

Interview Guide

# Interview Guide for Candidates

RICS Dispute Resolution Service



## Introduction

The guide is generic and applies to all panel assessment and reassessment interviews for all capacities in dispute resolution and dispute avoidance as well as for expert witnesses. It will help you understand the process and assist you in preparation for the Dispute Resolution Service (DRS) initial panel assessment or reassessment interview. For assessment or reassessment criteria relevant to the discipline you hope to pursue, please refer to the relevant criteria available on [www.rics.org/drs](http://www.rics.org/drs) or contact DRS.

## Why are panellists assessed and reassessed?

The professionalism of all persons appointed/nominated by RICS DRS is paramount: for this reason, all aspiring and existing members of the RICS President's Panel undergo rigorous assessment and reassessments 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 panellist 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 panellist, 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 dispute resolvers on the RICS President's Panel.

## Before the panel interview

You will be asked to submit relevant information electronically via an online platform for secure file sharing.

Details of the documentation required for a particular interview are listed in the applicable criteria available from DRS on [www.rics.org/drs](http://www.rics.org/drs).

When you upload your documents, please notify DRS. DRS 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 parties' 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.

For clarity and ease of reference, assessors prefer decisions that have been anonymised rather than redacted. This means personal information should be altered to prevent identification, rather than simply obscured by blacking it out.

### Communication with Assessors

To uphold transparency and independence throughout the assessment process, candidates should not contact the assessors directly either before or after the interview. Assessors are not expected to engage in direct communication with candidates following their interviews. Any comments or queries should be directed to RICS DRS, which will act as the intermediary and consult with the panel as needed. This process ensures consistency and impartiality for all candidates while safeguarding the integrity of the assessment.

## Panel assessment interview

The interview will normally last approximately 45 to 60 minutes and will generally be conducted online. In some cases, it can be in person. If you are being assessed in a dual capacity e.g. as a commercial arbitrator and independent expert, the duration of the interview will be approximately one hour.

Typically, the interview board comprises 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. An interview can go ahead with only a chair and one other assessor present.

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, 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.

### Panel reassessment interview

You can be invited for a reassessment at any time during the six months prior to when your reassessment is due. On notification that your reassessment is due, you will be given a time frame for completing and uploading your reassessment submissions. If for any reason you are unable to submit your submission within the given time frame, please contact DRS as soon as possible to discuss alternative timings. All panellists must complete their reassessment

interview within six months of a notification from DRS. Any panellists 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.

Once you notify DRS that you will be coming forward for the reassessment, DRS will start arranging your interview. It is therefore important that you upload your submissions within the agreed deadline.

Details of the submissions required for a particular discipline are listed in the applicable criteria for reassessment available from DRS or on [www.rics/drs](http://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 interview. 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 agreeing and signing the applicable 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, study or self-study, mentoring or gaining further experience, or other recommendations. You

may then be required to come 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**

Initial assessments - if you do not pass your initial assessment, you will not be invited to join the President's Panel. RICS will explain why the assessors reached this decision. You will not be able to re-apply until RICS runs a new recruitment campaign when you will be able to submit a new application. The training, and criteria for inclusion applicable at that time will apply as well as a new assessment fee.

Reassessments – if you are unsuccessful, RICS will explain why the assessors reached this decision. Your details will be removed from the President's Panel with immediate effect, and you will no longer receive appointments/nominations from DRS. You will not be able to re-apply until RICS runs a new recruitment campaign when you will be able to submit a new application. The training, and criteria for inclusion applicable at that time will apply as well as a new assessment fee.

## 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](http://www.rics/drs). An appeal fee will be payable.

## Undertaking by successful candidates

If you are successful and accept our invitation to join the RICS President's Panel, you will be required to agree to comply with the applicable 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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Last reviewed January 2025