



## **C.A.R. Consumer Mediation Center Program Overview for Prospective Panel Mediators**

### Panel Requirements

- Successful completion of course: [Your Guide to the California RPA and Related Forms](#) – qualified applicants may test out.
- Successful completion of course: [Mediation and Arbitration of Disputes Arising Under the RPA](#).
- Successful completion of course: [Mediation and Arbitration of Commission Disputes](#).
- 32 hours general mediation training (any reputable provider).
- Payment of \$500 application fee and an annual fee of up to \$500 thereafter for continued participation on the panel. We are currently only accepting payments through Stripe. Please contact our Center at [mediation@car.org](mailto:mediation@car.org) to request an invoice for payment via Stripe.
- Submission of [application](#) and recommendation letter about your experience as a mediator (preferably from a panel you've worked on) to [mediation@car.org](mailto:mediation@car.org).

### Ongoing Training

- C.A.R. real estate focused training (up to 4 hours), upon request by C.A.R.
- 4 hours general mediation training each 24 months.

### Experience

- Only experienced mediators accepted.
- 10 mediations (2 hours or more hours in length) of real estate disputes within the past 5 years.

### Education

- Attorney in good standing or bachelor's with DRE licensee in good standing (5 years' experience).

### Mediator Obligations

- Provide suitable mediation facilities and/or ability to conduct online mediations.
- Coordinates scheduling of the mediation with the parties following assignment by the Program.
- Invoicing and collection of mediation fees (but not administration fees).
- Provide prompt notice of changes to availability and response to Program communications.
- Maintain your own insurance.
- Require parties to submit Request for Mediation and pay filing fee [online](#) prior to accepting disputes under the RPA-CA.

### Timing Issues

- Maximum of 2 business days to accept/decline mediation.
- All parties/counsel contacted and reasonable attempt to set a date for mediation within 20 days and mediation to be held within 60 days of assignment with cooperation of the parties.
- One 30-day extension available to parties (further extensions may be granted by the Program if mediator confirms the parties are progressing in good faith).
- Promptly return [Mediation Disposition](#) at conclusion of mediation.

### Mediator Fees

- \$200/hour max. for each of the first 2 hours.
- Standard published rate thereafter.
- Deposit requirements: Default of 4 hours (may change at your discretion).
- Cancellation/continuance fees: Default of \$250 after mediation date is reserved and confirmed with all parties; \$500 3-days' notice (change at your discretion).

### Program Administration

- \$500 **non-refundable** filing fee, paid by the filing party to the Program. These are the only fees the Program collects for administration of the mediation. All other fees are invoiced by and paid to the mediator.
- Communications primarily via email.
- Administration via Caseload Manager (program mediators are provided access at no cost).
- Parties may select mediator or request one be proposed by the Program.