

## National Mediator Database - Frequently Asked Questions:

**Q: How much does it cost to add my details into the National Mediator Database?**

**A:** Nothing, it is free of charge. Parties pay an administration fee to the mediator provider when a mediator is selected. Mediation providers are therefore paid when they are instructed to administer a mediation.

**Q: Nothing in life is free, this sounds too good to be true?**

**A:** There is no charge to the mediator at all. If the parties select the mediator from the database and wish to instruct them, the mediation clerks contact the firm, organisation or chambers and obtain dates and fees. The mediator is paid 100% of the fees charged. The parties are provided with a breakdown of all the costs which will include the mediator's fees, the venue hire, refreshments and the administration fee. The administration fee is £250 + VAT.

**Q: Am I contracting with Clerksroom or the parties?**

**A:** Clerksroom. Administration of the mediation is undertaken by Clerksroom (unless requested otherwise i.e. where you are a member of another provider) and you invoice Clerksroom for your full fees which are held on account and paid by BACS when completed.

**Q: I'm a Barrister so my insurance is with Bar Mutual, is this sufficient?**

**A:** No. Bar Mutual calculates your cover based on income and may not be £1m automatically. You will need to refer to your cover note and check that your cover is at least £1m. If it is not, you will need to contact Bar Mutual and ensure you have £1m cover before you can undertake commercial & civil mediation as a mediator. Note: Towergate also provide cover if you wish to obtain an alternative quote.

**Q: Why do I need Insurance?**

**A:** The Civil Mediation Council requires any mediator undertaking civil and commercial mediation in the UK to have in place at least £1m of professional indemnity cover.

**Q: You are required by the CMC to complete 6 hours of Continuing Professional Development (CPD) per calendar year. What counts as CPD?**

**A:** The CMC guidance states: "These hours may include:

- a) courses offering practical role plays;
- b) attendance at seminars, conferences, tutorials and debates on mediation;
- c) writing articles on mediation;
- d) presenting mediation training, seminars or similar events.

Reading articles, mentoring and supervising mediators and preparing for mediation will not suffice. So long as the hours are devoted to mediation-specific topics, CPD hours need not be dependent on recognition by a professional body."

**Q: Where can I find Mediator CPD Courses?**

A: Most of the major mediation providers offer CPD training to the Civil Mediation Council standards. Clerksroom offers training through the London School of Mediation and details of courses are currently available at [www.218strand.com](http://www.218strand.com) under the training tab.

**Q: What are the levels of mediator in the database?**

A: Observer/Trainee is someone who has completed their training, but not yet completed their observations. Junior mediator is someone who has undertaken up to 25 mediations to date and the details are recorded in the database. Senior mediator is someone who has undertaken between 25 and 50 mediations to date and the details are recorded in the database. The database allocates the status according to the training, observation and history records.

**Q: How do I become an Elite Mediator?**

A: An Elite Mediator is someone who has undertaken more than 50 mediations, the details are recorded in the mediator history tab and the feedback score submitted by clients to date has a score of more than 80%. The system generates mediator status based on the information contained in the file; it is not set by the administrator and cannot be set manually.

**Q: How do I become a qualified mediator?**

A: Most of the major mediation providers offer training to the Civil Mediation Council standards. Clerksroom offers training through the London School of Mediation and details of courses are currently available at [www.218strand.com](http://www.218strand.com) under the training tab.

**Q: I've lost my username or password, how can I get a reminder?**

A: Please visit the login page and click on the reminder password text. It will be re-sent to the registered email. If you are having problems, call 0845 083 3000 and we will help.

**Q: What is the Civil Mediation Council?**

A: Please visit [www.civilmediation.org](http://www.civilmediation.org)

**Q: How do I convert by Training Certificate or Insurance documents to PDF?**

A: There are plenty of free PDF conversion tools on the web, a good one is <http://www.freepdfconvert.com/>

**Q: How can I get feedback into my profile?**

A: Feedback is electronic, sealed and received direct from clients following a mediation. If you have conducted a mediation and would like us to send a feedback request, please provide the name of the contact, the date of the mediation and the email address. If they complete an electronic feedback request, it will show on your profile page.

**Q: Feedback Requests – Do I just use my own file reference number?**

A: Yes. Please note you must give each feedback request a unique reference number as the database checks itself and removed automatically any duplicate references. If you use the same file reference for both parties, please add A and B etc to the end for each request.

**Q: How can I raise my ranking in the database?**

**A:** Your ranking and status are defined by the level of feedback clients have been willing to provide, the quality of that feedback and based on numbers of mediations undertaken. We do not currently include settlement rates in the feedback rating. If you would like Clerksroom to send a confidential feedback request to a client, please provide our mediation clerks with the date, name of solicitor or client with email and your file reference number. We will email the solicitor or client with an electronic request which if completed will automatically update your feedback file. The feedback is sealed and displayed as provided by the client.

**Q: What is the meaning of the “total score” which appears on the upper right side of the page?**

**A:** Each question in the feedback questionnaire has a possible 10 points out of 10. Therefore, if we ask 10 questions and you score 10 out of 10m, your score is 100 for that questionnaire. Each mediator can send (directly or through us) a request to a party to provide feedback. The total score is your feedback rating. If you send 50 requests out and you score 100 on each, your feedback rating will be 5000. The rankings will develop going forwards, based on completed feedback forms, score of those forms and number of mediations being undertaken. It is therefore reasonable to expect a high quality, full time mediator to be at the top of the rankings most of the time.

**Q: Where can I have a nice photograph taken for my profile in London?**

**A:** Contact Tim at 218 Strand who will be happy to help.

**Q: Is it OK to send a feedback request to myself when entering history when setting up my own file for the first time?**

**A:** Yes. When you click on the link to enter historical data into the feedback system, please put a note in the comments box to say why the email link was sent to yourself and why you did it this way. It ensures the system remains transparent if we are ever required to review a mediator’s feedback file in the future. Please enter something like “Form entered by the mediator for the purpose of loading historical data” – just so it’s clear.

**Q: What help is available for drafting a profile that will work for me?**

**A:** Rowena Forbes is a **professional copywriter** who works closely with Clerksroom on many projects and understands **what our clients look for**. For a set fee of **£75**, Rowena can work on your profile, helping you to sell your benefits more effectively and giving your mediation services a voice that will be heard. If you’d like help in putting together a successful mediator profile, we recommend you contact Rowena Forbes - rowwrites@gmail.com

**Q: This is all great, where do I sign up?**

**A:** [www.clerksroom.com/member-login.php](http://www.clerksroom.com/member-login.php) Just follow the instructions and sign up wizard.