Chartered Institute of Arbitrators’ Membership Survey: 2017 Action Plan

Key Results and Action Plan

1. **86% of you said CIArb’s globally-recognised qualifications were important to you over the course of your career**
   - We are creating an enhanced globalised syllabus with a consistent and quality-assured assessment model for CIArb
   - We are streamlining the module structure and materials
   - We are introducing multiple choice assessment for our introduction courses

2. **You said that you would like to see CIArb support your career development by offering continuing professional development (CPD)**
   - We will be conducting market research with members and non-members to improve our understanding of career development needs
   - This year we are looking to run a CPD course in Islamic Banking and Finance Arbitration
   - An ADR course for Senior Executives is planned for later in 2017
   - Training in family arbitration is scheduled to run in 2017

3. **83% of you believe the Institute is doing ‘very well’ or ‘quite well’ in setting global standards in ADR**
   - We will continue to expand our role as providers of best practice with the launch of mediation rules and guidelines
   - Guidelines will also be developed and rolled out for expert determination
   - We will continue to strengthen our relationships with other institutes to promote CIArb rules and guidelines globally

4. **You said that we need to tackle the perception of the Institute being ‘London centric’ when it comes to events and conferences**
   - We have three International Arbitration Conferences planned taking place in Dubai, Johannesburg and Paris
   - We are holding a Costs in Arbitration workshop in Hong Kong in March
   - Our Education and Training courses are delivered globally

5. **You said that the Institute needs to reach out to younger people**
   - We will continue to promote free student membership to those studying at a university or other higher educational institution anywhere in the world
   - We will continue to engage in Vis Moot and essay competitions globally
   - We will be working to improve our communication to young members encouraging them to engage with YMG activities via the YMG newsletter

6. **65% of you told us that you would like to receive more updates and news from branches within your region**
   - We want to work more closely with branches to improve how we communicate branch activities to the global membership
   - We will continue to grow the branch network to support our members globally. A branch in Canada will be launched later in the year, and we are also working on developing a branch in Qatar

7. **56% of you were interested in the Institute developing a corporate membership scheme**
   - We will launch corporate membership to help strengthen our relationships with businesses and to facilitate and promote the use of ADR
   - We will encourage and support businesses to demonstrate commitment to professionalism as they strive to raise standards of capability and ethical practice in ADR

8. **52% of you thought that CIArb did ‘very well’ or ‘quite well’ in representing the dispute resolution community to governments**
   - We are building our engagement through multilateral forums such as UNCITRAL to set the global ADR agenda
   - We are capitalising on our work in the UK and Europe to work with members and other industry bodies through strategic partnerships in order to represent your interests to government in the Americas, Middle East, Africa and the Asia-Pacific Region