

SOCAPiE Membership

Membership of SOCAPiE is available for *Organisational* and *Individual* members from across the private, public and third sectors:

Organisational

- Online:** For smaller organisations up to 20 staff committed to service improvement and that are happy to access our services on an online basis only (From 2012)
- Business:** For organisations up to 50 staff committed to service improvement and that want to exploit our networking and benchmarking opportunities.
- Corporate:** For organisations of any size committed to service improvement and that want to make the benefits of organisational membership available to more of their staff.
- Premier:** For organisations of any size committed to service improvement, that want to make the membership benefits available to even more staff and take advantage of some unique elements such as a free customer healthcheck. This is also for *organisational* members who want to influence the direction of their professional body.
- Partner:** For organisations in the customer service space that want to be associated with SOCAPiE, be displayed on our Partner Directory and take advantage of our networking and benchmarking opportunities.

Individual

- Personal:** For anyone who has an interest in and/or is pursuing a career in customer service or who is studying for a qualification in customer service. This category is also for those who have retired but who want to keep in touch with their professional body. Individual members who are graduates of SOCAPiE-approved training programmes are encouraged to use the designatory letters MSoCAP.
- Fellow:** For anyone, subject to approval, who is or has been in a customer service leadership position, an academic with a strong emphasis on customer service or a consultant etc specialising in customer service. Fellows are encouraged to use the designatory letters FSoCAP. This is also for *individual* members who want to influence the direction of their professional body.

Subscriptions	Online	Business	Corporate	Premier	Partner	Personal	Fellow
Annual Subscription	£250	£500	£1000	£2000	£1500	£48	£250
	€375	€750	€1500	€3000	€2250	€72	€375
2-Year Subscription	£475	£950	£1900	£3800			
	€720	€1425	€2850	€5700			
3-Year Subscription	£675	£1350	£2700	£5400			
	€1010	€2025	€4050	€8100			
4-Year Subscription	£850	£1700	£3400	£6800			
	€1275	€2550	€5100	€10200			
Monthly Direct Debit	£26.25	£43.75	£87.50	£175	£131.25		

Membership Benefits	Online	Business	Corporate	Premier	Partner	Personal	Fellow
Professional							
Designatory letters FSoCAP							Yes
Designatory letters MSoCAP (on qualification)						Yes	
Complimentary Fellow membership (subject to meeting criteria)					Yes		
AGM Attendance		Yes	Yes	Yes			Yes
Eligible for election to SOCAPIE Board and consultation forums				Yes			Yes
Use of SOCAPIE logo on stationery	Yes	Yes	Yes	Yes	Yes		
Information & Knowledge							
SOCAPIE Newsletters	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Customer Engagement digital magazine	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Members' area of SOCAP websites	1	2	5	50	1	1	1
SOCAPIE KnowledgeBank	1	2	5	50	1	1	1
SOCAPIE Forum delegates	Yes*	2 x Free	5 x Free	5 x Free	1 x Free		Free
Study Visit delegates	Yes*	2 x Free	5 x Free	5 x Free	1 x Free		Free
Partner Directory entry					Yes		
Customer Engagement Club Forums				Yes			
Assessment and Accreditation							
SOCAPIE Benchmarking Club		£500	£500	Yes			
Customer HealthCheck		£750	£750	Yes			
Putting the Customer First discount	5%	10%	15%	20%	10%		
Training accreditation		£1000	£1000	£500	£500		
Organisational and Professional Development							
SOCAPIE Conference discount	5%	10%	15%	20%	10%	5%	10%
SOCAPIE Business School discount	5%	10%	15%	20%	10%	5%	10%
SOCAPIE JobsBoard discount	Yes	Yes	Yes	Yes	Yes		
SOCAPIE Selector discount	Yes	Yes	Yes	Yes	Yes		
* At member-reduced rates							

SOCAPiE-recognised qualifications

The following are recognised by SOCAPiE as accruing towards the Credits required for individual, qualified SOCAPiE membership and the right to use the designatory letters MSoCAP (8 Credits required):	Credits
1. National Vocational or Scottish Vocational Qualifications in customer service at Level 2 and above	8-14
2. UK Customer Service Apprenticeships	12
3. UK Contact Centre Apprenticeships	12
4. Awards granted by the Institute of Customer Service	8-10
5. Qualifications and awards approved by the SOCAPiE Business School (see below)	6-14
6. An organisation's internal training and development programmes approved by SOCAPiE – please enquire for eligibility	Assessed individually
7. Qualifications containing a significant proportion of customer service – please enquire for eligibility	Assessed individually
8. Any other qualification recognised by SOCAPiE – please enquire for eligibility	Assessed individually

SOCAPiE Business School Prospectus

Course or Award	Business Partner	Credits
1. Award for Customer Service Professionals	Customer 1 st International	8
2. Award for Customer Service Managers	Customer 1 st International	9