

| Scheme  | Requirement  | Application   | Assessment  | Examination                                | Decision  | Recertification  | Use of Logo   | Appeal   |
|---------|--|---|---|--|---|--|---|--|
| Cert CC | <p>(A) in his professional capacity, at least 40 hours of training and professional qualifications, and who have dealt with cases of conciliation or mediation, or</p> <p>(B) at least five years of field experience in handling conciliation or mediation of cases, or</p> <p>(C) has been practicing ICA recognized conciliation &amp; mediation skills courses by the appointed agency.</p> <p>(D) Degree Holder from any recognized University.</p> | <p>1. Email the application form;</p> <p>2.To provide supporting documents to meet the above requirements;</p> <p>3.Return application to local office with the bank payment;</p> <p>4. The applicant need to study CDMA 9000 International Service Standard.</p> | Based on standard ICA 9000, ICA Qualification Board jointly with Association and/or Platinum Badge Cert CC holders. | Document submission and 2 hours interview. | Recommended by assessor / experts and further validated by ICA Qualification Board. | Once every 3 years assessment, with handling conciliation cases. | <p>Cert CC: Red Badge Competent Conciliator</p> <p>Cert. CC: Platinum Badge Competent Conciliator, continual assessment with above average every three years cycle.</p> | Direct all enquiry to <a href="http://www.ica-cb.com">www.ica-cb.com</a> . |