

Project Final Report for Professional Services Advancement Support Scheme (“PASS”)

1. Project Details

- 1.1 Project Reference No.** : PS173002
- 1.2 Project Title** : Mediator Mentorship Scheme for Capacity-building and Enhancing Competitiveness of Hong Kong Mediators
- 1.3 Grantee** : Joint Mediation Helpline Office (JMHO)
- 1.4 Collaborating Organisation(s)** : (i) Hong Kong Bar Association
(ii) Chartered Institute of Arbitrators (East Asia Branch)
(iii) Hong Kong International Arbitration Centre – Hong Kong Mediation Council
(iv) The Law Society of Hong Kong
(v) Hong Kong Mediation Centre Limited
(vi) Hong Kong Institute of Arbitrators
(vii) The Hong Kong Institute of Surveyors
- 1.5 Implementation Agent(s)** : N.A.
- 1.6 Sponsoring Organisation(s)** : N.A.
- 1.7 Consultant(s)** : N.A.
- 1.8 Project Co-ordinator** : (Name) Antony MAN
(Post title) Immediate Past Chairman
- 1.9 Deputy Project Co-ordinator** : (Name) CHAN Bing-woon
(Post title) Advisor
- 1.10 Project Period (duration)** : from 15/10/2018 to 14/02/2020 (16 months)
- 1.11 Major Beneficiary Sector(s)** : Legal services
- 1.12 Approved PASS Grant (HK\$)** : 2,015,000

2. Project Implementation

2.1 Project Summary

(Please give a summary of the project including objectives, deliverables and target professional service sectors within 100 words.)

The project aims to enhance overall professional standards of Hong Kong mediators through a Mediators Mentorship Scheme and three mediation workshops.

2.2 Project Deliverables

(Please compare the actual results achieved with the agreed targets for each item.)

Agreed Targets		Actual Results Achieved <i>(Please submit copies of all relevant supporting materials, e.g. proceedings, attendance records.)</i>	
<i>Date / Deliverables (with quantity)</i>	<i>Beneficiaries (estimated no. of local / non-local participants)</i>	<i>Date / Deliverables (with actual quantity)</i>	<i>Beneficiaries (actual no. of local / non-local participants)</i>
15/12/2018 to 14/10/2019 One Mediators Mentorship Scheme (MMS)	300 local mediators (150 Mentee Mediators and 150 General (Junior) Mediators)	<u>Completed:</u> 15/12/2018 to 14/02/2020 One MMS	235 local mediators (185 Mentee Mediators and 50 General (Junior) Mediators) (For Hong Kong professionals: 78% of the target met)
15/12/2018 to 14/10/2019 Three 3-hour mediation workshops	90 local mediators (30 participants for each workshop)	<u>Completed:</u> 05/06/2019 15/07/2019 23/08/2019 Three 3-hour mediation workshops	117 local mediators (For Hong Kong professionals: 130% of the target met)

2.3 Project Promotion and Dissemination

(Please compare the actual means used / outcomes with the agreed activities for each item.)

Agreed Activities	Actual Means Used / Outcomes <i>(Please submit copies of all relevant supporting materials, e.g. posters, leaflets, invitation letters, publications, website printouts, dissemination e-mails, newsletters, feedback surveys and analysis.)</i>
(a) For Project Promotion:	
Invitation email will be circulated for recruitment of Mentor/General /Mentee mediators for MMS	Invitation letters have been circulated to collaborating organisations and the Hong Kong Mediation Accreditation Association Limited ("HKMAAL").

Agreed Activities	Actual Means Used / Outcomes (Please submit copies of all relevant supporting materials, e.g. posters, leaflets, invitation letters, publications, website printouts, dissemination e-mails, newsletters, feedback surveys and analysis.)
Promotional materials, such as leaflets, will be designed and disseminated to promote MMS	Leaflet has been designed and disseminated through the network of the JMHO and its collaborating organisations to promote MMS.
Updated information about MMS is uploaded onto website/internet	The list of mediators for MMS and other information about the project has been drawn up and uploaded onto JMHO's website. https://www.jointmediationhelpline.org.hk/pdf/MMS_Criteria.pdf
Promotional materials and project web page will be designed to promote MMS to mediators	Leaflet and project web page at https://www.jointmediationhelpline.org.hk/MMS.html have been designed to promote MMS to mediators.
The mediation workshops will be promoted to mediators through JMHO's network and its collaborating organisations.	Flyer has been designed to promote the workshops and disseminated through the network of the JMHO and its collaborating organisations, HKMAAL, and JMHO Facebook.
(b) For Dissemination of Project Deliverables:	
To produce the video records for uploading onto the website/internet	N.A.
To upload the evaluation report and video recordings of workshops on the website/internet	Evaluation report was uploaded to JMHO's website https://www.jointmediationhelpline.org.hk/pdf/Evaluation%20Report%20on%20Mediator%20Mentorship%20Scheme%20(MMS)_20200214.pdf
After uploading, to issue electronic notices to the mediators, participants, member organisations of JMHO and all relevant professional organisations	Email notification were issue to the mediators, participants, member organisations of JMHO and all relevant professional organisations

3. Achievements and Grantee's Evaluation of the Project

3.1 Number of participants and eligible beneficiaries

Project Deliverables	Eligible Number of Beneficiaries (if known)
(i) One Mediators Mentorship Scheme (MMS)	235 local mediators (including 185 Mentee Mediators and 50 Junior Mediators)
(ii) Three 3-hour mediation workshops	117 local mediators

3.2 Feedback from participants / users / professional services sectors

1) MMS

154 evaluation forms were received from the beneficiaries of the MMS. Over 90% of the Mentee Mediators and General (Junior) Mediators largely agreed that participating in the MMS was helpful for the enhancement of their mediation skills and that the guidance obtained and knowledge acquired, the exchange of ideas and the experience of learning and growth during the process are valuable.

2) Mediation Workshops

84 evaluation forms were received from the participants of the three mediation workshops. Over 80% of which rated the workshops “Excellent” in general whereas the rest rated “Good”. Participants took the view that the content of the workshops were very informative and were tailor-made for them. They agreed that the workshops helped them refresh their knowledge and skills in mediation which were beyond their expectation.

3.3 Dissemination of project deliverables to relevant professionals

The project information (i.e. the flyer and information of MMS and three Mediation Workshops) were disseminated to JMHO’s member organisations, its collaborating organisations and HKMAAL. The information were also disseminated through the database of the JMHO (around 1800 subscribed mediators and around 300 law firms and chambers) and were also made available in JMHO’s webpage (<https://www.jointmediationhelpline.org.hk/MMS.html>). The evaluation report of the project was uploaded to JMHO’s webpage at

([https://www.jointmediationhelpline.org.hk/pdf/Evaluation%20Report%20on%20Mediator%20Mentorship%20Scheme%20\(MMS\)_20200214.pdf](https://www.jointmediationhelpline.org.hk/pdf/Evaluation%20Report%20on%20Mediator%20Mentorship%20Scheme%20(MMS)_20200214.pdf)).

3.4 PASS and other objectives reached *(May choose more than one)*

- ☐ Increasing the exchanges and co-operation of Hong Kong’s professional services with their counterparts in external markets
- ☐ Promoting relevant publicity activities
- ☒ Enhancing the standards and external competitiveness of Hong Kong’s professional services
- ☐ Others

Please elaborate on how the objective(s) was/were met:

According to the evaluation forms received (i.e. 154 evaluation forms received from Mentee Mediators and General (Junior) Mediator under MMS and 84 evaluation forms received from three mediation workshops), around 90% of the beneficiaries were positive and certain that the deliverables could help them enhance their mediation skills. The project provided them a major platform to exchange practical experiences and offered them an opportunity to gain practical experience and refine their skills. It was recommended by the participants that the project should be developed as a regular project so as to provide continuous opportunities for junior mediators to develop their career as a mediator and enhance the overall standards and competitiveness of Hong Kong mediation industry.

3.5 Overall achievements of the project

The project aims to enhance the overall professional standards of the mediation industry in Hong Kong through offering practice opportunities and trainings to junior mediators so as to expand the pool of experienced mediators in Hong Kong. Hence enhancing the competitiveness of the entire mediation industry in Hong Kong was achieved. Under the project, the MMS and three Mediation Workshops were organised with a beneficiary of 235 and 117 local mediators respectively.

The Project Final Report is prepared by the Grantee.