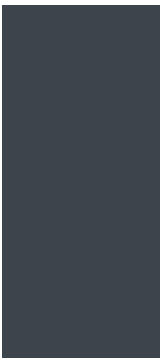
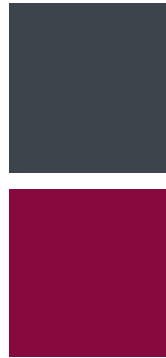




Dispute Resolution Service

RICS ACRE™ Facilitative & Evaluative Mediation Training Programme

Analytical Commercial Restorative Expert: Robust mediation for the land, property and construction sectors





What is **ACRE**TM Mediation?

Mediation for the land, property, construction and built environment

RICS has built upon its traditional, facilitative mediation service to develop a new, robust and evaluative training programme – **ACRE**TM Mediation.

Analytical – Helping parties to analyse the circumstances, law, evidence, as well as the strengths and weaknesses of their case to empower them to make pragmatic and viable settlement decisions.

Commercial – The training encompasses wide commercial as well as narrow legal realities to provide a flexible settlement, which courts or arbitration cannot.

Restorative – Focusing on restoring the business relationship between parties, proceedings are completely confidential to limit any further damage.

Expert – With many years' experience and expertise in the field of the dispute, our mediators help parties to reach a common-sense settlement, or to narrow the issues in dispute, reducing court or arbitration costs.

The extensive “been there, done that” experience of our mediators equips them to advise and guide the parties through the mediation process.

Robust, evaluative mediation provides a popular, viable and pragmatic alternative to court and arbitration.

RICS Accreditation

Becoming an RICS Accredited Mediator benchmarks your quality and expertise in mediation practice

The **ACRE™** Training Programme has been running in the UK and internationally for several years and is globally recognised. The training provides you with a comprehensive appreciation of traditional facilitative mediation principles, and builds on this to explore evaluative mediation techniques.

ACRE™ Training consists of seven days divided into three separate modules. Highly practical, with coaching and both instructor and peer feedback, this course will help you develop real-world professional skills as an accredited facilitative and evaluative mediator.

The **ACRE™** Training Programme is aimed at senior members of the construction, land and real estate industries, members of government departments, local authorities involved in the administration of land and property matters, and legal practitioners who specialise in these areas. The training is designed to prepare you to mediate disputes to the highest standards.

RICS is working globally to raise awareness of mediation and to promote the use of mediation in built environment disputes.

“Our trainer’s teaching was of the highest standard, but it was his wide knowledge and sheer enthusiasm for the subject that made it possible for him to hold the students’ attention throughout an intensive week.”

David Levis

Project Services Manager – Hiap Seng Engineering Ltd, Singapore

RICS **ACRE™** Mediation Course Training Programme

Module One

Introduction to Mediation and Mediation Advocacy

Suitable as a stand-alone course for those interested in entering the growing market for qualified mediation representatives, this introductory module provides the essential baseline skills to enable delegates to develop and expand their proficiency as a party representative.

Three full days’ training will provide you with a detailed introduction to facilitative and evaluative mediation.

There is no formal assessment for this module, but 100% attendance is required.

Course content

Day one – Mediation in context, an overview and mediation ground rules

- Preparation
- Opening sessions.

Day two – Exploration

- Verbal and non-verbal techniques
- Extracting a comprehensive narrative
- Engaging with the parties.

Day three – Negotiation

- Applying your knowledge and experience in evaluative mediation
- Exploring options and expert analysis
- Robust reality testing of strengths and weaknesses
- Working towards a settlement
- Techniques in breaking deadlock
- Mediation advocacy.

Module Two

Practical Mediation Skills and ACRE™ Mediation Training

Module Two is for those seeking qualification as an RICS Accredited Mediator. This intensive two-day training programme builds upon the skills acquired on Module One to develop your practical skills as a mediator.

This module is intensely hands-on with coaching and feedback throughout the role play exercises. Delegates participate in role play scenarios based on real life cases, acting as mediator and party with instructor and peer feedback.

Course content

Day four – Consolidation

- Extended practical training
- Consolidation of skills learned in Module One
- Running a mediation alone.

Day Five – Advanced skills and assessment

- Advanced mediation skills
- Time limited mediation
- Video assessment.

Module Two Assessment:

- Developmental assessment: Assessment takes place throughout the module, with detailed and constructive feedback from the instructors
- Video assessment: Delegates act as mediator in a one-hour videoed case study role play scenario
- Written assessment: 1,500 word essay or written role play scenario submitted after course completion.

“Delivery was flawless and knowledge demonstration was exceptional. An overflow of knowledge and diverse experiences across the globe.”

Edson Muvingi

MD, Zimre Property Investment, South Africa

Module Three

ACRE™ Evaluative Mediation Training

This Module is available once you have successfully completed Modules 1 and 2. Module 3 will develop your technique as an evaluative mediator, building on the skills in traditional facilitative mediation and the knowledge of evaluative mediation you have gained in Modules 1 and 2.

Course content

You will be trained to act as an evaluative mediator, and will be guided through a variety of practical situations. You will learn how to deal with challenges that are specific to the evaluative mediation process.

These include how to use your sector skills and experience, as well as your understanding of the matter, appropriately to:

- Help the parties consider the merits of the various options for settlement that emerge during the negotiation
- Help the parties understand the risks associated with taking the matter to court or arbitration through a process of robust reality testing
- Provide your neutral evaluation as to the prospects of success in court or arbitration based on the evidence revealed to you
- Help the parties to achieve an outcome based on wider commercial as well as narrow legal grounds.

Module Three Assessment:

Module 3 is not assessed formally, but 100% attendance is required as well as submission of individual preparatory work prior to attendance.

“Enjoyable, mentally robust and taxing, and with great practical applicability”

Jonathan Shaw

Barrister, Zenith Chambers, Leeds, UK



What will I receive at the end?

Successful completion of Modules 1 and 2 entitles you to apply for admission to the **RICS President's International Panel of Dispute Resolvers**. This would allow you to be considered for appointment by RICS to act as a mediator.

Successful completion of both Modules 1 and 2 is recognised by the Chartered Institute of Arbitrators (CI Arb) and you may apply to become a CI Arb Member.

Accreditation by RICS entitles you to use this logo on your letterhead and business cards etc:



Members of the RICS President's Panel will also be entitled to use this logo:



| | Module 1 | Module 2 | Module 3 |
|---|---|--------------------------|-------------------------------------|
| Certificate | RICS Introduction to Mediation and Mediation Advocacy | RICS Accredited Mediator | RICS Accredited Evaluative Mediator |
| Designation | X | RICS Accredited Mediator | RICS Accredited Evaluative Mediator |
| Apply to President's Panel of Dispute Resolvers | X | ✓ | ✓ |
| CI Arb Membership | ✓ [Associate] | ✓ [Member] | ✓ [Member] |
| Use of logo | X | | |



Book today to ensure your place

For details of dates, prices, and to book your place please refer to the accompanying form



Confidence through professional standards

RICS promotes and enforces the highest professional qualifications and standards in the development and management of land, real estate, construction and infrastructure. Our name promises the consistent delivery of standards – bringing confidence to the markets we serve.

We accredit 118,000 professionals and any individual or firm registered with RICS is subject to our quality assurance. Their expertise covers property, asset valuation and real estate management; the costing and leadership of construction projects; the development of infrastructure; and the management of natural resources, such as mining, farms and woodland. From environmental assessments and building controls to negotiating land rights in an emerging economy; if our members are involved the same professional standards and ethics apply.

We believe that standards underpin effective markets. With up to seventy per cent of the world's wealth bound up in land and real estate, our sector is vital to economic development, helping to support stable, sustainable investment and growth around the globe.

With offices covering the major political and financial centres of the world, our market presence means we are ideally placed to influence policy and embed professional standards. We work at a cross-governmental level, delivering international standards that will support a safe and vibrant marketplace in land, real estate, construction and infrastructure, for the benefit of all.

We are proud of our reputation and we guard it fiercely, so clients who work with an RICS professional can have confidence in the quality and ethics of the services they receive.

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