with information at intermediate level about the

- general theory and background (a selection for the assessment of the training provider)



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Mediation requirement 7: entrepreneurship

The student is provided with information at intermediate level about

- entrepreneurship, including:
 - o bookkeeping/invoicing
 - o client satisfaction
 - o Company handling and cooperation
 - o legal entities
 - o marketing and acquisition
 - o risk management (liability, insurance)
 - o taxes

Mediation requirement 8: training assignments

Realistic and adequate training assignments (such as debate and discussion, exercises, roleplays, feedback- and reflection moments, home study) are part of the program in order to practice and integrate the information as stated in requirements 1-7.

Mediation requirement 9: documentation

Based on the training assignments, the student delivers at least:

- one session report (or minutes)
- one mediation agreement
- one settlement agreement



AUDITS ADR REGISTER

Document: ADR.AD.001.INT
REQUIREMENTS AUDIT DOCUMENTS ADR REGISTER V2.1 JUNE 2021

Annex 7: guidelines audit non-recognized professional- (PF.021) and specialization (PF.022) training(s) – information and requirements

The following curriculum elements qualify:

- Contact hours, classroom as well as online, regarding training days, intervision, individual- and group study assignments
- Compulsory literature- and home study
- Homework assignments
- (Partial) exams and tests

Not qualifying:

- Travel time
- Breakfast, lunches, dinners (meals)
- Hotel (sleep-over nights)

Accepted proof:

- Certificate, including hour specification
- Statement issued by the training provider, including hour specification
- Motivated statement issued by the trainee, including hour specification,
 - o Example: invoice + table of contents + brochure/information sheet
- Other proof for the assessment of Global Network Group

A combination of various training programs is allowed. If a combination is made, the total of the combined hours will be calculated.