

# CIRC - WeVaad ODR Learning

ODR – Associate  ODR – Pro  ODR – Fellow

**#GoldStandardOfODRLearning**

“

*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.”*

**Narendra Modi**  
**Hon'ble Prime Minister**

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



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**"Online dispute resolution (ODR) has the potential to decentralize and democratize the justice delivery system for citizens."**

**Dr. Justice D.Y. Chandrachud  
Hon'ble Chief Justice of India**

## **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

Online 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 can unleash hitherto unknown possibilities to resolve disputes, robustly, but at much less expense and inconvenience than conventional courts. Recently, regulators such as SEBI, IRDAI issued circulars to encourage adoption of digital means. 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.





### *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 an online dispute resolution institution which conducts institutional arbitration, institutional mediation and institutional conciliation. Through these modes, disputes are resolved online within 30-90 days. 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.

WeVaad is empaneled with Hon'ble Bombay High Court, Open Network for Digital Commerce (ONDC) and Sahamati.



## **CREATING GOLD STANDARD 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.





## **W**HO 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.
- Court Associates and officers working in Court-Annexed Mediation Centers.
- Employees of Regulatory Authorities like SEBI, RBI, IBBI, ICAI, ICSI, etc.
- Executives working in Market Infrastructure Institutions (MIIs)
- 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.



## **W**HY 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



## **t** HIS PROGRAMME IS FOR YOU IF YOU WANT TO

- **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 conducted 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 meeting the completion requirements of a level of certification, you will get a certificate. Each certificate will be independently verifiable.





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## HE INTENDED OUTCOMES OF THE ODR LEARNING PROGRAMME ARE:

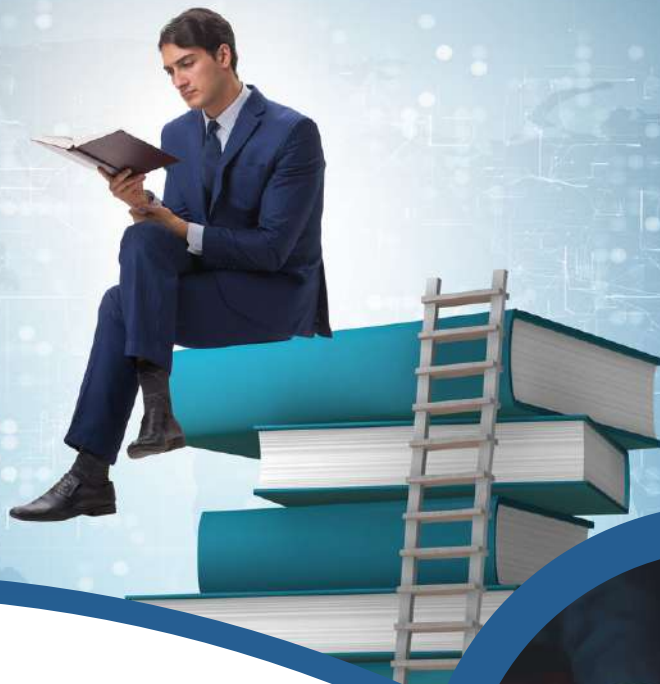
- Capacity Building of ADR/ODR professionals to enable them to practice as a Certified Arbitrator, Certified Mediator, Certified Negotiator and/ or Certified ODR Professional.
- Development of ADR/ODR policy and institutional framework in tune with global standards.
- Inculcate process discipline in ADR and ODR practices to facilitate “access to justice” as a “convenient service”.
- Explore and review the international practices of ADR and/or ODR in dispute resolution.
- Raising public awareness of dispute resolution through ADR and/or ODR.



# *fit-for-purpose* **P**EDAGOGY

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 450 hours of learning. The learning pathway has been divided into three progressive levels (Associate Professional Level- 30 hours, Certified Professional Level- 150 hours, and Fellow Professional Level- 450 hours), 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.



## EARNING PATHWAY – THREE LEVELS TO SUIT YOUR LEARNING NEEDS

**Effective immediately, our Level 1 course is now available for enrolment. Dates for advanced level courses will be announced soon"**

**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 Duration
I	<b>Associate ODR Professional (ODR-Associate)</b>	4	1	4 Weeks	30 hours or 1 month
II	<b>Certified ODR Professional (ODR-Pro)</b>	9	5 (4+1)	16 Weeks	150 hours or 4 month
III	<b>Fellow ODR Professional (ODR-Fellow)</b>	14	15 (10+5)	40 Weeks	450 hours or 10 month



## THE ODR PROFESSIONAL CERTIFICATE COURSES AT A GLANCE

# LEVEL 1

## Associate ODR Professional (ODR-Associate)

Effective immediately, our Level 1 course is now available for enrolment. Dates for advanced level courses will be announced soon"

Course	Eligibility/ Pre-Requisite	Learning Outcomes	Learning Modules
<p><b>Associate ODR Professional (ODR-Associate)</b></p> <p>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 organization and across a broad range of industries and business functions.</p> <p><b>Certification Conferred:</b>  <i>Certifying that the participant has completed 30 hours of Associate Level training in ADR-Mediation, Arbitration &amp; Negotiation and ODR- Online Dispute Resolution to be an Associate ADR ODR Professional.</i></p> <p>The participants may use the post-certification letters “<b>ODR-Associate</b>” to build an image as an Associate ODR Practitioner.</p>	<p>This course is available to the following</p> <ul style="list-style-type: none"> <li>• National or international Students of any discipline,</li> <li>• Academicians, Professionals, Employees of Regulatory Authorities,</li> <li>• Personnel from Government Departments/ Ministries, and</li> <li>• Executives of Public or Private Sector Enterprises.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Online Dispute Resolution.</li> <li>• Understanding of various methods of Online Dispute Resolution.</li> <li>• Roadmap of resolving a dispute through Online Dispute Resolution.</li> <li>• Adapting online process of case management through Online Dispute Resolution.</li> <li>• Familiarize yourself with Online Dispute Resolution happening around the world.</li> </ul>	<p><b>Module I</b> Introduction to Online Dispute Resolution</p> <p><b>Module II</b> Methods of Online Dispute Resolution</p> <p><b>Module III</b> The Process of Online Dispute Resolution</p> <p><b>Module IV</b> Online Dispute Resolution Around the World</p>

# LEVEL UP

## THE ODR PROFESSIONAL CERTIFICATE COURSES AT A GLANCE

### LEVEL 2

### Certified ODR Professional (ODR-Pro)

Course	Eligibility/ Pre-Requisite	Learning Outcomes	Learning Modules
<p><b>Certified ODR Professional (ODR-Pro)</b></p> <p>This 3-month course builds on the Associate Level and is designed for professionals who wish to practice ODR.</p> <p><b>Certification Conferred:</b>  <i>Certifying that the participant has completed 150 hours of Certified Level training in ADR- Mediation, Arbitration &amp; Negotiation and ODR-Online Dispute Resolution to be a Certified ADR ODR Professional. The participant has successfully completed 40 plus hours of Training in Skills of Mediation to be a Certified Mediator. A Certified ADR ODR Professional can practice as a Certified Arbitrator, Certified Mediator, Certified Negotiator and Certified ODR Professional.</i></p> <p>The participants may use post-certification letters “<b>ODR-Pro</b>” to build an image as Certified ODR Practitioner.</p>	<p>This course is available to the following</p> <p>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.</p> <p>Subject to a participant should have completed <b>Associate ODR Professional Level (ODR-Associate)</b> OR                      The Participants have credits equivalent to <b>Associate ODR Professional (ODR-Associate)</b> (To be assessed and approved by CIRC)</p>	<ul style="list-style-type: none"> <li>• Overview of stages of dispute resolution through Online Dispute Resolution.</li> <li>• Knowledge of communication through Online Dispute Resolution (both synchronous and asynchronous)</li> <li>• Understanding of psychology, diversity and online behaviours and cross-cultural communication.</li> <li>• Adapting offline Alternative Dispute Redressal Techniques with Information and communication technology in Online Dispute Resolution.</li> <li>• Training in process discipline, time management and integrity in case management to build trust in Online Dispute Resolution</li> </ul>	<p><b>Modules I to IV and add on modules as below:</b></p> <p><b>Module V</b>                      The Stages of Online Dispute Resolution</p> <p><b>Module VI</b>                      Communication Skills in Online Dispute Resolution</p> <p><b>Module VII</b>                      Mediation, Negotiation and Conciliation Practice in ODR</p> <p><b>Module VIII</b>                      Arbitration Procedure and Practice in ODR</p> <p><b>Module IX</b>                      Case Management in Online Dispute Resolution</p>

## THE ODR PROFESSIONAL CERTIFICATE COURSES AT A GLANCE

### LEVEL 3

### ODR Fellow Professional (ODR-Fellow)

Course	Eligibility/ Pre-Requisite	Learning Outcomes	Learning Modules
<p><b>Fellow ODR Professional (ODR-Fellow)</b></p> <p>This 6-month course builds on the Certified Professional Level and is designed for those who wish to acquire advanced professional skills in ODR.</p> <p><b>Certification Conferred:</b>  <i>Certifying that the participant has completed 450 hours of Fellow Level training in ADR-Mediation, Arbitration &amp; Negotiation and ODR-Online Dispute Resolution to be a Fellow ADR ODR Professional. The participant has successfully completed 200 plus hours of Training in Skills of Mediation to be a World Class Qualified Mediator. A Fellow ADR ODR Professional can practice as a Fellow Arbitrator, Fellow Mediator, Fellow Negotiator and Fellow ODR Professional.</i></p> <p>The participants may use post-certification letters “<b>ODR-Fellow</b>” to build an image as Fellow ODR Practitioner.</p>	<p>This course is available to the following</p> <ul style="list-style-type: none"> <li>National or international Students of any discipline,</li> <li>Academicians, Professionals, Employees of Regulatory Authorities,</li> <li>Personnel from Government Departments/ Ministries, and</li> <li>Executives of Public or Private Sector Enterprises.</li> <li>The Participants should have completed the <b>Certified ODR Professional (ODR-Pro)</b> Level; OR</li> <li>The Participants have credits equivalent to <b>Certified ODR Professional (ODR-Pro)</b> Level (To be assessed and approved by CIRC)</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of the development of Online Dispute Resolution by advancement in Information and Communication Technology or by Law in Changing Society.</li> <li>Adapting standard best practices to prepare and conduct online mediation, negotiation, conciliation and arbitration.</li> <li>The participants will be facilitated in building alliances and handling multinational mediation, negotiations and arbitration.</li> <li>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.</li> <li>Understanding the status of Online Dispute Resolution in India as compared to Other Jurisdictions in light of “Global Best Practices”.</li> </ul>	<p><b>Modules I to IX and add on modules as below:</b></p> <p><b>Module X</b> Future of ODR as Digital Public Goods</p> <p><b>Module XI</b> International Best Practices in ODR</p> <p><b>Module XII</b> International Practice of Mediation, Negotiation and Conciliation in ODR</p> <p><b>Module XIII</b> International Practice and Arbitration Advocacy in ODR</p> <p><b>Module XIV</b> National and International Practice of Online Grievance Redressal</p>





# **P**ROGRAMME SCHEDULE

<b>Courses Covered</b>	<b>Registration Opens</b>	<b>Registration Closes</b>	<b>Commencement of Programme</b>	<b>Scheduled Date of Completion</b>
<b>Level I Associate ODR Practitioner (ODR-Associate)</b>	<b>14 March 2024</b>	<b>Midnight of 10 May 2024</b>	<b>11 May 2024</b>	<b>01 June 2024</b>
<b>Level I Associate ODR Practitioner (ODR-Associate)</b>	-----	-----	-----	-----
<b>Level II Certified ODR Practitioner (ODR-Pro)</b>	-----	-----	-----	-----
<b>Level I Associate ODR Practitioner (ODR-Associate)</b>	-----	-----	-----	-----
<b>Level II Certified ODR Practitioner (ODR-Pro)</b>	-----	-----	-----	-----
<b>Level III Fellow ODR Practitioner (ODR-Fellow)</b>	-----	-----	-----	-----

# PAYMENT



## PAYMENT DETAILS

### Tuition Fee includes:

- Live face-to-face Lectures
- Course Material
- Access to a digital platform for practical sessions and active simulations.
- IT & Infrastructure support
- Webinars & Social Events
- Certificate

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



## **A** VAIL FEE WAIVERS AND INSTALLMENTS

- There is a group discount of 10% on Subscriptions to ODR Learning. The group shall be of three and above participants.

## **C**ANCELLATION & REFUND POLICY

- **CIRC's educational provision, products and services are scheduled months in advance and have, therefore, the following cancellation policy is followed.**
- **CUTS Institute for Regulation & Competition does not accept cancellation and or refund requests for any of its provisions, products and services.**
  - CUTS Institute for Regulation & Competition learner enrolment, examinations entry/registration become effective instantaneously as soon as a learner has paid for, and as such, CUTS Institute for Regulation & Competition does not refund once a learner is enrolled.
  - Because of the upfront investment in training materials and administrative details, workshop and services fees are non-refundable, and cancellations are not permitted.





Enhancing Knowledge,  
Strengthening Capacity



# ACQUIRE THE GOLD STANDARD OF ODR CERTIFICATION



ENROLL NOW



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