

Mediator Quality Assurance & The Apprentice Process

Components of Mediator Quality Assurance Program:

- Complete a District Court ADR Volunteer Application (Md. Rule 17-304(a)(4));
- Join the Maryland Program for Mediator Excellence (and maintain membership in good standing);
- Attend **New Volunteer Mediator Orientation**;
- Participate in an **On-Site Orientation**;
- Successfully complete the **Mediator Apprentice Process**;
- Agree to submit to Periodic Monitoring;
- Complete four (4) hours of continuing mediation-related education (every calendar year); and,
- Comply with the procedures and requirements as posted on the ADR Office's website relating to diligence and quality assurance (Md. Rule 17-304(a)(12)).

New Volunteer Mediator Orientation

A full day orientation provided by the ADR Office to educate and familiarize new volunteers with the Day of Trial ADR Program and the District Court's jurisdiction, case referrals, ADR Office policies and procedures, Maryland Rules of Procedure – Title 17 (ADR in the Courts), ADR volunteer commitments and obligations, ADR forms, ADR scheduling processes, mediator ethical obligations & Standards of Conduct for Mediators, and best practices, among other topics.

On-Site Orientation

A meeting with your Regional ADR Programs Manager to become familiar with local procedures, court facilities, ADR forms, and to be introduced to local court staff.

Mediator Apprentice Process

A quality assurance initiative to provide new volunteer mediators with an opportunity to observe, experience, and mediate in the Day of Trial mediation program in their local District Court with the support of seasoned District Court mediators and ADR Office staff.

Stage 1: OBSERVATIONS

Observe a Lead Mediator mediate a minimum of two cases on two different dates. Debrief with the Lead Mediator after each mediation session.

Stage 2: REVIEWS

Mediate a minimum of two cases on two different dates while being observed by ADR Office staff or a Lead Mediator. Debrief with the staff member or Lead Mediator after each mediation session. After successful completion of the Mediator Apprentice Process, while also demonstrating openness and receptivity to feedback, the mediator may qualify to join the Panel Mediator Roster.

A case is considered a mediation session when the participants agree to participate in mediation and sign the Agreement to Participate in ADR form, even if the session does not result in a resolution.

DISTRICT COURT OF MARYLAND, ALTERNATIVE DISPUTE RESOLUTION (ADR) OFFICE