

# General information sheet

## ADR Register

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All references in this document are made against the approved (valid) version of the applicable document.

All public documents are published on our websites.

**Questions?** Contact us!

Complete the question-webform on our website or call:

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Document code: ADR.FO.001.INT

Approved by: ICC Council

Version: 2 (april 2020)

Status: approved



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## GENERAL CLAUSES

The following applies to this document ADR.FO.001.INT (General information sheet ADR Register):

1. Document GNG.RD.001.INT List of terms and definitions.
2. Document GNG.RD.002.INT General terms and definitions
3. Document GNG.RD.003.INT General clauses for all documents

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

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## In Summary

### ***For whom?***

- Arbitrators
- Conflict coaches
- Mediators
- Negotiators



### ***Register immediately as a mediator after training and knowledge test***

(Former) students can immediately register as an associate mediator after



Completion of recognized basic training and



passing the recognized knowledge test with acceptable results.



### ***ADR Register: reliable, solid, independent, innovative***

- Active since 2011
- A non-profit organization (non-profit foundation)
- Only active as a certification body (CB = Certification Body)
- Certifying professionals and their companies/organizations as the core activity
- Criteria apply to everyone, are the same for everyone
- No favoritism, no political influences, no dependence on capricious administrative organizations
- Not a member organization, professional body, branch/sectoral/industry organization
- Not a training provider. Training providers can be accredited. Training programs can be recognized
- Affordable, effective & targeted
- Approachable, we work from the Netherlands and South Africa
- Local, national and international significance and acceptance/entrance
- ISO 9001 certified by Lloyds Register
- Supervision from ICC Council
- Recognized by the International Mediation Institute (IMI) as a Qualifying Assessment Program (QAP)
- Recognized by the Dutch Ministry of Health, Welfare and Sport (VWS) as WKKGZ dispute review/arbitration body (WKKGZ = Quality, complaints & disputes for the Dutch health sector act)
- Admitted to the referral and the mediation pilot as instituted by the Common Court of Justice of Aruba, Curaçao, Sint Maarten, and Bonaire, Sint Eustatius and Saba

**Register online for registration / certification at ADR Register**

<https://adr-register.com/nl/voor-adr-practitioners/nu-aanmelden-en-registreren>

**Website**

<https://adr-register.com/>

**Fees and conditions**

<https://adr-register.com/for-adr-practitioners/rates-conditions>

**Disputes**

<https://adr-register.com/complaints>

**Code of conduct**

<https://adr-register.com/resources/uploads/bestanden/ADR.PD.002.INT-Code-of-conduct-V1-APPROVED-PILOT.pdf>

**Process- & procedure requirements (procedural requirements)**

<https://adr-register.com/resources/uploads/bestanden/ADR.PD.003.INT-Process-procedure-requirements-V2-APPROVED-PILOT.pdf>

**ADR training providers**

<https://adr-register.com/education/agencies-recognized-education-training>

**Our accreditations, recognition and certifications**

<https://adr-register.com/about-us/our-accreditations-recognitions-certification>

**ADR Platform for Disputes**

<https://adrplatform.com/>



## **Fees 2020**

- Once-off audit costs at registration, including the knowledge audit and possible re-takes:
  - € 200,- excluding VAT
  - 25% discount if basic training via an ADR Register accredited training provider
- Annual registration fee:
  - € 97,50 excluding VAT (\*)
  - In the year of registration, only the remaining calendar months are counted from the 1st day of the calendar month for the granting of the certification.
- Knowledge audit mediator, including possible re-takes:
  - Included in the once-off audit costs when registering
- Video skills test mediation:
  - € 400,- excluding VAT
  - 25% discount if basic training via an ADR Register accredited trainer
- Deviating fee agreements with agencies possible:
  - Ask your training provider
- Other fees:
  - see <https://www.adr-register.com>
- If based on the African continent:
  - Currency: South African rand
  - See our website for the applicable fees for South Africa and other African countries, <https://www.adr-register.com>

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## About us

### ***Core activity***

**The Global Network Group (GNG) Foundation** is a non-profit organization and its core activity is registering and certifying natural persons (practitioners) and their companies.

**ADR Register** is part of Global Network Group.

### ***What is registration***

Registering is making individuals and companies/organizations visible in a public register based on a registration process without an admission audit.

### ***What is certification***

Certification is the awarding of a quality mark (certificate) to individuals and companies/organizations based on an independent audit process (admission audit), against previously known and public criteria, which are the same for everyone. Every admission audit is reproducible/verifiable. The certificate holders are found and made visible in a public register.

### ***What is the purpose of certification***

The certification aims to:

- Provide clarity, certainty, and guarantees to the market (clients) and other stakeholders (such as governments, professional, branch & sectoral organizations, insurers) with regard to the certificate holder's knowledge, skills, reliability, and integrity.
- Assigning tasks, roles, professions, and powers to the certificate holder, linked to identified work- and business processes/procedures.

### ***Goal***

ADR Register aims :

- certifying all practitioners and their companies/organizations in the sector **Alternative Dispute Resolution (ADR)**
- making its certificate holders visible via the public register on its website <https://www.adr-register.com>

### ***General working method***

- ADR Register is an independent non-profit organization.
- Within ADR Register, the operational work processes are 100% separated from the adoption of policies & criteria. In this way, it is guaranteed that internal and external audits & supervision can take place.
- This guarantee is important because certificate holders, clients of certificate holders, supervisors, other stakeholders, and third parties must be able to trust that the agreed quality will also be delivered objectively and equally for everyone, so that "say = do".



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## **Rules and conditions**

All certificate holders (practitioners) are obliged to adhere to specific instructions, procedures, and regulations, such as:

- Objective, transparent and non-discriminatory admission and maintenance requirements
- Obligation to show certification status, use of title (s), logo (s), wordmark(s), identified work & business processes/procedures
- Submission to the regulations and instructions, including "continuing professional development" and the system of complaint handling for grievances, complaints, and disputes against or between certificate holders

### **ISO 17024**

The certification for individual practitioners is based on ISO 17024.

The ISO 17024 norm is the international standard for the certification of practitioners and issuing certificates of competence.



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### **ISO 9001**

Global Network Group, including ADR Register, has been ISO 9001 multi-site certified by Lloyds Register Netherlands (certificate RQA 663058) since April 2008, with the associated registration with United Kingdom Accreditation Services (UKAS) in London (England).



### **Accredited by International Mediation Institute (IMI)**

ADR Register has been accredited by the International Mediation Institute (IMI) as of 1 September 2011 as a Qualifying Assessment Program (QAP) for Europe. Since July 15, 2015, IMI has also accredited ADR Register as QAP for the entire continent of Africa.



## ***Recognized by Dutch Minister of VWS as WKKGZ dispute resolution body***

Global Network Group has been appointed as a recognized WKKGZ dispute review/arbitration body as of March 1<sup>st</sup>, 2018. WKKGZ = Quality, complaints & disputes for the Dutch health sector act. Practitioners with medical qualifications certified with ADR Register are used as complaint mediators and complaint arbitrators.

## ***Other accreditations, certifications and recognitions***

Global Network Group has various other accreditations, certifications, and recognitions.

Important aspects include the DMI-EMCI / EMCI Register foundation:

- Accredited by the Dutch Accreditation Council against ISO 17065
- European Notified Body for the European directive RCD/2013/53/EU (CE certification for pleasure crafts, our official NANDO number is 2832, see: [https://ec.europa.eu/growth/tools-databases/nando/index.cfm?fuseaction=search.nb&refe\\_cd=NANDO\\_INPUT\\_248983](https://ec.europa.eu/growth/tools-databases/nando/index.cfm?fuseaction=search.nb&refe_cd=NANDO_INPUT_248983))
- Official CE inspection body appointed by the Dutch Minister of Infrastructure and Water Management for the Pleasure Crafts 2016 Act, see: <https://www.ilent.nl/onderwerpen/pleziervaart/pleziervaartuigen-ce-markering>
- Designated by the Dutch Minister of Infrastructure and Water Management as a recognized inspection body for the Regulation on discharging outside establishments.

It shows that the Global Network Group meets the highest quality requirements that are applied by Europe and the Netherlands.

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## ***Entry requirements***

In order to register/certify, each practitioner must meet the pre-requisite and public entry requirements. The requirements apply worldwide and are the same for all practitioners. Audits are used to check whether the (candidate) practitioner meets the requirements.



## ***Personal certification file***

The personal certification file forms the basis for the admission audit and periodic re-certification. Every (candidate) practitioner is obliged to submit a qualifying file during the admission and recertification audit.



## ***Titel(s)***

ADR Register provides practitioners with private title (s). The use of invalid or incorrect logos and titles are not permitted and is ground for suspension or cancellation. Registration/certification titles can be placed after the name.

- **ADR®** = ADR practitioner, can be used by **all** ADR certificate holders
- **ADR.ARB®** = ADR certified arbitrator, only by ADR certified **arbitrators**
- **ADR.CC®** = ADR certified conflict coach, only by ADR certified **conflict coaches**
- **ADR.MED®** = ADR certified mediator, only by ADR certified **mediators**
- **ADR.NEG®** = ADR certified negotiator, only by ADR certified **negotiators**



## CERTIFICATE OF COMPETENCE

### ADR Register declares herewith that:

Name: John Doe  
Date of birth: November 14th, 1969  
Place of birth: New York (United States of America)

### is fully qualified as:

**INTERNATIONAL CERTIFIED ADR PRACTITIONER**  
**certified as: mediator & master-negotiator**  
**registration & certification status: full**

### Registered under ADR certificate-number:

As published at [www.adr-register.com](http://www.adr-register.com)

Issue date: January 1st, 2019

Expiry date: As published at [www.adr-register.com](http://www.adr-register.com)

The ownership of this certificate of competence remains with Global Network Group. The certificateholder is obliged to act accordingly to all Global Network Group rules and instructions.

Global Network Group, Lloyds Register Netherlands and any by Global Network Group appointed organization have the right to audit the certificateholder and its company.

Please note all official remarks on the backside of this certificate of competence. Check the current registration and certificate details at <https://www.adr-register.com>.

### ADR Register

### ICC Council

Mrs. M.L. Lagemaat

ing. A.H. Vermeer

ceo

independent chairman

ADR Register is a subsidiary and tradename of Global Network Group. Global Network Group is ISO 9001 certified by Lloyds Register Netherlands under number RQA663058 and registered with the chamber of commerce Rotterdam (Netherlands) under number 56601506.

## ***Certificate of Competence***

Every certified practitioner receives a certificate of professional competence.

## ***Certificate of Approval***

Every certified legal entity receives a certificate of approval.

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## **Main scopes**

ADR Register distinguishes 4 main scopes, namely:

1. Arbitrator
2. Conflict coach
3. Mediator
4. Negotiator

Note 1:

At least 1 main scope is required

A practitioner is obliged to register under at least 1 main scope. If a practitioner does not qualify for at least 1 main scope, no certification with ADR Register is possible.

Note 2:

IMI criteria for mediators leading for main scope mediator

Attn. the main scope mediator applies that ADR Register follows the criteria and principles of the International Mediation Institute (IMI). Many countries follow IMI, so IMI is the world standard. IMI is leading in Africa and Europe.

Note 3:

Arbitrators and mediators are automatically also negotiators

The (candidate) practitioner who certifies as an arbitrator or mediator automatically becomes a negotiator. Conversely, this does not apply; a negotiator is not automatically an arbitrator or mediator

## **Sub scopes**

ADR Register currently distinguishes 2 sub scopes, namely:

1. Court mediator
2. Family mediator

A practitioner is not obliged to certify under a sub scope. The criteria for sub scopes are set by a government or external organization and applied by ADR Register. Work is currently underway to develop new sub scopes, such as government mediator, business mediator.

Example: In the Netherlands, the Legal Aid Board determines the criteria for the court and family mediator established in the Netherlands.

## **Sub types**

ADR Register distinguishes different sub types. Sub types can be linked to criteria that the practitioner must meet and against which ADR Register tests. A practitioner is not required to register under a sub type.

ADR Register also makes agreements with our accredited trainers about sub types that are linked exclusively to the accredited trainer. This allows the trainer to distinguish himself in the market and gives students / alumni access to specific protected titles.

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An example of this is AMV divorce specialist®. This sub type is linked to ADR Register accredited trainer AMV Training and is exclusively awarded to practitioners who have completed the AMV specialization training AMV divorce specialist.

## ***Levels***



ADR Register distinguishes various certification levels.

### ***Associate certified***

- The certificate holder does not yet have to have passed the (full) experience and skills audit
- The certificate holder has at least completed the vocational training + knowledge audit.
- The associate level is awarded once for a maximum period of five (5) consecutive full calendar years and can be recertified at the full level
- The certificate holder must comply with the periodic (maintenance) requirements

### ***Full certified***

- The certificate holder has met all requirements
- The full level is awarded for a fixed period of five (5) consecutive full calendar years, after which recertification follows. If the practitioner does not recertify, automatic deregistration will follow from the register.
  - The periodic re-certification audits the requirements regarding the
  - minimum CPD points to be achieved
  - minimum number of qualified client assignments performed
  - correct application of the identified processes and procedures

The remaining levels are:

- Honorary ADR practitioner
- ADR practitioner of excellence
- Suspended
- Expelled/revoked

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## ***Exemption***

Under certain conditions, an exemption may be granted for the admission requirements for completed recognized basic training, completed knowledge-, and skills audit. The conditions are:

- Demonstrable/verifiable within the scope (s) have more than 5 years of experience and more than 75 client assignments performed
- The company/organization has or applies for the ADR Register legal entity certification

## ***Certification for legal entities (companies, organizations, associations, professional bodies, etc.)***

### ***Audit operational ADR work processes and procedures***

Legal entities (companies, organizations, associations, professional bodies, co-operating groups, etc.) can certify with ADR Register. The certification focuses specifically on the operational ADR work processes and procedures of the company/organization, including the active individual practitioners. In the event of a positive audit, the certificate of approval is issued to the legal entity, and a certificate of competence is issued to all individual practitioners within the legal entity.

### ***Three year cycle***

The certification has a three-year cycle. Schematic:

- Admission audit
- After 1st year: 1<sup>st</sup> surveillance audit
- After 2nd year: 2<sup>nd</sup> surveillance audit
- After 3rd year: re-certification audit
- Etc.

### ***ISO 9001 declaration of verification***

The certification can be extended with the ISO 9001 verification statement. In addition, the legal entity is additionally verified by ADR Register against ISO 9001. In case of a positive assessment, a verification statement is issued and made visible on the certificate of approval.

## ***Benefits***

Major advantages of the certification are:

- Professional business appearance: the entire company/organization/group is certified
- 1 rate, 1 invoice, 1 combined audit process for company/organization/group including all individual practitioners
- Option to add extra based criteria + connection to an exclusive subtype, including the possibility of a dedicated sub-register published at the website of the legal entity
- Time-saving for the individual practitioners
- Cost savings for the company/organization

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## Mentoring audit: supervision and exam at the same time



### *In summary*

ADR Register has developed the mentoring audit. The audit offers the opportunity to combine supervision and testing (examination). Our own ADR Register audit-tool is available for the implementation and support of mentor and mentee. The mentorship is specifically intended for newcomers, start-ups, and associate practitioners. Through the mentorship, they are encouraged to build their own practice within a safe setting and under supervision. During the 24-month mentoring period, the practitioner and the mentor reflect on various aspects, such as business operations, personal and business development, effectiveness, and quality of their own competences.

Under certain conditions, the mentor audit also qualifies as a skills audit (practical exam), so that this admission requirement for the 'full certification level' is met.

The mentoring audit is the ideal 'tool' for the established professional (the full certified practitioner) to contribute to the transfer of knowledge and skills to the starting colleague professional so that through this 'master-student-structure' a permanent (learning) cycle of innovation and flow.





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## *The alternative for the video examination*

The mentoring audit is an alternative to the video skills audit. The video skills audit provides you and us little added value, the mentorship gives you guidance for two years and is an exam at the same time. After all, not a 'crafted' snapshot, but 5 solid audit moments that provide insight into where you stand, both with regard to your personal, professional skills and with regard to your business operations and business processes. The mentoring is looking, learning, and examining based on real practice. Within a safe setting, space is created to share disappointments and successes with your mentor. Together with your mentor, you will discover what it is like to set up your own practice, whether your expectations correspond to daily practice, and what adjustments/improvements are needed.



### **Part of the qualification for the full level**

To qualify against the full level, the candidate must demonstrate, among other things, that he or she has two or more years of profession-related experience and that the skills audit (practical examination) must have passed. If the mentorship is completed with a satisfactory result, these two qualification requirements are met simultaneously. In practice, we have seen that many candidates who have completed the recognized vocational training and knowledge test need about 2 to 3 years to prepare for the skills audit. The mentorship is in line with this fact with a lead time of 24 months.



### **Ideal for the associate level certified practitioner**

After completing the recognized vocational training and knowledge test, you can be certified at the associate level. A conscious choice within ADR Register: after all, it is partly the task and role of a quality register to assist newcomers/start-ups in building up their business practice and to familiarize them with the professional scope. The mentorship now adds the possibility for active guidance and support.

### *Who can / are an auditor and mentor?*

Being or becoming an auditor/mentor is linked to an admission audit. Most ADR Register accredited trainers will offer the mentorship. ADR Register strongly recommends the mentorship of accredited trainers via ADR Register. After all, these trainers can provide maximum customization and meet your specific expectations and wishes. In addition to the compulsory 'exam format', the mentorship can be further expanded and arranged, so that individual customization or integration within larger organizations is possible.

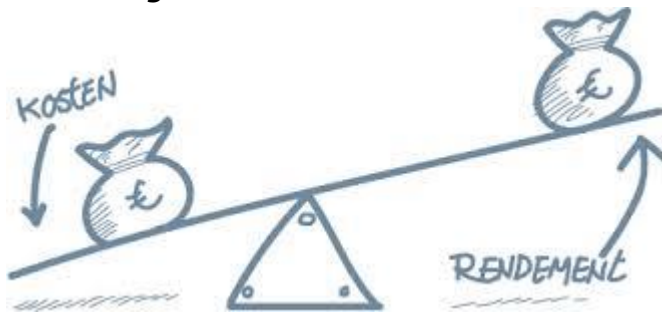
## Interesting!

- Auditors and mentors do not have to be associated with an ADR Register accredited trainer. Individuals can also qualify and offer the mentorship under the condition that the admission audit is completed with acceptable results. ADR Register offers the opportunity for experienced practitioners to share their knowledge and experience with newcomers.
- The mentorship can be combined well with certification for legal entities (companies/organisations/professional bodies/associations/etc.), so that the personnel flow and throughput is optimally structured.

## Audit tool

It is important that audits are conducted carefully and according to a set procedure. Only in this way can clarity and reproducibility be guaranteed, both core principles for independent certification processes. A modern audit tool has been developed for the audits. Its use is mandatory.

## Mentoring costs



ADR Register charges a modest contribution for the administrative handling and use of the audit tool. In addition, the mentor and mentee make agreements about the reimbursement of the mentor's fees and costs. ADR Register remains outside these agreements.

- Mentoring audit costs:
  - Payable to ADR Register
    - Settlement cost and use of audit tool: € 150,- excluding VAT
    - € 50,- discount if basic training via an ADR Register accredited trainer
  - Payable to the mentor
    - Mentor and mentee make independent agreements about this, ADR Register is not included

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# Continuing professional development (CPD)

Every practitioner is obliged to meet the CPD requirements.



## **CDP audits: general assumptions**

- In principle, all audits are performed as a full remote desktop audit
- Our audit tool has been installed for this in the personal account/dashboard of the practitioner
- The auditor may additionally require a location audit
- If the practitioner is unwilling or unable to upload all documents and evidence in the audit application, the remote audit is converted to a site audit



### **Conversion of associate level to full level**

- Only at the end of the associate period (5-years), or if an associate to full conversion is requested earlier
- At least 15 client assignments, within the main scope (s), performed during the entire associate period
- Minimum 12 CPD points per effectively registered full calendar year within the associate period



### **Periodic recertification every 5 years**

- At least 60 client assignments per five full calendar years (= recertification period)
- Minimum of 60 CPD points per five full calendar years (= recertification period)

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## **CPD categories**



### CPD category 1: education and training programs, including an exam

- To participate in qualified education or training and rounding off this education by means of an exam or test.

### CPD category 2: in-depth activities and education & training programs without exam

- To attend or take part in exhibitions, conferences, congresses, inter vision groups, seminars, specific meetings, workshops, education - & training programs without exam.

### CPD category 3: professional activiteites

- To act as supervisor, teacher, speaker, researcher, tutor, patron, or trainer within the scope of the certificate holder, this also includes offering opportunities for training, study, experience, and research.

### CPD category 4: scope development

- To publish articles, research papers, reports, and accounts in popular or scientific magazines, specialist journals or specialist periodicals, all within the scope of the certificate holder.

### CPD category 5: general interest

- To execute activities or duties for the purpose of the branch or the occupational group within the scope of the certificate holder, such as: executing public duties and responsibilities, executing administrative duties and responsibilities, executing other duties and responsibilities within organizations, public administration, clubs, and foundations.

## Principles with regard to CPD recognition



### **CPD points**

- Qualify all scope-related and practice-supporting knowledge and skills activities & meetings
- In the first instance, the practitioner (certificate holder) determines whether an activity/meeting is scope-related or practice-supporting. In the CPD audit, the auditor determines based on the underlying evidence whether or not everything is accepted or rejected. ADR Register does not work with mandatory prior recognition/accreditation. Accreditation can be granted in advance upon request; please contact office operations.
- Scope related = the scopes of the assigned personal certification
- Practice supportive = contributes to obtaining, retaining or executing ADR client assignments

### **Example**

*The practitioner receives a long-term assignment in which Croatian parties play a key role. A basic knowledge of the Croatian language is a prerequisite for keeping and carrying out the assignment. The practitioner, therefore, follows a beginner's course in Croatian and receives CPD points for this.*

- Points and executed matters can be entered via the personal account/dashboard. No obligation to register online. For the audit, the reference to the online input is acceptable, or the replacement overview is provided. The underlying evidence must be uploaded during the audit.
- 1 contact clock hour = 1 CPD point
- CPD points are registered within a category. There is no obligation to earn a specific number of CPD points per category.

### **CPD client assignments**

- The engagement meets the rules of conduct and the process- & procedure requirements.
- The assignment must be executed based on an identified process/procedure.
- The identified process/procedure includes:
  - Processes/procedures instituted by governments, professional, sectoral and sectoral organizations, franchisors, official partnerships
  - Own reproducible/verifiable processes/procedures of the practitioner, as recorded in the quality manual or otherwise described management system of the practitioner
  - Any other process/procedure at the discretion of Global Network Group / ADR Register

# Complaint handling

## General

Handling  
Customer  
Complaints

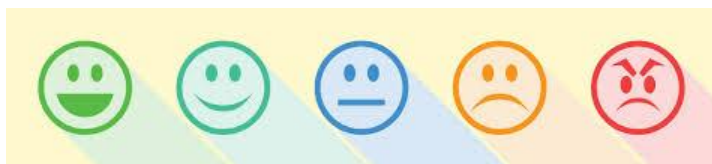


ADR Register has a complaint handling system that focuses on handling grievances, complaints, and disputes against and between practitioners.

## Aim

The system aims to:

- ensure customer satisfaction and
- take improvement measures based on the indications and results received.



## Core premise

Our core premise is:



Grievances, complaints, and disputes are prevented



In the unlikely event that complaints, complaints or disputes do arise, the handling is done in a manner that is in accordance with the nature and principles of Alternative Dispute Resolution (ADR), so that all parties involved in the context of the issue are in any case sufficiently feeling heard and taken seriously.

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## **Settlement**

Settlement can be obtained by:

- The practitioner himself
  - The practitioner makes every effort to resolve the issue. The costs are for the practitioner.
- Independent complaint-mediator
  - The complaint mediator appointed by ADR Register or the practitioner makes every effort to resolve the issue. The costs of the mediator are for the practitioner unless the parties decide to divide the costs among themselves.
- Global Network Group / ADR Register
  - The matter is resolved by ADR Register on the basis of a
    - Settlement proposal
    - Internal investigation
  - The costs are for the practitioner unless the parties decide to divide the costs among themselves or ADR Register decides to pay the costs.
- ADR Platform, the dispute review board, within ADR Platform handled by the dedicated ADR Register Chamber
  - The matter is settled by ADR Platform, dedicated ADR Register Chamber, based on
    - Arbitration (\*)
    - Binding advice (\*)
    - Disciplinary (\*\*)

(\*)

Parties must agree to a settlement through arbitration or binding advice. The practitioner is not obliged to agree. The costs will be charged to the parties.

(\*\*)

The practitioner is obliged to cooperate. In the event of refusal or insufficient cooperation, suspension or cancellation can be applied. The costs will be charged to the practitioner.

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## ***Disciplinary action***



To be distinguished within disciplinary action:

- Disciplinary sanctions
- Additional measures

In disciplinary action, the complaints committee is obliged to reach a decision. If the complaint is upheld, the committee is obliged to impose a sanction, and the committee can impose an additional measure. Objections can be lodged against a judgment. The costs of disciplinary law will be charged to the practitioner. Parties can be assisted or represented by an advisor.

The following statements are allowed:

- The complaint is not admissible
- The complaint is unfounded
- The complaint is completely unfounded
- The complaint is founded

ADR Register distinguishes as disciplinary sanctions

- No measure due to special circumstances
- Warning
- Written reprimand
- Written reprimand with notification to the industry and the professional body to which the practitioner is affiliated
- Suspension for a limited period of the certification, a suspension for a fixed duration can not exceed one calendar year per suspension
- Withdrawal of certification (revocation)

ADR Register distinguishes as additional measures:

- Setting further conditions for continuing the current certification
- Setting further conditions for (re) certification
- Excluding recertification or renewed intake
- Making the statement public



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## Appendix 1: Admission audit associate level



The personal registration file for the admission audit **associate level** consists of the following documents:

### **Mandatory**

- Document PF.001 Online application form
- Document PF.010 Declaration of Good Standing or police clearance
- Document PF.011 Two general letters of recommendation
- Document PF.020 Evidence general education and thinking/working level EQF5 or higher
- Document PF.021 Proof of recognized vocational training (\*)
- Document PF.023 Evidence recognized knowledge audit (for mediators only) (\*\*)
- Document PF.030 CV

### **Optional**

- Document CF.002 Excerpt Chamber of Commerce
- Document PF.002 Online registration form sub scopes, subtypes
- Document PF.022 Proof of specialization courses
- Document PF.025 Prove other memberships, registrations, recognitions, certifications

(\*) See our website for the overview ADR Register accredited trainers and recognized training courses:  
<https://adr-register.com/education/agencies-recognized-education-training>

(\*\*) Knowledge audit mediation at ADR Register:

- 1 clock hour, 35 multiple choice questions, own date & time choice, take an online exam via your personal ADR account within the exam dashboard.
- Did the knowledge test somewhere else? Inquire at office ops whether this knowledge test has been recognized.

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## Appendix 2: Admission audit full level



The personal registration file for the **full level** admission audit consists of the following documents:

### **Mandatory**

- Document PF.001 Online application form
- Document PF.010 Declaration of Good Standing or police clearance
- Document PF.012 Two reference letters by clients
- Document PF.020 Evidence general education and thinking/working level EQF5 or higher
- Document PF.021 Proof of recognized vocational training (\*)
- Document PF.023 Evidence recognized knowledge audit (for mediators only) (\*\*)
- Document PF.024 Evidence recognized skills audit (for mediators only) (\*\*)
- Document PF.030 CV
- Document PF.031 Self-declaration regarding mandatory experience time (\*\*\*)
- Document PF.032 Self-declaration regarding mandatory number of client assignments (\*\*\*)
- Document PF.040 Prove valid professional liability policy or similar document

### **Optional**

- Document CF.002 Excerpt Chamber of Commerce
- Document PF.002 Online registration form sub scopes, subtypes
- Document PF.022 Proof of specialization courses
- Document PF.025 Prove other memberships, registrations, recognitions, certifications

Documents that have already been submitted for the associate file do not need to be submitted again.

- (\*) See our website for the overview ADR Register accredited trainers and recognized training courses: <https://adr-register.com/education/agencies-recognized-education-training>
- (\*\*) ADR Register knowledge and skills audi. Done the exams elsewhere? Ask office ops if these are recognized.
- (\*\*\*) Measured in number, hours, or turnover. With less than 2 years of experience, the number of minimally executed client assignments is increased. See the website <https://www.adr-register.com> for the valid replacement requirements.

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## Appendix 3: Admission audit conversion from associate level to full level (upgrade)



The personal registration file for the admission audit **conversion associate level to full level** consists of the following documents:

### **Mandatory**

- Document PF.012 Two reference letters by clients
- Document PF.024 Evidence recognized skills audit (for mediators only) (\*)
- Document PF.031 Self-declaration regarding mandatory experience time (\*\*)
- Document PF.032 Self-declaration regarding mandatory number of client assignments (\*\*)
- Document PF.040 Prove valid professional liability policy or similar document
- Document PF.052 Prove CPD regarding minimum number of points

### **Optional**

- Document CF.002 Excerpt Chamber of Commerce
- Document PF.002 Online registration form sub scopes, subtypes
- Document PF.022 Proof of specialization courses
- Document PF.025 Prove other memberships, registrations, recognitions, certifications
- Document PF.051 Verklaring mentor t.b.v. document PF.024

(\*) ADR Register skills audit. Have you done a practical exam elsewhere? Ask office ops if these are recognized.

(\*\*) Measured in number, hours, or turnover. With less than 2 years of experience, the number of minimally executed client assignments is increased. See the website <https://www.adr-register.com> for the valid replacement requirements.

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## **Appendix 4: flow chart for personal and legal entity (company/organization) related certification**

***Document ADR.ID.001 flow chart personal related certification***

***Document ADR.ID.002 flow chart company/organization related certification***

