**Expert Selection**

1. Send a request to the Dubai court concerned with the adoption facility of the employee (what adoption? Context for CD ROM? , context for the employee? )
2. Experts will classify and validate the files (Classify what and how? How many validations and what are the validations?)
3. If the files of the employee are accepted as an expert
4. System sends email to employee stating that his application has been accepted. Documents will be communicated (electronically or manually?) to the department of Society of engineers.
5. Expert will decide whether to write qualification exam or attend classes.
6. If employee decides to take the test, then email the test date and location (after manual confirmation?)
7. Employee pays for the test at the day of the test (presumed manually?)
8. Test is
   1. 60 objective type questions (multiple choice). Questions will be selected randomly by the system.
   2. System presents 4 model questions to help the employee get familiar with the test question patterns
   3. Employee answers all the questions to complete the test (is it timed?)
9. System corrects the test automatically
10. Administrator verifies the results of the test manually or electronically
11. Final outcome of the test
    1. If the employee is successfully passed the test then an email is send informing the the date for a personal interview.
    2. The expert can attempt up to three times to pass the test. If he fails the third attempt, he will have to attend a training course, before he can take the test again. This information will be emailed to him, every time he fails the test until the third attempt.
12. At the interview
    1. Someone (?) determines the number of Interviewers or arbitrators or panelist (?) for?
    2. Questions will be on 5 sections (what are the knowledge areas?)
    3. Each section will consist of 20 questions (are these verbal questions and who generates these questions?)
    4. Questions will be asked by the panel (?)
    5. System will automatically calculate the average
13. If he passes the test (what is the pass mark?) he will be adopted to the assembly.

**Arbitration System**

Arbitration system consists of the following application types

1. Request for technical report
2. Request for consultation
3. Request for arbitration
   1. Simple mediation
   2. Large brokerage
   3. Arbitration

**Request for technical support**

1. Applicant requested a technical report
2. Arbitration officer (office?) fills the report (uploads the report or fills a form? What are the questions that needs to be asked?)
3. Applicant pays the fees. (Are the fees recorded in the system? Is the fee payment over the counter or using electronic devices?)
4. Jury official selects the arbitrator (The application is forwarded to the jury member for action?)
5. The arbitrator creates the technical report and enters it into the system. (Status pending with the arbitrator? Questions in the technical report?)
6. Official (which one?) prints the report.
7. System sends report via e-mail to the applicant.

**Request for Consultation**

1. Applicant is asked to consult for a job (?)
2. Arbitration officer fills the position for the job (marks the job as being allocated for consultation?)
3. Applicant to pay the fees (WHY?)
4. Applicant takes student counselling service.
5. Applicant asked to pay fees for printed reports
6. System administrator prints the arbitration report and delivers it to the applicant

**Request for Arbitration**

**Simple Mediation**

1. Students work on the simple mediation request.
2. Arbitration officer fills out the application including information of all the parties in conflict
3. The applicant has to pay the fees
4. Jury (what jury?) to select the arbitration official (s)
5. Location and date is set and the parties in conflict are notified via snail-mail or email.
6. Arbitrator will attach the official minutes of the meeting on the system.
7. The decision will influence one or more parties in the conflict.

**Large Brokerage**

1. Arbitration administrator determines the members of the jury as well as the fees for each arbitrator
2. System will send an email to all parties in conflict and the total fees owed by each party.
3. If approved by the party (including the fees), a date is set.
4. System sends email to the parties involved informing them on date and place.
5. The parties have to pay the fees before the meeting
6. After the mediation meeting, the arbitration officer prepares a report, updates the system and prints out the report.
7. System administrator to hand out the report to the parties.
8. Decision of the meeting can influence one or more parties.

**Arbitration**

1. The arbitration administrator determines the members of the jury and the fees of each arbitrator.
2. System send an email to all parties involved including the moneys owed.
3. If approved by all parties (including fees) the arbitrator will set a time and place.
4. System sends an email to all parties involved
5. On the date of conflict resolution all parties to pay the dues.
6. After investigation into the case the arbitrator(s) will decide on the judgement and ruling will be entered into the system. It will then be printed
7. System administrator will deliver the arbitration ruling to the parties in conflict