# SOM MEMBERSHIP – FAQ

**SIGNING UP & UPDATING MEMBERSHIP**

**Where can I purchase SoM Membership?**

You can sign up with SoM at the following link [here](https://societyofmediators.wildapricot.org/).

**Where can I read more about SoM Membership?**

If you would like to read more about what membership includes and the requirements to join, you can do so [here](https://www.societyofmediators.com/join/).

**Who can apply for SoM Membership?**

Membership of the Society of Mediators is open to all Mediators as well as Student or Prospective Mediators. We welcome members with the ethos, and standards and norms of the Society.

**Where can I find out more about the SoM Fellowship?**

Those who meet the additional criteria may also apply for Fellowship of the society. You can read more about this [here](https://www.societyofmediators.com/join/).

**How much does SoM Membership from 2021 cost?**

Membership Costs just £50 + VAT pa.

**What is included within the SoM Membership?**

1. Use of post-nominal MSoM for those that have completed their accredited mediation training.
2. Membership of the Society’s Mediator Panel with priority access to work. (Those trained by the Society will be included in the list of Alumni Mediators as well as Member Mediators)
3. Monthly newsletter and details of events and offers
4. Invitation to the AGM.
5. Support, mentoring, and guidance from experienced Mediators (working hours service)
6. Membership of the Free Mediation Project – providing free mediation and observation opportunities (suspended during COVID)
7. Access to ‘Pathway to Professionalism’ programme leading to Fellowship (FSoM) of the Society (suspended during COVID)
8. Guidance in the event of ethical issues available by email or telephone (members only, 0800 to 2000)
9. Complaints Resolution Service (accessible to members only, for free)
10. 25% reduction on room hires for meetings, mediation, or personal use

**How can I update/upgrade my SoM Membership?**

You can update your SoM membership by logging into your portal found at the following link [here](https://societyofmediators.wildapricot.org/). Once you have clicked on this link:

1. The login button will appear once you have typed your email address in and “already in our database” appears on the screen (please see guidance below on updating your password).
2. Click “Edit your member profile”.
3. Check your page and the details contained within it.
4. To update the page click “Edit Profile” in the top left.
5. Update details and upgrade or renew your membership as you need to.

Note that the renewal date immediately displayed in your profile once you have upgraded your membership may not automatically update. Please do not worry, this will be updated by a member of our membership team manually at a later date when the payment is verified.

**I have forgotten my password and/or username. What do I do?**

If you have forgotten the password to your profile, you can reset it by clicking on “Forgotten Password” after attempting to log in. Once you have successfully changed your password, you can return to the link above and sign into your account.

**I tried to log in, but it does not work. What do I do?**

Try a different browser, the software tends to work best on Google Chrome or Safari.

If you continue to have difficulty logging in, our team is unable to offer IT assistance and so we recommend that you get in touch with Wild Apricot, the manufacturers of our membership software [here](https://gethelp.wildapricot.com/en/articles/118-product-support%22%20%5Cl%20%22:~:text=Within%20the%20Website%20module,%20the,at%20support.wildapricot.com.).

**DOCUMENTS FOR APPROVAL**

**What documents do I need to upload?**

You need to upload the following documents to your portal:

1. Mediation Course Certificate.
2. Evidence of 3 observations – this means noting down the name of the mediator, their contact details and the date of the mediation.
3. Evidence of Mediation Insurance up to £1 million cover.
4. Complaints policy.
5. Where applicable, an up to date CPD training certificate.

**Where do I upload my documents?**

You must upload your documents to your portal. You can access this portal at the link found [here](https://societyofmediators.wildapricot.org/).

DO NOT email your documents to our membership team. Our team does not have the capacity to upload them for you. Please note that any emails in relation to this request will not be actioned.

**How do I upload documents onto Wild Apricot?**

1. Log in using the link found [here](https://societyofmediators.wildapricot.org/).
2. The login button will appear once you have typed your email address in and “already in our database” appears on the screen (please see guidance below on updating your password).
3. Click “Edit your member profile”
4. Check your page and the details contained within it.
5. To update the page click “Edit Profile” in the top left.
6. This will open a page where you can upload your documents. Select them or drag them across into your profile.
7. File too large? Compress it by right clicking to make a Zip.
8. Do not forget to save the changes once you have uploaded the files.

**I cannot upload my documents to Wild Apricot. What do I do?**

Try a different browser, the software tends to work best on Google Chrome or Safari. If you continue to have difficulty logging in, our team is unable to offer IT assistance and so we recommend that you get in touch with Wild Apricot, the manufacturers of our membership software [here](https://gethelp.wildapricot.com/en/articles/118-product-support%22%20%5Cl%20%22:~:text=Within%20the%20Website%20module,%20the,at%20support.wildapricot.com.).

**Who do I notify when I have uploaded my documents?**

Please email the team at [members@societyofmediatiors.com](mailto:members@societyofmediatiors.com) with the subject “DOCUMENT APPROVAL” and the following standard email:

*“Hello SoM Membership Team,*

*All of my documents have now been uploaded onto my SoM Membership portal.*

*Please approve my profile.*

*Kind regards,”*

DO NOT email our team updating us on your process or with copies of your documents. These emails will not be actioned.

**How long will it take for SoM to approve my profile?**

We aim to approve your profile no more than 2 weeks after receiving your email.

**DOCUMENTS**

**What is a mediation course certificate?**

This is an official document which provides proof that you have completed 40 hours of training from a recognised provider.

Unsure if your provider is recognised? Email Jonathan Dingle FRSA on [chair@societyofmediators.com](mailto:chair@societyofmediators.com) to verify.

**I completed training with SoM but have lost my certificate. What should I do?**

Please email [info@thesocietyofmediators.com](mailto:info@thesocietyofmediators.com) with your full name and the date you completed the course. One of our admin staff will find the certificate for you.

**What counts as an observation?**

Observations can take place on Zoom. Of the three observations, only one of these can be a demonstration mediation or CPD training. Two observations must be of a real live mediation.

**I still need to get my three observations. Who can I contact?**

Please email the team at [members@societyofmediators.com](mailto:members@societyofmediators.com) with the subject “OBSERVATIONS REQUEST” and the following standard email:

*“Hello SoM Membership Team,*

*I am contacting you because I need assistance obtaining (insert number) observations please.*

*Kind regards,”*

**Can you recommend a Mediation Insurance company?**

No. Legally, SoM is unable to do so.

**What counts as evidence of my Mediation Insurance?**

A policy summary which includes your name and the dates that your insurance covers is sufficient evidence to be uploaded to your portal.

**Where can I find a template for the complaints policy?**

There are no specific requirements for the complaints procedure and so we do not offer a template. You are free to design this as you wish.

**TERMS & CONDITIONS**

**Can I use the SoM logo?**

No.

**When can I use “MSoM” after my name and does this guarantee me work with SoM?**

Once you have been approved, you will receive an email from the team confirming your eligibility to be considered for mediation work with SoM and giving you permission to use the post-nominal “MSoM” after your name.

Please note that unfortunately we cannot guarantee mediation opportunities for all of our members and selection for certain projects is competitive, based on experience and training.

**SIGNING UP FOR OTHER ACTIVITIES WITH SOM**

**How can I join the Free Mediation Project?**

Email Keith on [fmp@societyofmediators.com](mailto:fmp@societyofmediators.com).

**How can I sign up to the MoJ scheme?**

If you have already been approved by our membership team then you are potentially eligible for the MoJ scheme. Please forward your approval email to [members@societyofmediatiors.com](mailto:members@societyofmediatiors.com) with the subject “Phase 2 – MOJ Mediator” and the following text:

*“Hello SoM Membership Team,*

*I would like to be considered for PHASE 2 – MOJ please.*

*Kind regards,”*

These emails will be kept on file and you will only be contacted when additional mediators for the MOJ are being appointed and you have been selected.

If you are selected for this scheme you will need to upload evidence of a DBS check and that you have ICO certification to your SoM Membership Wild Apricot Profile. Do not do this unless you have been selected.

**NOT ANSWERED YOUR QUESTION?**

Please email the team on [members@thesocietyofmediators.com](mailto:members@thesocietyofmediators.com). Please note that our team is comprised of volunteers who will endeavour to get back to you as soon as possible.