

RICS Dispute Resolution Service

Interview Guide for Candidates



Introduction

The guide is generic and applies to all assessment and reassessment interviews for all DRS Dispute Resolution, Avoidance and Expert Witness panels. It should help you understand the process and assist you in preparation for the Dispute Resolution Service (DRS) initial assessment or reassessment. For (re)assessment criteria relevant to the discipline you hope to pursue, please refer to the relevant criteria available on www.rics.org/drs or contact DRS.

Why are panel members assessed and reassessed?

The professionalism of all persons appointed/nominated by RICS DRS is paramount: this is why all aspiring and existing members of the RICS President's Panel undergo rigorous assessment and reassessment to evaluate their relevant knowledge, skills and attitude before they are invited to join or remain on the RICS President's Panel.

Candidates will normally be reassessed every three or five years (depending on the relevant criteria for reassessment). However, a panel member can be called in for a reassessment outside of the given time frame, if for example this was a condition imposed by the last assessment board, DRS receives serious or continuous adverse feedback about the panel member, at the recommendation of the Dispute Resolution Appointments Board (DRAB) or at the discretion of the RICS President. Full details are listed in the relevant Service Level Agreement for panel members.

Before the interview

You will be asked to submit relevant information. Details of the documentation required for a particular interview are listed in the applicable criteria available on www.rics.org/drs

Upon receipt of your documentation, RICS staff will carry out basic checks to see that your submission is complete. In doing so, DRS assumes no responsibility for ensuring that this is so: this remains your responsibility. Any obvious omissions or deficiencies noticed by DRS at this stage will be drawn to your attention and you will be provided with an opportunity to supply any missing documentation. If this is not received within the given timescales, your interview may be deferred. If you are applying to join the RICS President's Panel, your application may be refused. If you are already a member of the RICS President's Panel, your panel membership may be held in abeyance until you successfully complete your reassessment.

Before submitting your decisions/awards/determinations/mediation or other reports, you must make sure that you have your employer's and clients' consent to disclose any sensitive details in your assessment submission. If you cannot get this consent, you must ensure that any reference to the parties, properties or other personal information is anonymised.

Assessment interview

The interview will normally last approximately 45 to 60 minutes and will generally be conducted face-to-face, but can take place via online conference platforms. If you are being assessed in a dual capacity e.g. as arbitrator and independent expert, the duration of the interview is approximately one hour.

Typically, the interview board comprises of three assessors. A senior panel member chairs the assessment; a professional from the sector assists the chair, along with an independent assessor. The independent assessor's role is to ensure the fairness and consistency of the assessment.

You should be prepared to answer probing questions designed to test the reality of your knowledge, experience and skills. The assessors will take a holistic view of your knowledge, practical experience, your written submissions and communication skills.

The specific competencies that you must demonstrate and the elements you will be assessed against will depend on your area of work and the discipline that you are being (re)assessed for.

Assessment interviews are generally held at RICS offices in London and Birmingham. (Outside of the UK, assessment venues and timings may vary).

Reassessment

You can be invited for a reassessment any time during the year when your reassessment is due. On notification that your reassessment is due, you will be given a time frame in which to complete and send to DRS your reassessment submissions. If for any reason you are unable to submit your submission within the given time frame, please contact DRS to discuss alternative timings. All panel members must complete their reassessment interview within six months of notification. Any panel member outside of this time frame may be placed in abeyance and will not receive any new appointments/ nominations until the reassessment has been completed successfully.

You will need to supply the signed original and three hard copies of your application forms together with four hard copies of all annexures. Once your submissions are accepted, DRS will arrange your assessment date. This will normally be within a month of submission.

Details of the submissions required for a particular discipline are listed in the applicable criteria for reassessment available on www.rics/drs

Factors that might affect your performance at the interview

If you have a disability that could affect your interview performance, please alert RICS DRS to this as soon as possible so we can ensure that appropriate assistance is available at the assessment. We may require supporting medical evidence.

After the interview

Normally, RICS will notify you of the outcome of your (re)assessment within 14 days. This may take longer if the interview board asks you to submit additional or missing information.

Please note: You will not be informed of the decision or the reasoning on the day of the interview. The result will be communicated to you by DRS.

Possible outcomes:

- Pass

If you receive a pass result from your initial assessment, you will be invited to join the President's Panel (subject to service level agreement). If you pass your reassessment, you will remain on the President's Panel and continue to be eligible for RICS appointments/nominations.

- Referral

If the outcome is a referral, you will receive feedback explaining why the assessors reached this decision.

The interview board will make a recommendation to RICS on what you should be required to do to meet the required standard; and specify a time frame in which this should be done. This may include: re-submission of amended documents, participation in an RICS training programme in part or in full; participation in other training or study, mentoring or gaining further experience, or other recommendation. You may then be required to go forward for a further full or partial interview. New candidates will not be invited to join the President's Panel until the referral conditions are met. Existing panel members may be suspended from the President's Panel until the referral conditions are met.

- Fail

If you are unsuccessful, DRS will explain why the assessors reached this decision. If you do not pass your reassessment, your details will be removed from the President's Panel and you will no longer receive appointments/nominations from DRS. The interview panel may recommend a time frame for reapplying along with guidance on areas of deficiency/improvement. In the absence of time specification, a period of 12 months must lapse before a candidate can reapply. You will be able to submit new/additional information as a part of your new application. The assessment fee will apply again.

Appeals

Candidates who have failed their interview have the right to appeal within **28 days** in accordance with the DRS Appeal Procedure which is available upon request or on www.rics/drs. An appeal fee will be payable.

Undertaking by successful candidates

By accepting an invitation to join the RICS President's Panel, you will be required to agree to comply with the RICS DRS Service Level Agreement. Full details are available from DRS. At this stage, your attention is drawn specifically to the obligations to:

- Ensure that you and/or your firm maintain appropriate professional insurance.
- Be prepared to cooperate with any investigation by RICS relating to complaints against you.
- Accept that in certain circumstances you can be removed or suspended from the RICS President's Panel or called in for an early reassessment.

For further information contact

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