



ADR REGISTER – process & procedures

Document: ADR.PD.001.INT
Certification scheme V3 August 2022

GENERAL CLAUSES

The following applies to this document:

1. Document GNG.RD.003 General clauses for all documents

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

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Certification scheme ADR Register International Conflictnavigator®

ELEMENT	DESCRIPTION
CERTIFICATION SCHEME	ADR Register International Conflictnavigator®
TITLE	ADR®
CONFLICTNAVIGATOR	The conflictnavigator is: <ul style="list-style-type: none">certified against this certification schemeprofessionally active as an expert in the field of prevention and resolving complaints, disputes, and conflicts
GENERAL TRAINING LEVEL	The conflictnavigator 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 conflictnavigator has demonstrated that he/she has sufficient theoretical knowledge and professional skills.
OPERATION	The conflictnavigator works against suitable business and professional processes and procedures.
PROFESSIONAL ETHICS	The conflictnavigator is bound by: <ul style="list-style-type: none">ADR.PD.002 Code of conduct (the professional code)ADR.PD.003 Scope-, process-, procedure requirementsThe mechanism for client satisfaction and complaint handling, including the possibility of imposing disciplinary sanctions



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DOCUMENTS	
PUBLIC DOCUMENTS	Published on https://adr-register.com/documents
CONFORMITY ASSESSMENT PROCESS	Reference document GNG.PD.016
REQUIREMENTS AUDIT DOCUMENTS	Reference document GNG.PF.017
RULES FOR AUDITS	Reference document GNG.PD.001
FLOWCHART PERSONS	Reference document ADR.ID.001
FLOWCHART COMPANIES - ORGANIZATIONS	Reference document ADR.ID.002
GENERAL INFORMATION	Reference document ADR.FO.001
FEES	Reference document ADR.FO.002
CODE OF CONDUCT	Reference document ADR.PD.002
SCOPE- PROCESS- PROCEDURE REQUIREMENTS	Reference document ADR.PD.003
CONTINUING PROFESSIONAL DEVELOPMENT (CPD)	Reference documents ADR.PD.004 + GNG.PD.008
COMPLAINT HANDLING	Reference documents GNG.PD.004 + GNG.PD.005 + GNG.PD.006 + GNG.PD.007 + GNG.PD.009 + GNG.PD.011 + GNG.PD.013 + GNG.PD.015
ADMISSION AUDIT MAIN-SCOPES	Reference document ADR.AD.certified_mainscopes_arb_cc_med_neg
ADMISSION AUDIT SUB-SCOPES	Reference document ADR.AD.certified_subscopes
ADMISSION AUDIT SUB-TYPES	Reference document ADR.AD.certified_subtypes



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ELEMENTS	
NORMS	The conflictnavigator is subject to be audited against norms.
CERTIFICATES	If an audit is passed with a positive result, one or more certificates will be issued to the conflictnavigator. The ownership of the certificate remains with ADR Register.
LEVELS	Based on the admission audit, the complaint handling procedure, or a management decision, the conflictnavigator is classified against a level.
MAIN-SCOPES	A conflictnavigator will be awarded a main-scope if he/she has successfully passed the admission audit. The conflictnavigator will qualify for at least one main scope.
SUB-SCOPES	A conflictnavigator can be awarded sub-scopes if he/she is certified against one or more main-scopes and passes the (supplementary) admission audit. It is optional to qualify for one or more sub-scopes.
SUB-TYPES	<p>The certified conflictnavigator can request to list one or more sub-types.</p> <p>A distinction is made between subtypes who:</p> <ul style="list-style-type: none">- are subject to an (additional) audit against admission criteria (objective sub-types)- can be freely selected by the conflictnavigator and who are not subject to an (additional) audit (non-objective sub-types)



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NORMS	
ADR	Reference documents ADR Register
EMCI	Reference documents EMCI Register
ICR	Reference documents ICR Coach Register
GNG	Reference documents Global Network Group
ISO	Reference documents International Organisation for Standardisation <ul style="list-style-type: none">• conformity narrative for companies = ISO 9001• conformity narrative for professionals = ISO 17024• conformity narrative for products/services = ISO 17065
CERTIFICATES	
CERTIFICATE OF APPROVAL	Company- organization- product-, service certificate
CERTIFICATE OF COMPETENCE	Individual/personal certificate



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LEVELS	
ACCREDITATION TRAINING PROVIDER	The training provider meets the criteria on the admission audit accredited training provider.
RECOGNITION TRAINING PROGRAM	The training program meets the criteria on the admission audit recognized training program.
CERTIFICATION MAIN-SCOPE ASSOCIATE LEVEL	<p>The conflictnavigator:</p> <ul style="list-style-type: none"> - meets the criteria on the admission audit associate level - has completed a basic scope-relevant training, or has an equal knowledge- work- experience level - if applicable: has completed the scope-relevant knowledge audit, or has an equal knowledge- work- experience level - relevant professional experience is not required - needs to maintain relevant requirements - qualifies for the associate once-only for a period of a maximum of five full sequential calendar years.
CERTIFICATION MAIN-SCOPE FULL LEVEL	<p>The conflictnavigator:</p> <ul style="list-style-type: none"> - meets the criteria on the admission audit full level - has: <ul style="list-style-type: none"> - or: completed basic training, knowledge- & skills audit, or has an equal knowledge- work- experience level - or: completed the scope-, process-, and procedure audit - has professional experience - needs to maintain relevant requirements - qualifies for the full level for five full sequential calendar years, recertification is required every five years
CERTIFICATION SUB-SCOPE	The conflictnavigator is certified against one of more main-scopes and meets the requirements of the applicable sub-scopes.



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<p>REWARD HONORARY</p>	<p>The conflictnavigator:</p> <ul style="list-style-type: none"> - does not need to be certified against any main- or sub-scope is nominated by the ICC Council, a union, a professional body, or interest group in combination with a management decision of Global Network Group.
<p>REWARD EXCELLENCE</p>	<p>The conflictnavigator:</p> <ul style="list-style-type: none"> - is a (former) conflictnavigator is nominated by the ICC Council, a union, a professional body, or interest group in combination with a management decision of Global Network Group.
<p>NOTIFICATION REVOKED - EXPELLED</p>	<ul style="list-style-type: none"> • 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.
<p>NOTIFICATION SUSPENDED</p>	<ul style="list-style-type: none"> • The conflictnavigator is suspended. • The certificate is temporarily invalid, for example, because of a disciplinary measure. • The 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.
<p>REGISTRATION COMPANY, ORGANIZATION</p>	<p>The company, organization of one or more certified conflict navigators holds a valid registration with an international-, national-, regional-, local authority, or official public department.</p>
<p>REPRESENTATION AMBASSADOR</p>	<p>The conflictnavigator:</p> <ul style="list-style-type: none"> - does not need to be certified against any main- or sub-scope - is nominated by the ICC Council, a union, a professional body, or interest group in combination with a management decision of Global Network Group.



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MAIN-SCOPES	
ENTITIES	
COMPANIES, ORGANIZATIONS	
REFERENCE DOCUMENT	ADR.AD.certified_conflictnavigator_company
NAME	ADR Register International Certified Conflictnavigator Company®
SCOPE	The company of one or more certified active conflictnavigators that offers professional services in the field of prevention and resolving complaints, disputes, and conflicts.
TRAINING PROVIDERS	
REFERENCE DOCUMENT	ADR.AD.accredited_training_provider
NAME	ADR Register International Accredited Training Provider®
SCOPE	The training provider who offers training under accreditation and issues diplomas (training certificates) and participation certificates to the students.
PRODUCTS, SERVICES	
TRAINING PROGRAMS	
REFERENCE DOCUMENT	ADR.AD.001
NAME	ADR Register International Recognized Training Program®
SCOPE	The recognized main- sub-scope relevant professional- specialization training program



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PRACTITIONERS	
ARBITERS	
REFERENCE DOCUMENT	ADR.AD.certified_mainscopes_arb_cc_med_neg
TITLE	ADR Register International Certified Arbitrator
NAME	ADR.ARB®
SCOPE	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.
CONFLICTCOACHES	
REFERENCE DOCUMENT	ADR.AD.certified_mainscopes_arb_cc_med_neg
TITLE	ADR Register International Certified Conflictcoach®
NAME	ADR.CC®
SCOPE	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.
MEDIATORS	
REFERENCE DOCUMENT	ADR.AD.certified_mainscopes_arb_cc_med_neg
TITLE	ADR Register International Certified Mediator®
NAME	ADR.MED®
SCOPE	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.



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NEGOTIATORS	
REFERENCE DOCUMENT	ADR.AD.certified_mainscopes_arb_cc_med_neg
TITLE	ADR Register International Certified Negotiator®
NAME	ADR.NEG®
SCOPE	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.



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SUBSCOPES	REFERENCE DOCUMENTS
ADR REGISTER OFFICIALS	
ADR REGISTER OFFICIAL AUDITOR	Reference document ADR.AD.certified_subscopes
ADR REGISTER OFFICIAL INDEPENT AUDITOR TRAINING PROVIDER	Reference document ADR.AD.certified_subscopes
ADR REGISTER OFFICIAL MENTOR	Reference document ADR.AD.certified_subscopes
ADR REGISTER OFFICIAL TRAINER	Reference document ADR.AD.certified_subscopes
CONFLICTNAVIGATORS	
CONFLICTNAVIGATOR ACCOUNTANT	Reference document ADR.AD.certified_subscopes
CONFLICTNAVIGATOR LAWYER	Reference document ADR.AD.certified_subscopes
CONFLICTNAVIGATOR MEDICALLY QUALIFIED	Reference document ADR.AD.certified_subscopes
CONFLICTNAVIGATOR NOTARY	Reference document ADR.AD.certified_subscopes
CONFLICTNAVIGATOR PSYCHOLOGIST	Reference document ADR.AD.certified_subscopes
CONFLICTNAVIGATOR TRUSTED ADVISOR – CONFIDANT - TRUSTEE	Reference document ADR.AD.certified_subscopes



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MEDIATORS	
MEDIATOR BUSINESS MEDIATOR	Reference document ADR.AD.certified_subscopes
MEDIATOR COURT MEDIATOR	Reference document ADR.AD.certified_subscopes
MEDIATOR DIVORCE MEDIATOR	Reference document ADR.AD.certified_subscopes
MEDIATOR INHERITANCE MEDIATOR	Reference document ADR.AD.certified_subscopes
MEDIATOR RESTORATIVE MEDIATOR	Reference document ADR.AD.certified_subscopes
MEDIATOR WORKPLACE MEDIATOR	Reference document ADR.AD.certified_subscopes
NEGOTIATORS	
NEGOTIATOR INHERITANCE COACH	Reference document ADR.AD.certified_subscopes



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OBJECTIVE SUB-TYPES	REFERENCE DOCUMENTS
ACCOUNTANT - ACCOUNTANCY	Reference document ADR.AD.certified_subtypes
AMBASSADOR – DIPLOMAT – FOREIGN AFFAIRS	Reference document ADR.AD.certified_subtypes
AMV OPLEIDINGEN REGISTER SCHEIDINGSADVISEUR®	Reference document ADR.AD.certified_subtypes <i>(Only possible in The Netherlands)</i>
AMV OPLEIDINGEN KINDEREN SCHEIDEN MEE COACH®	Reference document ADR.AD.certified_subtypes <i>(Only possible in The Netherlands)</i>
AMV OPLEIDINGEN SCHEIDINGSCOACH®	Reference document ADR.AD.certified_subtypes <i>(Only possible in The Netherlands)</i>
APPRAISER - VALUATOR - APPRAISING - VALUATING	Reference document ADR.AD.certified_subtypes
ASSOCIATE CERTIFIED MEDIATOR SOUTH AFRICA	Reference document ADR.AD.certified_subtypes <i>(Only possible in South Africa)</i>
BROKER - BROKERAGE	Reference document ADR.AD.certified_subtypes
DIVORCE - FAMILY MEDIATION	Reference document ADR.AD.certified_subtypes
FULL CERTIFIED MEDIATOR SOUTH AFRICA	Reference document ADR.AD.certified_subtypes <i>(Only possible in South Africa)</i>
INHERITANCE	Reference document ADR.AD.certified_subtypes
INNERLIJKE FAMILIE OPLEIDINGEN & TRAININGEN SCHILDEN SYSTEEMCOACH MET DE INNERLIJKE FAMILIE®	Reference document ADR.AD.certified_subtypes <i>(Only possible in The Netherlands)</i>



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KIES ACADEMY - KIES MEDIATION - KIES MEDIATOR	Reference document ADR.AD.certified_subtypes <i>(Only possible in The Netherlands)</i>
LABOUR - WORK PLACE MEDIATION	Reference document ADR.AD.certified_subtypes
LAWYER - LEGAL	Reference document ADR.AD.certified_subtypes
NLP PRACTITIONER	Reference document ADR.AD.certified_subtypes
NLP MASTER PRACTITIONER	Reference document ADR.AD.certified_subtypes
NOTARY	Reference document ADR.AD.certified_subtypes
OFFICIAL AUTHORITIES - (NON) GOVERNMENTAL ORGANIZATIONS	Reference document ADR.AD.certified_subtypes
OFFICIAL REPRESENTATIVE PROFESSIONAL BODY, SECTOR- BRANCH ORGANIZATION	Reference document ADR.AD.certified_subtypes
PROFESSIONAL EXECUTIVE MASTER IN ALTERNATIVE DISPUTE RESOLUTION (PEMADR) - IPLS GHANA	Reference document ADR.AD.certified_subtypes
ROAD ACCIDENT FUND SOUTH AFRICA	Reference document ADR.AD.certified_subtypes
RICS CHARTERED SURVEYOR	Reference document ADR.AD.certified_subtypes
VOORKANS PREDIATION® EXPERT	Reference document ADR.AD.certified_subtypes <i>(Only possible in The Netherlands)</i>



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NON-OBJECTIVE SUB-TYPES	REFERENCE DOCUMENTS
NOT LISTED IN THIS DOCUMENT	Not applicable, see form ADR.FO.PF.002



Annex: PF.021 specific requirements for the professional training program mediator

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)



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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



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Annex: PF.023 specific requirements for the knowledge audit ADR

Register mediator

Audit element	Description
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.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, <p>or</p> <ul style="list-style-type: none"> • 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



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Audit element	Description
Final term Communication	<u>General</u> The auditee has a basic knowledge of the communication process. <u>Specific aspects</u> <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	<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. <u>Specific aspects</u> <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 Escrow management, especially anti-terror and corruption measurements
Final term Mediation	<u>General</u> The auditee: <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 <u>Specific aspects</u> <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	<u>General</u> The auditee possesses a basic knowledge about negotiation. <u>Specific aspects</u> <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	<u>General</u> The auditee: <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 <u>Specific aspects</u> <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



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Annex: PF.023 specific requirements for the knowledge audit AMV

Opleidingen kinderen scheiden mee coach®

Audit element	Omschrijving
AMV Opleidingen – Kinderen Scheiden Mee Coach®	ADR Register = only process-procedure supervision. AMV Opleidingen holds its own criteria. The audit qualifies for the applicable sub-type.

Annex: PF.023 specific requirements for the knowledge audit AMV

Opleidingen Register scheidingsadviseur®

Audit element	Omschrijving
AMV Opleidingen – Register scheidingsadviseur®	ADR Register = only process-procedure supervision. AMV Opleidingen holds its own criteria. The audit qualifies for the applicable sub-type.

Annex: PF.023 specific requirements for the knowledge audit AMV

Opleidingen scheidingscoach®

Audit element	Omschrijving
AMV Opleidingen – Scheidingscoach®	ADR Register = only process-procedure supervision. AMV Opleidingen holds its own criteria. The audit qualifies for the applicable sub-type.

Annex: PF.023 specific requirements for the knowledge audit

Mediation Academy South Africa mediator

Audit element	Omschrijving
Mediation Academy South Africa	The audit qualifies for the main-scope mediator.

Annex: PF.023 specific requirements for the knowledge audit

Voorkans prediation® expert

Audit element	Omschrijving
Voorkans – Prediation® expert	ADR Register = only process-procedure supervision. Voorkans holds its own criteria. The audit qualifies for the applicable sub-type.



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Annex: PF.024 specific requirements for the skills audit ADR Register mediator

Audit element	Description
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.mediator_mentorship • Document ADR.AD.PF.024.1.mediator_video • Document ADR.AD.PF.024.1.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, 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, 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.



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Audit element	Description
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



ADR REGISTER – process & procedures

Document: ADR.PD.001.INT
 Certification scheme V3 August 2022

Audit element	Description
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 fear, 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, independence, 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



ADR REGISTER – process & procedures

Document: ADR.PD.001.INT
Certification scheme V3 August 2022

Annex: PF.024 specific requirements for the skills audit AMV

Opleidingen Register scheidingsadviseur®

Audit element	Omschrijving
AMV Opleidingen – Register scheidingsadviseur®	ADR Register = only process-procedure supervision. AMV Opleidingen holds its own criteria. The audit qualifies for the applicable sub-type.

Annex: PF.024 specific requirements for the skills audit AMV

Opleidingen scheidingscoach®

Audit element	Omschrijving
AMV Opleidingen – Scheidingscoach®	ADR Register = only process-procedure supervision. AMV Opleidingen holds its own criteria. The audit qualifies for the applicable sub-type.

Annex: PF.024 specific requirements for the skills audit Voorkans prediation® expert

Audit element	Omschrijving
Voorkans – Prediation® expert	ADR Register = only process-procedure supervision. Voorkans holds its own criteria. The audit qualifies for the applicable sub-type.