CIRC - WEVAAD ODR LEARNING

#Creating a Gold Standard of ODR Learning

"Law should be comprehensible to the common man. Alternative Dispute Resolution systems are an important pillar of judicial delivery. Technology can help bring justice and ease of justice."

----Prime Minister Narendra Modi

(April 2023, on the occasion of the Platinum Jubilee of Gauhati High Court)

Why CIRC – WeVaad ODR Learning?

"Online Dispute Resolution" is a digital space for the public to resolve their dispute efficiently, effectively and transparently by anybody from anywhere at a fraction of the cost and time. Online dispute resolution delimits the procedural and structural impediments of the traditional "courts of justice" established by law and thus accelerates "Ease of Justice". In the present-day scenario, Online dispute resolution has the potential to facilitate access to justice as a 'convenient service' to litigants and thus reduce the substantial burden of traditional courts

We find thatOnline Dispute Redressal techniques are already being deployed around the world in resolving a wide range of disagreements – from consumer disputes to problems arising from e-commerce, from quarrels amongst citizens to conflicts between individuals and the state. ODR is not appropriate for all classes of dispute but, on the face of it, is best placed to help settle high volumes of relatively low-value disputes – robustly, but at much less expense and inconvenience than conventional courts. We find that the concept of ODR is widely accepted in India. There is a growing trend of Court assisted online dispute resolution. There are few successful implementations of the ODR policies, viz., the Reserve Bank of India released an ODR policy for digital payments, the MSME sector saw the introduction of the SAMADHAAN portal and Integrated Consumer Grievance Redressal Mechanism (INGRAM) etc. However, as reiterated by several Learned Judges of the Supreme Court of India, ODR is at its embryonic stage. Comprehensive policy development and trained ODR professionals are needed to implement ODR in India efficiently.

ABOUT US

CIRC – Pioneer in Offering Research-based Capacity Building

CUTS Institute for Regulation & Competition (CIRC) is a think-tank and capacity-building organization in the area of law and economics. The institute operates in specialised thematic areas, namely: Online Dispute Resolution (ODR), Competition Law and Policy, Digital Economy Regulation, Market Regulation, and Sustainability & Infrastructure Regulation.

WeVaad – Pioneer in LegalTech

WeVaad (https://www.wevaad.com/) is a legal technology company that provides services, including online dispute resolution, legal marketplace etc. WeVaad is founded at the confluence of law and technology by individuals who are experienced in these two fields to ensure that we leverage technology to provide cost-efficient and time-bound dispute resolution to disputing parties.

Creating Gold Standards in ODR Professional Education

CIRC and WeVaad have come together to create a world-class Certification pathway in Online Dispute Resolution with a view that a well-developed and robust ODR framework requires well-trained professionals to build trust in the end users– individuals, businesses and Government, as duly noted by the NITI Aayog Expert Committee on ODR in "Designing the Future of Dispute Resolution: The ODR Policy Plan for India", October 2021.

This capacity-building programme is designed in the light of a statement made in UNCITRAL Technical Notes, 2017 on ODR "best practices", i.e. it must reflect the principles of impartiality, independence, efficiency, effectiveness, due process, fairness, accountability, and transparency.
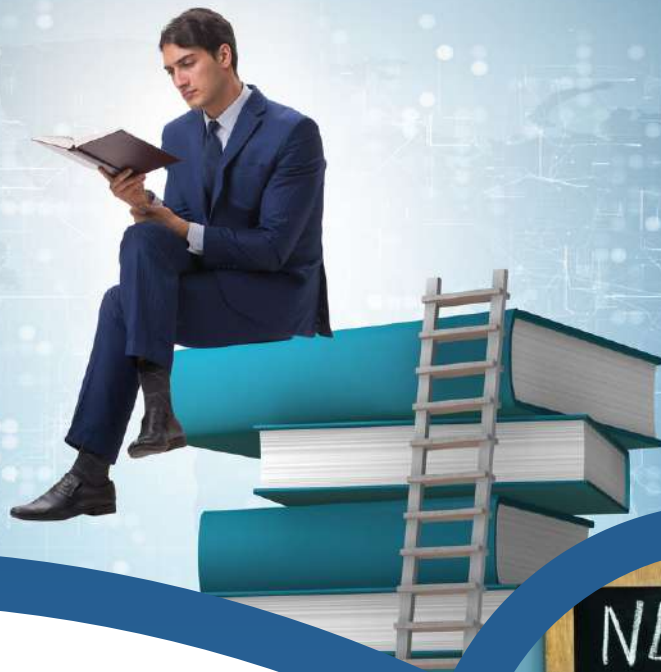
THE INTENDED OUTCOMES OF THE ODR LEARNING PROGRAMME ARE:

- **Knowledge and professional skill enhancement of ODR professionals and ODR service providers.**
- **Development of ODR policy and institutional framework in tune with global standards.**
- **Inculcate process discipline in ODR to facilitate access to justice as a "convenient service".**
- **Learn the antecedent of ODR from the experience of other jurisdictions around the world.**
- **Raising public awareness of online dispute resolution.**

The ODR Certifications are rigorous and challenging learning pathway. The overall learning pathway is designed as a 10-month comprised of 14 modules and more than 400 hours of learning. The learning pathway has been divided into three levels, on the lines suggested by the New Education Policy (NEP), with an option to enter and exit at any stage. The programme will be delivered in an online learning format that minimises disruption at work. The key features of the programme are:

- **Live Face-to-Face Learning:** The participants are required to attend assigned live face-to-face Learning Hours for each Course Module.
- **Reading Materials:** Participants are expected to spend required learning hours studying reading material before classes commence each term. The reading material specific to learning modules, along with academic papers, book chapters, teaching cases, media articles, and videos, is made available to all participants in advance.
- **Technology-Assisted ODR Simulations:** The learners will have an opportunity to undergo active ODR simulations at the WeVaad ODR Platform. In addition, the technology-assisted component of the programme will be delivered via a combination of synchronous sessions, asynchronous modules, online quizzes, assignments, and other tools depending on the needs of that particular course and the preference of the respective faculty. Online interactive sessions and active simulations on online dispute resolution will be conducted through digital platforms.
- **Assignments:** The assignments are divided into live sessions and practical sessions. Individual assignments take the form of online and in-class quizzes, online discussion forums, role play, and case studies and may be in the form of presentations and ODR study reports.

LEARNING PATHWAY – THREE LEVELS TO SUIT YOUR LEARNING NEEDS

Course Structure: The 40-weeks ODR Learning Programme will be offered at three Levels:

Level	Course	Number of Learning Modules	Course Credit	Duration	Total Learning Hours
I	Associate ODR Professional (ODR-Associate)	4	1	4 Weeks	30
II	Certified ODR Professional (ODR-Pro)	9	4	16 Weeks	150
III	Fellow ODR Professional (ODR-Fellow)	14	10	40 Weeks	450

WHO SHOULD JOIN?

The Certificate Courses offered under this training programme are available to all, be it students of any discipline, professionals and academicians subject to pre-requisite of each course. The following person could be the beneficiary of ODR Learning Programme:

- Arbitrators, Mediators and Advocates
- National and International Students of Law, Commerce, Economics, CA, CS, CMA, CFA, MBA etc.
- Professionals like Counsels, Economists, Academicians, CA, CS, CMA, CFA, MBA, etc.
- Employees of Regulatory Authorities like SEBI, RBI, IBBI, ICAI, ICSI, etc.
- Personnel from Government Departments/ Ministries
- Executives of Public or Private Sector Enterprises
- Officers Handling Disputes in Banks
- Retired Government Officers interested in becoming ODR Professionals.
- Officers Handling Disputes in MSMEs.
- Officers Handling Disputes in Insurance Sector.
- Officers Handling Disputes in Public/Private Companies.

WHY TRAIN WITH US

- **World-class Programme:** This programme is designed at par with the guidelines recommended by UNCITRAL Technical Notes, 2017, to train participants in ODR "Global Best Practices" at all three levels to deliver efficient service through ODR as the primary mode of dispute resolution.

- **Comprehensive Course Design:** The course structure of all three courses under this programme is tailor-made, well-researched, and supplemented with high-quality study material of international standard.

- **Renowned Faculty:** This programme will be conducted by experienced industry experts who have a differentiated knowledge base. They will be available throughout the programme to discuss any aspect of the course, including practical difficulties.

- **Innovative Learning Techniques:** This programme will provide knowledge and practical training with active simulation in online dispute resolution on the WeVaad digital platform

THIS PROGRAMME IS FOR YOU IF YOU WANT

- **Develop New Skills:** Discover your personal ODR skills with feedback from fellow participants and subject experts, and equip yourself with a toolkit of strong practical skills in ODR.
- **Make A Business Impact:** Refine your ability to recognize different strategies and techniques in ODR to achieve optimal outcomes and create value for your organization.
- **Grow Your Career:** Formalise your knowledge of ODR techniques and enhance your CV by validating your enhanced ODR skills with these certificate courses.
- **Networking:** Be part of the ODR network of vibrant national and international peer groups and mentors to discover new career avenues

LOCATION OF THE COURSE

This course will be held online, permitting you to take part from the comfort of your home or office or from anywhere around the world. The participants can connect through a Laptop, Tablet or Smartphone for online live lectures, discussions with industry experts, interactive practical sessions and active simulation on online dispute resolution through digital platforms.

CERTIFICATE

Upon successful completion of each course, the e-learning platform will automatically generate a copy of the digital certificate and transcript for the participants

The ODR Professional Certificate Courses at a Glance

LEVEL 1

Associate ODR Professional (ODR-Associate)

Level	Courses	Eligibility/ Pre-Requisite	Learning Outcomes	Learning Modules
I	**Associate ODR Professional (ODR-Associate)** This 1-month course is designed for beginners who have an interest in having the knowledge and skills in online dispute resolution that is required for individuals at any level of an organisation and across a broad range of industries and business functions. The knowledge and practical skills learned would create a huge impact on your career ahead. The participants may use post-certification letters "ODR Associate" to build an image as an Associate ODR Practitioner.	This course is available to the following • National or international Students of any discipline, • Academicians, Professionals, Employees of Regulatory Authorities, • Personnel from Government Departments/ Ministries, and • Executives of Public or Private Sector Enterprises.	• Knowledge of Online Dispute Resolution. • Understanding of various methods of Online Dispute Resolution. • Roadmap of resolving a dispute through Online Dispute Resolution. • Adapting online process of case management through Online Dispute Resolution. • Familiarize yourself with Online Dispute Resolution happening around the world.	**Module I** Introduction to Online Dispute Resolution **Module II** Methods of Online Dispute Resolution **Module III** The Process of Online Dispute Resolution **Module IV** Online Dispute Resolution Around the World

The ODR Professional Certificate Courses at a Glance
LEVEL 2
Certified ODR Professional (ODR-Pro)

Level	Courses	Eligibility/ Pre-Requisite	Learning Outcomes	Learning Modules
II	**Certified ODR Professional (ODR-Pro)** This 3-month course builds on the Associate Level and is designed for professionals who with to practice ODR. The skills taught at this level apply to individuals who want to pursue their careers in ODR. The practical skills in ODR will be a great advantage to your career. The participants may use post-certification letters **"ODR-Pro"** to build an image as Certified ODR Practitioner.	This course is available to the following National or international Students of any discipline, Academicians, Professionals, Employees of Regulatory Authorities, Personnel from Government Departments/ Ministries, and Executives of Public or Private Sector Enterprises. subject to a participant should have completed **Associate ODR Professional Level (ODR-Associate)** OR The Participants have credits equivalent to **Associate ODR Professional (ODR-Associate)** (To be assessed and approved by CIRC)	• Overview of stages of dispute resolution through Online Dispute Resolution. • Knowledge of communication through Online Dispute Resolution (both synchronous and asynchronous) • Understanding of psychology, diversity and online behaviours and cross-cultural communication. • Adapting offline Alternative Dispute Redressal Techniques with Information and communication technology in Online Dispute Resolution. • Training in process discipline, time management and integrity in case management to build trust in Online Dispute Resolution	Modules I to IV and add on modules as below: **Module V** The Stages of Online Dispute Resolution **Module VI** Communication Skills in Online Dispute Resolution **Module VII** Mediation, Conciliation and Negotiation in Online Dispute Resolution **Module VIII** Arbitration in Online Dispute Resolution **Module IX** Case Management in Online Dispute Resolution

The ODR Professional Certificate Courses at a Glance

LEVEL 3

Certified ODR Professional (ODR-Fellow)

Level	Courses	Eligibility/ Pre-Requisite	Learning Outcomes	Learning Modules
III	**Fellow ODR Professional (ODR-Fellow)** This 6-month course builds on the Certified Professional Level and is designed for those who wish to acquire advanced professional skills in ODR. The skills taught apply to individuals who want to deliver ODR service of Global Standards. The participants may use post-certification letters **"ODR-Fellow"** to build an image as Fellow ODR Practitioner.	This course is available to the following • National or international Students of any discipline, • Academicians, Professionals, Employees of Regulatory Authorities, • Personnel from Government Departments/ Ministries, and • Executives of Public or Private Sector Enterprises. • The Participants should have completed the **Certified ODR Professional (ODR-Pro)** Level; OR • The Participants have credits equivalent to **Certified ODR Professional (ODR-Pro)** Level (To be assessed and approved by CIRC)	• Knowledge of the development of Online Dispute Resolution by advancement in Information and Communication Technology or by Law in Changing Society. • Adapting standard best practices to prepare and conduct online mediation, negotiation, conciliation and arbitration. • The participants will be facilitated in building alliances and handling multinational mediation, negotiations and arbitration. • Ethical training of ODR providers to inculcate process discipline, including fairness, due process, transparency, accountability, neutral selection and appointment and the performance of their ODR platforms. • Understanding the status of Online Dispute Resolution in India as compared to Other Jurisdictions in light of "Global Best Practices".	**Modules I to IX and add on modules as below:** **Module X** The Future of Online Dispute Resolution **Module XI** Advanced Strategy for Mediation, Conciliation and Negotiation in Online Dispute Resolution **Module XII** Advanced Strategy for Online Arbitration in Online Dispute Resolution **Module XIII** Advanced Strategy for Case Management in Online Dispute Resolution **Module XIV** International Practice in Online Dispute Resolution

PROGRAMME SCHEDULE

Courses Covered	Registration Opens	Registration Closes	Commencement of Programme	Scheduled Date of Completion
Level I Associate ODR Practitioner **(ODR-Associate)**	**August 1' 2023**	**October 1' 2023**	**October 7'2023**	**October 28'2023**
Level I Associate ODR Practitioner **(ODR-Associate)** Level II Certified ODR Practitioner **(ODR-Pro)**	**August 1' 2023**	**October 1' 2023 Subsequent entry November 1' 2023**	**October 7'2023**	**February 3'2024**
Level I Associate ODR Practitioner **(ODR-Associate)** Level II Certified ODR Practitioner **(ODR-Pro)** Level III Fellow ODR Practitioner **(ODR-Fellow)**	**August 1' 2023**	**October 1' 2023 Subsequent entry January 31' 2024**	**October 7'2023**	**July 13' 2024**

Note: Subsequent Entrants are those who have already subscribed to a 1-month/ 4-month ofTraining Programme or have been granted a special concession.
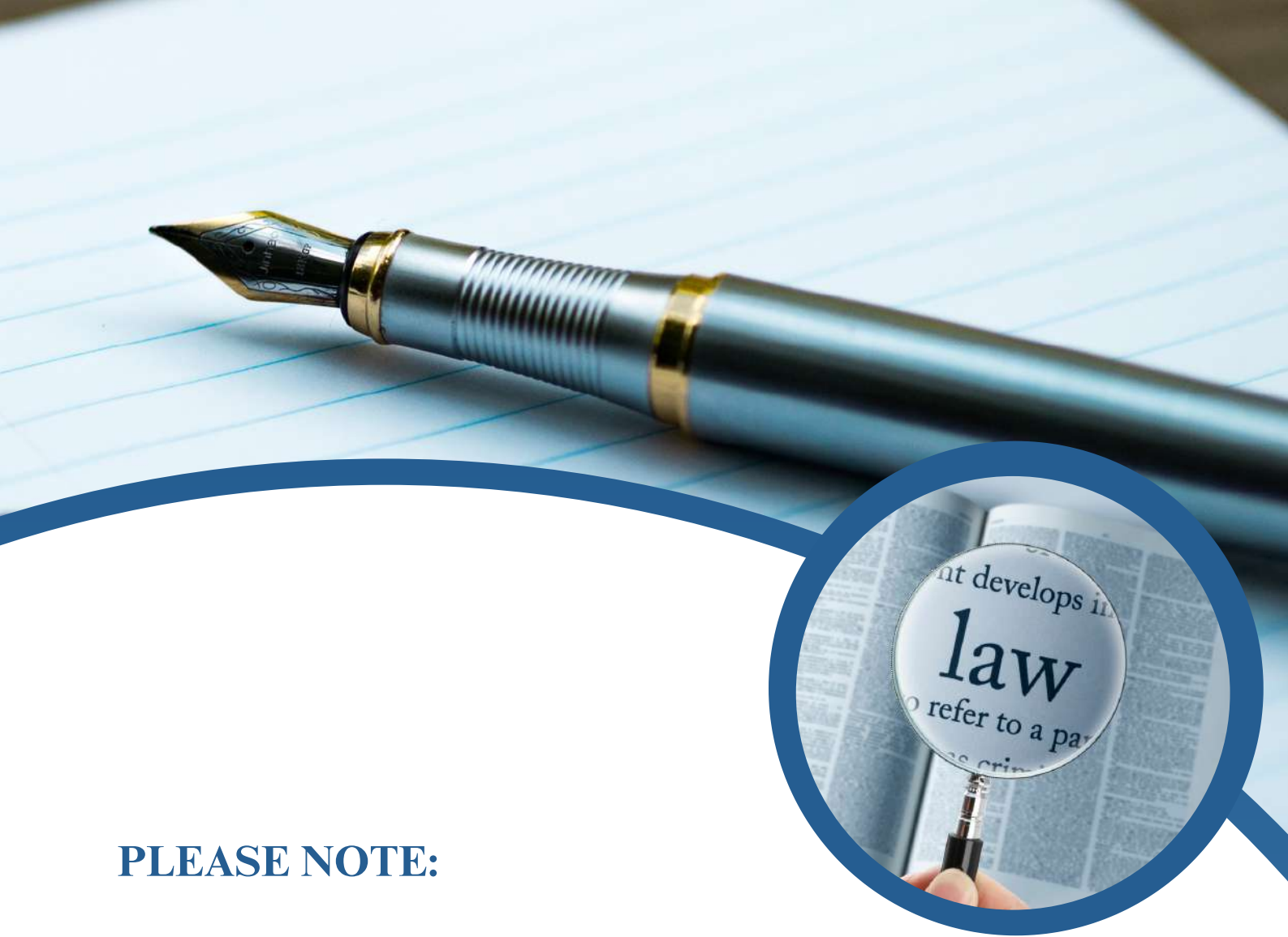
PAYMENT DETAILS

Tuition Fee includes:

- Live face-to-face Lectures
- Course Material
- Access to a digital platform for practical sessions and active simulations.
- Faculty Costs – Travel & Honorarium
- Guest Speakers
- IT & Infrastructure support
- Webinars & Social Events

Duration	Certificate Courses Covered	Credit	Number of Modules	Category	Tuition Fee
1 Month Level I Associate ODR Professional	Associate ODR Professional **(ODR Associate)**	1	4	**Student (50% Students Discount)**	**Rs 2,500/-** +(18% GST)
				Professional	**Rs 5,000/-** +(18% GST)
Total 4 Months: **1 Month** for Level I Associate ODR Professional **3 Months** for Level II Certified ODR Professional **(ODR-Pro)**	**Level I** Associate ODR Professional (ODR Associate) **Level II** Certified ODR Professional **(ODR-Pro)**	4	9	**Student (50% Students Discount)**	**Rs 7,500/-** +(18% GST)
				Professional	**Rs. 15,000/-** +(18% GST)
Total 10 Months: 1 Month for Level I Level I Associate ODR Professional **(ODR Associate)** Plus 3 Months Level II Certified ODR Professional **(ODR-Pro)** Plus 6 Months of Level III Fellow ODR Professional **(ODR-Fellow)**	**Level I** Associate ODR Professional (ODR Associate) **Level II** Certified ODR Professional (ODR-Pro) **Level III** Fellow ODR Professional **(ODR-Fellow)**	10	14	**Student (50% Students Discount)**	**Rs 15,000/-** +(18% GST)
				Professional	**Rs 30,000/-** +(18% GST)

PLEASE NOTE:

- **There is an early bird discount of 10 % on Subscription to 4 Months and 10 Months of ODR Learning on or before August 15' 2023, over and above the Student Discount.**
- **There is a group discount of 10% on Subscriptions to ODR Learning. The group shall be of three and above participants.**
- **The participants may avail of payment of fees in two equal instalments. Applicable only for ODR pro and ODR Fellow courses.**
- **Cancellation & Refund Policy:**
- **As you will be aware, the CUTS Institute for Regulation & Competition's educational provision, products and services are scheduled months in advance and have, therefore, the following cancellation policy.**
- **CUTS Institute for Regulation & Competition does not accept cancellation and or refund requests for any of its provisions, products and services purchased online as follows:**
  - CUTS Institute for Regulation & Competition student enrolment, examinations entry/registration become effective instantaneously as soon as a student has paid for, and as such, CUTS Institute for Regulation & Competition does not refund once a student is enrolled.
  - Examination and student membership fees are non-refundable once a student's account is activated.
  - Because of the upfront investment in training materials and administrative details, workshop and services fees are non-refundable, and cancellations are not permitted. For more details, please visit https://elearn.circ.in/privacy-refund-policy/?c=ac1d3382ad90.

THANK YOU

REGISTE R HERE:

CONTACT US :

📞 +91.11.46170236

✉ odr@circ.in

🌐 https://circ.in/odr.php