



Singapore International Mediation Institute (SIMI)

Terms and Conditions (Version 2.0)

For SIMI Partners

10 November 2025

1. ABOUT THESE TERMS AND CONDITIONS

1.1. These terms and conditions will apply to all organizations that have successfully applied for a scheme(s) to be accredited under the SIMI Partner Scheme. The SIMI Partner Scheme consists of the following schemes:

- a) SIMI Registered Training Program ("SIMI RTP")
- b) SIMI Registered Service Provider ("SIMI RSP")
- c) SIMI Qualifying Assessment Program ("SIMI QAP")

Information about each of the schemes is available on SIMI's website (www.simi.org.sg).

1.2. Unless otherwise specified, reference to a SIMI Partner in these terms and conditions refers to any organisation whose scheme(s) is accredited under the SIMI Partner Scheme either as a SIMI RTP, SIMI RSP and/or SIMI QAP (individually and collectively called the "scheme(s)").

1.3. Reference to a SIMI Mediator refers to any individual accredited under the SIMI Credentialing Scheme.

1.4. SIMI reserves the right to vary or modify these terms and conditions by giving reasonable notice to the SIMI Partner.

2. TERM OF APPOINTMENT & SCHEME(S)

2.1. A SIMI Partner's term corresponds with the term of the scheme(s), and such terms will commence on the date ("Commencement Date") as stated in the Welcome Letter / Renewal Letter sent by SIMI to the SIMI Partner.

2.2. Each term will be valid for a period of (3) three years starting from the Commencement Date.

2.3. A SIMI Partner is eligible to apply for a renewal of its scheme(s) at the end of each three (3) year term, subject to the renewal requirements set out below in paragraph 5.

2.4. SIMI reserves the right to re-assess the SIMI Partner's scheme(s) at any time and may decline to renew the SIMI Partner's scheme(s) upon expiry of the current three (3) year term.

3. KEY DUTIES AND OBLIGATIONS

3.1. A SIMI Partner must:

- (a) Undertake the scheme(s) in the manner represented in its application or Renewal report for the scheme(s).
- (b) Comply with these Terms and Conditions.
- (c) Comply with any other practice direction, circular or written directive applicable to SIMI Partners, as may be published in SIMI's website from time to time, or sent by SIMI to all SIMI Partners in any medium.

3.2. A SIMI Partner must recognize the accreditation of SIMI Mediators by other SIMI Partners, for the purposes of processing a SIMI Mediator's request for upgrade to a higher tier under the SIMI Credentialing Scheme. This is to provide SIMI Mediators with potentially greater flexibility in choosing where to offer their mediation services as well as more options in acquiring mediation experience to satisfy the requirements under the SIMI Credentialing Scheme.

Example :

- P, a SIMI Level 2 mediator on the panel of RSP X, also mediates cases for RSP Y on an occasional basis.
- P has the requisite number of cases (from cases mediated for both RSP X and RSP Y) to be credentialed at SIMI Level 3.
- RSP X can nominate P for SIMI Level 3. When doing so, it should take into account the total number of cases he has mediated for RSP X and RSP Y and inform SIMI according.
- RSP X, when submitting P's nomination for credentialing at Level 3 to SIMI, must also declare the cases mediated for RSP Y. P should obtain the relevant case records from RSP Y for this purpose, which should readily release the same to P.

3.3. A SIMI Partner must undertake administrative and verification functions under the scheme(s). Such functions may be advised and updated by SIMI from time to time, and should include :

A. For SIMI RTPs/QAPs:

- (i) Keeping records of their graduates so that they can nominate them for accreditation on the SIMI register.
- (ii) Communicating to their graduates the process and conditions by which they may be nominated for SIMI accreditation.

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- (iii) Keeping proper records of supporting documents, including but not limited to evidence that one has completed a RTP (e.g. Certificates of Completion) which will allow SIMI to verify the identity of a prospective SIMI Mediator.

B. For SIMI RSPs and QAPs:

- (i) Keeping proper records of mediators' cases (including hours of mediation, nature of cases, origin of parties, etc) and feedback forms, which will enable SIMI to verify that a SIMI mediator qualifies for an upgrade to a higher SIMI credentialing tier (Level 2 or 3)

C. For SIMI QAPs:

- (i) Keeping proper records of Feedback Digests prepared for a SIMI Mediator.
- (ii) Maintaining evidence of the conduct of a post-experience knowledge and skills assessment for a prospective SIMI Certified Mediator.

D. For all SIMI Partners:

Maintaining any other document deemed by SIMI to be relevant to support the smooth functioning of the said scheme(s).

- 3.4 A SIMI Partner agrees to provide, to the best of its ability, prompt assistance and support to SIMI in relation to the administrative and verification functions stated in paragraph 3.3. This may include, without limitation, submitting application forms and supporting records to support a SIMI Mediator's upgrading to a higher SIMI credentialing tier, providing updates and clarifications to SIMI's queries about a SIMI Mediator's application for upgrading, processing upgrades for existing mediators, and handling mediator account changes, which includes updating changes in Mediators' email accounts.

4. FEES

- 4.1. A SIMI Partner is required to pay the following annual fees (or as may be revised and informed by SIMI from time to time) for the scheme(s):
- (1) SIMI QAP: SGD 4,000.00
 - (2) SIMI RTP: SGD 2,000.00
 - (3) SIMI RSP: SGD 1,500.00
- 4.2. Fees are due within three months from the start of each calendar year (i.e. by 31 March of each year).
- 4.3. SIMI reserves the right to impose a late-payment fee.
- 4.4. A SIMI Partner may apply to be accredited as a SIMI RSP and SIMI RTP. In this case, the annual fees for both schemes will be payable.
- 4.5. In the event that an existing SIMI Partner successfully applies to be accredited as a SIMI QAP, it will only need to pay the higher fees for the SIMI QAP starting from the next calendar year. No other fee is required for the year that the SIMI QAP is granted, and thereafter.
- 4.6. SIMI QAPs may apply to SIMI for accreditation of more than one (1) SIMI RTP without incurring annual fees for each new SIMI RTP accredited. However, the application fee for each SIMI RTP application will remain payable at each instance.
- 4.7. Payment of fees shall be made through any of the following methods:
- (1) Via PayPal by logging into the SIMI Partner's SIMI Account on SIMI's website.
 - (2) Issuing a cheque in favour of "Singapore International Mediation Institute Limited" and sending it to the following address:

Attention: Executive Director (SIMI)
469G Bukit Timah Road
Eu Tong Sen Building
Singapore (259776)
 - (3) Making an inter-bank funds transfer to CITIBANK N.A. Singapore Branch, Account Number 0-860317-001, SWIFT CODE CITISGSG, Bank & Branch code 7214-001 and emailing us proof of payment (e.g. receipt (either a scan, a photo or a .pdf file) or a screenshot) from the sender's online bank with the following information clearly shown:

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- Sender's name and account number
 - SIMI's name and/or account number
 - Date of the transfer
 - Amount of successful transactions
 - Transaction Reference Number and/or Transaction ID

5. RENEWAL REQUIREMENTS

- 5.1. A SIMI Partner may apply to renew its scheme(s) by satisfying the following:
- a) Three (3) months prior to the end of each three (3) year term, submit a Renewal report for the scheme(s) to SIMI for processing, indicating (amongst other things) material changes to the information last submitted to SIMI, if any; and
 - b) Ensure that all outstanding annual fees have been paid.
- 5.2. Upon a SIMI Partner fulfilling the requirements in paragraph 5.1, its scheme(s) will be immediately renewed for a new 3-year period starting from the end of the preceding 3 year term, or a date prescribed by SIMI.
- 5.3. SIMI shall, when renewing a SIMI's Partner's scheme(s), imposed certain terms and conditions for the SIMI Partner's compliance as it deems fit, for the purpose of upholding SIMI's standards.

6. USE OF SIMI LOGO

- 6.1. A SIMI Partner shall use the SIMI logo and other related SIMI Partner marks for the purposes of identifying, promoting and/or marketing their scheme(s) e. A SIMI Partner is not allowed to use the SIMI logo or any other related identifying marks developed by SIMI for any other purpose without SIMI's prior written consent.
- 6.2. The form and colour of the logo should be identical to the formats set out in Appendix 1.

- 6.3. A SIMI Partner must seek prior written consent from SIMI should it wish to use the SIMI logo in an arrangement or design that is not set out in Appendix 1.
- 6.4. The rights provided under this clause will cease upon the expiry and/or termination of a SIMI Partner's scheme(s). Despite ceasing to be a SIMI Partner due to the termination of the scheme(s), the SIMI Partner remains responsible for ensuring that it does not use, or continue to use, SIMI's logo and other related SIMI Partner marks without permission.

7. USE OF SIMI WEBSITE CENTRE ACCOUNT

- 7.1. A SIMI Partner is entitled to one center account to login to SIMI's website.
- 7.2. A SIMI Partner is solely responsible for protecting their account against unauthorized use and access.

8. OTHER DUTIES AND OBLIGATIONS OF SIMI PARTNERS

- 8.1. A SIMI Partner is to ensure that all information provided to SIMI is accurate to the best of the SIMI Partner's abilities. A SIMI Partner should notify SIMI without delay should there be any changes to any of the SIMI Partner's accredited scheme(s).
- 8.2. A SIMI Partner agrees to refrain from participating in any activity or conduct that is, or may be perceived to be, unbecoming of a professional mediation organisation or is contradictory or inconsistent with SIMI's mission or vision.
- 8.3. A SIMI Partner is obliged to ensure that it does not bring SIMI into disrepute. This includes:
 - (a) Refraining from any action that would mislead any person about or misrepresent its scheme(s) and related services thereunder, its area of expertise or experience.
 - (b) Taking reasonable steps to ensure published information about its services is accurate; and
 - (c) Ensuring that its business is in compliance with all applicable laws and regulations.

9. PROVISION OF PERSONAL INFORMATION

- 9.1. A SIMI Partner hereby consents to SIMI collecting, using, disclosing and/or processing the personal information of their staff for the purposes of:
 - (a) managing and/or administering their scheme(s) as a SIMI Partner (e.g. contact for billing matters, facilitating participation in various SIMI activities and schemes);
 - (b) marketing activities relating to SIMI's work (e.g. newsletters, promotional material, outreach seminars); and

(c) research and educational studies or surveys.

SIMI will obtain the SIMI Partner's consent prior to collecting, using, disclosing and/or processing any personal information of its staff for purposes not listed above.

- 9.2. A SIMI Partner will be responsible for ensuring compliance with the relevant personal data obligations that may apply to any personal information that it may share with SIMI, through SIMI's website or otherwise.

10. CONSENT TO PROVISION OF MARKETING INFORMATION

- 10.1. A SIMI Partner consents to have basic information about its organisation listed on SIMI's website. SIMI reserves the right to modify the amount of information shown for all SIMI Partners.
- 10.2. Upon request, a SIMI Partner will provide SIMI within a reasonable time period, any information that SIMI may request for the purposes of marketing the SIMI Partner and/or its scheme(s).

11. REMEDIES FOR BREACH OF DUTIES AND OBLIGATIONS

- 11.1. If a SIMI Partner breaches any of its duties and obligations set out in these Terms and Conditions, SIMI reserves the right to take action against the SIMI Partner. Such action may involve issuing a warning, opening an investigation or termination of their SIMI Partner scheme(s).
- 11.2. In the event of a breach by a SIMI Partner of these Terms and Conditions, SIMI will first engage the SIMI Partner to review the breach and discuss how it may be rectified. If such rectification is not undertaken within a reasonable time, SIMI will determine the appropriate corrective measures, as set out above. SIMI will always ensure that the action is appropriate to the nature and circumstances of the breach, in order to uphold SIMI's standards.

12. TERMINATION

- 12.1. Either SIMI or a SIMI Partner may terminate the scheme(s) by giving (2) two months prior written notice to the other party.
- 12.2. In the event of a termination of the scheme(s), there will be no refunds for any fees paid to SIMI previously and SIMI will be entitled to remove all relevant information pertaining to the SIMI Partner and the scheme(s) from SIMI's website and any other platforms.
- 12.3. Upon termination of the scheme(s), SIMI will withdraw the relevant rights conferred upon and/or associated with that SIMI Partner.
- 12.4. Following such termination, the SIMI Partner is obliged to make all reasonable efforts to remove all references that represent that it is a SIMI Partner. SIMI reserves the right to request an organisation to comply with this requirement if SIMI comes across any material that SIMI deems to be in breach of this condition.

Version history

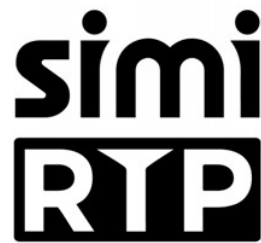
Version	Date	Remarks/Key changes
Original	March 2017	-
1.0	November 2021	Minor editorial amendments
2.0	10 November 2025	Updates to reflect (amongst other things) Partners' support for SIMI's credentialing procedures & related documentation requirements

APPENDIX 1

SIMI LOGO



SIMI PARTNER LEVEL LOGO



SIMI PARTNER LEVEL LOGO (FULL NAME)



SIMI PARTNER LEVEL LOGO (FULL NAME)

