



Chartered
Insurance
Institute

Standards. Professionalism. Trust.

2020 qualifications:
Your guide to studying with us



Conquer curiosity

About us

The Chartered Insurance Institute (CII) is a professional body dedicated to building public trust in the insurance and personal finance profession. Over 125,000 members commit to high professional standards and continuing professional development.

We work with businesses to develop bespoke, company-wide solutions that ensure competitive advantage by enhancing employees' technical and professional competence.

Success in CII qualifications is universally recognised as evidence of knowledge and technical expertise.

Our members are able to drive personal development and maintain their professional standing by adhering to our Code of Ethics and by accessing a range of learning services.

Find out more at: cii.co.uk

Our vision

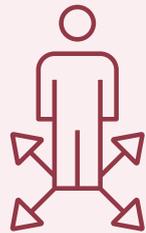
Our vision is to build public trust across the insurance and personal finance profession by providing relevant learning, insightful leadership and an engaged membership. Driving professional standards is at the heart of everything we do. Ethical conduct and technical competence are supported by our Code of Ethics and qualifications, designed in conjunction with industry practitioners and registered with Ofqual in the Regulated Qualifications Framework.

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Your journey our commitment

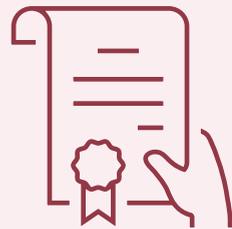
We are here to support you and your career development, whether you're new to the sector or a professional looking to keep ahead of the curve.



Tailor your qualification pathway

The flexibility of our qualifications framework allows you to select units that match the requirements of your current role or future career aspirations. We use a range of assessment methods, all carefully chosen and designed to promote the optimum type of learning for each level and qualification.

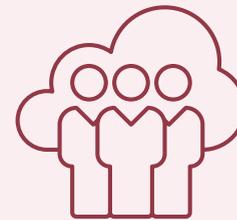
Find out more on pages 12-39 and 40-71.



Earn recognition for your prior learning

If you hold a degree or professional qualification in a relevant subject, such as accounting, business, maths or law; you could receive CII credits that count towards completion of a CII qualification. In doing so, you could avoid duplication of learning and achieve your qualification quicker.

Find out more on pages 10-11.



Become a member

Membership supports your professional development and enhances your career potential.

As a member, you can join a sector-specific Society, focusing on the issues that matter most in your sector.

Find out more on pages 8-9.



Earn the mark of professionalism

Once qualified, members are entitled to use the accompanying designation. In order to ensure your expertise remains current, use of designations is dependent on ongoing membership and CPD requirements.

To see the full list of designations available, head to pages 76-77.

Advanced Diploma holders can apply for Chartered status and progress to Fellowship.

Find out more on pages 78-81.

Dedicated to your development

Our members are committed to ongoing professional development and champion the sharing of good practice to improve consumer outcomes.

Standards

Be part of a professional body that's recognised and respected by employers, regulators and your professional peers. We play a pivotal role within the profession, setting standards for competence and influencing future direction.

Professionalism

Our members are highly respected for their knowledge and expertise. Membership supports your professional development, enhances your career potential and integrates you into a network of like-minded professionals.

Trust

Public trust is at the heart of all that we do. Our Royal Charter ensures we never lose sight of our mission. We help to unite the profession, increasing its credibility with consumers. Together, we drive confidence in the power of professional standards.

Designations

Promote your expertise with pride using internationally recognised designations upon completion of qualifications. You'll demonstrate your level of knowledge to employers, clients and professional peers, ensuring your commitment to professional development is clear for all to see.

Designations may only be used by members.

Continuing Professional Development (CPD)

We believe that continued learning and professional development is important to you and your career. That's why members commit to ongoing learning and development, helping to ensure their knowledge remains up-to-date and relevant. We have created a programme of events and a wealth of online resources to ensure that professional development is at the forefront of your membership.

cii.co.uk/cpd

Ethical culture

Members commit to high professional standards and adherence to our Code of Ethics. Operating with integrity and fairness increases the credibility and trust in our profession with consumers, policymakers and the government.

cii.co.uk/code

Extensive member network

A core benefit of your membership is access to an unrivalled network of local hubs throughout the UK, Channel Islands and the Isle of Man. 56 Local Institutes in addition to 26 Personal Finance Society Regional Committees provide you with access to local events and activities that help fulfil your professional expectations and grow your professional network.

Join a community of like-minded professionals

Offering an enhanced member experience, our sector-specific Societies are dedicated to supporting you at every stage of your career, focusing on the issues that matter most in your sector.

Business relevant insights

Guided by an Advisory Board of leading market practitioners, each Society addresses developments salient to your sector through knowledge, insights and good practice guidance.

Societies work closely with market experts to help identify emerging trends, with research and thought leadership providing you with the confidence to make key decisions.

Supporting your career needs

Each Society is committed to supporting your ongoing professional development which means supporting you throughout every stage of your career.

Whilst professional qualifications demonstrate your technical competence, membership provides you with the assets to help you progress.

By providing focused CPD content along with a dedicated programme of events, your Society will offer access to the things that matter most to you, helping you build a strong professional network.

By becoming a member of a Society, you are joining a community of professionals committed to driving the profession forward through technical expertise, ethical behaviour, and a culture of learning and development.

Personal Finance Society

The leading professional body in the UK for the personal finance profession.

thepfs.org

Society of Insurance Broking

Bespoke to those working within the broking sector.

sib.org.uk

Society of Claims Professionals

Committed to insurance claims professionals.

socp.org.uk

Society of Underwriting Professionals

Supporting those involved in evaluating and pricing risk.

socup.org.uk

Society of Mortgage Professionals

Dedicated to professionals working in the mortgage market.

smp.org.uk

How to join your Society

New members can select their Society when registering for membership. If you are an existing member, you can join your Society by contacting Customer Service or visiting the Society's website.

Recognition not repetition



Recognition of prior learning

Before studying with us, check whether your previous qualifications from other professional bodies, institutes or universities count towards a CII qualification. It could save repeated learning and reduce your qualification costs.

To find out if you're eligible, details of the fee payable and to make an application, visit cii.co.uk/prior-learning

Quality assured learning

Formed in consultation with experienced market practitioners and registered with Ofqual in the Regulated Qualifications Framework (RQF)*, our qualifications are quality assured.

Choosing the qualification that's right for you

Our qualifications range in difficulty to ensure we meet the needs of individuals at different stages in their career. We determine the difficulty of a qualification by its attributed RQF level, the higher the RQF level, the more the qualification demands from the learner.

The level of qualification you obtain can act as an indicator of your understanding of the subject for employers and your wider network to recognise.

RQF levels in context

We have summarised each RQF level descriptor below, along with how each of our qualifications' content and objectives correspond to that level. This should help you identify those that match your skills and experience as well your career aspirations. For each RQF level, we have signposted qualification equivalents to help you further understand their difficulty. More information on qualification equivalents can be found on the Ofqual website.

The colours assigned to the RQF levels have been applied to their respective qualifications throughout this brochure. You'll also notice our qualifications are labelled 'Award', 'Certificate', 'Diploma' and 'Advanced Diploma' to help you determine their size. The recommended study hours for an Award would be significantly less than that of an Advanced Diploma.

RQF level 2	RQF level 3	RQF level 4
<p>Level 2 qualifications build a basic understanding of the sector and its key topics that can be applied to common situations.</p> <p>Qualifications at this level typically provide an introduction to topics within insurance and personal finance, ideal for those in trainee or junior roles, those new to the sector, or those working in roles that support technical areas of an organisation, such as Human Resources or IT.</p> <p>Equivalent qualification level: GCSE</p>	<p>Level 3 qualifications develop an understanding of the key principles, processes and products in greater detail that can be applied to practice.</p> <p>Qualifications at this level are ideal for those looking to appreciate the fundamental practices of key topics at junior to mid-level roles.</p> <p>Level 3 qualifications within personal finance provide licences to practice in areas such as mortgage and equity release advice, and in some oversight roles such as life and pensions office administration.</p> <p>Equivalent qualification level: A-Level</p>	<p>Level 4 qualifications build a deeper technical and applied understanding of principles, processes and products, enabling analysis of options relevant to specialist areas.</p> <p>Qualifications at this level are suited to those who wish to have their technical or specialist applied knowledge and skills recognised through formal qualifications for technical roles.</p> <p>Level 4 qualifications within personal finance provide a licence to practice for retail investment advice and advanced professional recognition for mortgage advisers.</p> <p>Equivalent qualification level: First year of undergraduate study</p>

RQF level 6	RQF level 7
<p>Level 6 qualifications develop the ability to apply advanced or specialised understanding to complex situations.</p> <p>Within the insurance profession, level 6 qualifications are suited to managers of technical functions such as claims, broking or underwriting.</p> <p>Within the personal finance profession, level 6 qualifications provide recognition that you have consolidated and enhanced your technical knowledge to use in complex client scenarios where options must be carefully analysed and balanced.</p> <p>Equivalent qualification level: Bachelor's degree</p>	<p>Level 7 qualifications develop the ability to use specialised skills, research and analysis to evaluate and propose enhanced ways of working within the sector and in professional practice in situations where there are many interacting factors.</p> <p>Qualifications give recognition to professionals who are taking the sector forward through researching and proposing strategies and new ways of working that will bring benefits to the sector and its customers.</p> <p>Equivalent qualification level: Master's degree</p>

Your Learning Statement

To help you plan your study journey, your personalised Learning Statement will keep a record of your units and credits as you achieve them. It will also explain how they contribute towards further qualifications.

Request your learning statement online: cii.co.uk/learningstatement. Registration is simple and free.

Insurance qualifications

RQF level 2

Award for the Foundation Insurance Test	20
Award in Motor Insurance	21
Award in Travel Insurance	22
Award in Home Insurance	24
Award in Pet Insurance	25

RQF level 3

Award in London Market Insurance	26
Certificate in London Market Insurance	31
Certificate in Insurance	32

RQF level 3 equivalent

Award in General Insurance (non-UK only)	27
Award in General Insurance (Hong Kong)	28
Award in Customer Service in Insurance (non-UK only)	29
Certificate in Insurance and Financial Services (non-UK only)	30

RQF level 4

Diploma in Insurance	34
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RQF level 6

Advanced Diploma in Insurance	36
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RQF level 7

Certificate in London Market Insurance Specialisation	38
Certificate in Insurance Market Specialisation	39

Insurance qualifications

Unit framework

Non RQF	RQF level: 2 CII credit level: Award	RQF level: 3 CII credit level: Certificate	RQF level: 4 CII credit level: Diploma	RQF level: 6 CII credit level: Advanced Diploma	RQF level: 7 CII credit level: Advanced Diploma
<p>The following units are not registered as part of the UK's Regulated Qualifications Framework (RQF).</p> <p>(W01) Award in General Insurance^{1, 3} 15 credits 50 study hours</p> <p>(WH1) Award in General Insurance (Hong Kong)² 15 credits 50 study hours</p> <p>(W04) Award in Customer Service in Insurance¹ 15 credits 50 study hours</p>	<p>(FIT) Foundation Insurance Test 6 credits 40 study hours</p> <p>(PL1) Introduction to Motor Insurance⁹ 0 credits 20 study hours</p> <p>(PL2) Introduction to Travel Insurance⁹ 0 credits 20 study hours</p> <p>(PL3) Introduction to Home Insurance⁹ 0 credits 20 study hours</p> <p>(PL4) Introduction to Pet Insurance⁹ 0 credits 20 study hours</p>	<p>(IF1) Insurance, legal and regulatory 15 credits 60 study hours</p> <p>(IF2) General insurance business 15 credits 60 study hours</p> <p>(IF3) Insurance underwriting process⁵ 15 credits 60 study hours</p> <p>(IF4) Insurance claims handling process⁶ 15 credits 60 study hours</p> <p>(IF5) Motor insurance products 15 credits 60 study hours</p> <p>(IF6) Household insurance products 15 credits 60 study hours</p> <p>(IF7) Healthcare insurance products⁸ 15 credits 60 study hours</p> <p>(IF8) Packaged commercial insurances 15 credits 60 study hours</p> <p>(IF9) Customer service in insurance 15 credits 60 study hours</p> <p>(I10) Insurance broking fundamentals 15 credits 60 study hours</p>	<p>(I11) Introduction to risk management 15 credits 60 study hours</p> <p>(LM1) London market insurance essentials 10 credits 40 study hours</p> <p>(LM2) London market insurance principles and practices 15 credits 60 study hours</p> <p>(LM3) London market underwriting principles 15 credits 60 study hours</p> <p>(M05) Insurance law 25 credits 120 study hours</p> <p>(M21) Commercial insurance contract wording 20 credits 100 study hours</p> <p>(M66) Delegated authority 25 credits 100 study hours</p> <p>(M67) Fundamentals of risk management 25 credits 100 study hours</p> <p>(M80) Underwriting practice 20 credits 80 study hours</p> <p>(M81) Insurance broking practice 20 credits 80 study hours</p> <p>(M85) Claims practice 20 credits 80 study hours</p> <p>(M86) Personal insurances 20 credits 80 study hours</p> <p>(M90) Cargo and goods in transit insurances 25 credits 100 study hours</p> <p>(M91) Aviation and space insurance 30 credits 120 study hours</p> <p>(M92) Insurance business and finance 25 credits 100 study hours</p> <p>(M93) Commercial property & business interruption insurances 25 credits 100 study hours</p> <p>(M94) Motor insurance 25 credits 100 study hours</p> <p>(M96) Liability insurances 25 credits 100 study hours</p> <p>(M97) Reinsurance 30 credits 120 study hours</p> <p>(M98) Marine hull and associated liabilities 30 credits 100 study hours</p> <p>(P61) Life, critical illness and disability underwriting⁷ 30 credits 80 study hours</p> <p>(P62) Life, critical illness and disability claims⁷ 30 credits 120 study hours</p> <p>(P63) Long term insurance business⁷ 25 credits 100 study hours</p> <p>(P64) Private medical insurance practice⁷ 25 credits 100 study hours</p>	<p>(530) Economics and business 30 credits 150 study hours</p> <p>(820) Advanced claims 30 credits 150 study hours</p> <p>(930) Advanced insurance broking 30 credits 150 study hours</p> <p>(945) Marketing insurance products and services 30 credits 150 study hours</p> <p>(960) Advanced underwriting 30 credits 150 study hours</p> <p>(990) Insurance corporate management 30 credits 150 study hours</p> <p>(992) Risk management in insurance 30 credits 150 study hours</p> <p>(995) Strategic underwriting 30 credits 150 study hours</p> <p>(996) Strategic claims management 30 credits 150 study hours</p> <p>(997) Advanced risk financing and transfer 30 credits 150 study hours</p> <p>(590) Principles of Takaful⁴ 30 credits 120 study hours</p>	<p>(993) Advances in strategic risk management in insurance 50 credits 180 study hours</p> <p>(991) London market insurance specialisation 50 credits 180 study hours</p> <p>(994) Insurance market specialisation 50 credits 180 study hours</p>
<p>Notes</p> <ol style="list-style-type: none"> Available to non-UK candidates only Available to candidates in Hong Kong only Unit W01 is also available in Arabic, (W02) Award in general insurance; and in simplified Chinese, (WM1) Award in general insurance Unit 590 is also available in Arabic, (595) Principles of Takaful Also available for non-UK candidates (WUE); and in Arabic (WUA) Also available for non-UK candidates (WCE); and in Arabic (WCA) Unit soon to be withdrawn. Final exam session will be April 2020 Also available to candidates in India; (IN7) Available January 2020 					

This is the framework for our insurance qualification units.

They are grouped according to their difficulty, from level 2 through to level 7.

Depending on the qualification you want to achieve, you'll need to study a number of these units. Some of our qualifications require just one unit while others require several.

Study and assessment key

Assessment methods vary depending on the unit's level and subject matter. Each unit within the framework has been assigned an icon, to identify the assessment method from the options below.



Multiple choice question (MCQ) exam

Study is based on a specified enrolment period, from 01 January–31 December for UK exams, and 01 May–30 April for non-UK exams. MCQ exams are available weekly at UK and selected international online exam centres, or twice-yearly in April and October at international paper-based exam centres. Head to your unit webpage to see if remote invigilation is available for your exam.



Written exam

Study is based on a 12 month enrolment period from the date of purchase. Written exams are held twice-yearly in April and October at UK and international exam centres.



Mixed assessment

Study is based on an 18 month enrolment period from the date of purchase. Candidates must pass a coursework assignment within the first 6 months and a MCQ exam within 18 months.



Coursework assignments

Study is based on a 12 month enrolment period from the date of purchase. Candidates must pass three written assignments, each typically 2,000-3,000 words.



Dissertation

Study is based on an 18 month enrolment period from the date of purchase. Candidates must submit a dissertation, typically 10,000-11,000 words, on an agreed subject.

Award for the Foundation Insurance Test

2 RQF level	6 CII credits	N/A Member designation	40 hrs Recommended study time per unit
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Overview

The Level 2 Award for the Foundation Insurance Test is an introductory-level qualification that helps you develop an understanding of key insurance topics: how the insurance market operates, fundamental risk and insurance principles and procedures, and core personal and commercial insurance products.

The Award is particularly suitable if you're new to the sector, or in an associated industry or support role where you need to demonstrate a basic understanding of general insurance.

Completion requirements

The Award comprises one core unit providing 6 CII credits on successful completion. These credits can be used towards further CII qualifications.

(FIT) Foundation Insurance Test
6 credits

Core

See pages 16-18 for individual unit assessment method.

Included within your Enrolment:

- Study text – print and/or digital
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/FIT

Award in Motor Insurance

2 RQF level	N/A CII credits	N/A Member designation	20 hrs Recommended study time per unit
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Overview

The level 2 Award in Motor Insurance is suitable for entry-level staff, anyone working in customer facing roles and those in support roles seeking to build a better understanding of Motor insurance.

The Award gives a broad understanding of Motor Insurance, including the need for cover and its benefits; insurance legal principles and duties; product features; how cover is arranged and provided, and the principles of delivering good customer service.

Completion requirements

The Award comprises one core unit: Introduction to Motor Insurance.

(PL1) Introduction to motor insurance
0 credits*

Core

* Completion of three of the four Personal Lines Awards (Award in Motor Insurance, Award in Travel Insurance, Award in Home Insurance, Award in Pet Insurance) contributes 15 CII credits towards the unit requirement of the Certificate in Insurance. More information on the Certificate in Insurance can be found on page 32.

See page 16-18 for unit assessment methods.

Included within your Enrolment:

- Interactive digital course
- Study text – digital and/or print
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/personallines

New! Available January 2020

Award in Travel Insurance

2

RQF level

N/A

CII credits

N/A

Member designation

20 hrs

Recommended study time per unit

Overview

The level 2 Award in Travel Insurance is suitable for entry-level staff, anyone working in customer facing roles and those in support roles seeking to build a better understanding of Travel insurance.

The Award gives a broad understanding of Travel Insurance, including the need for cover and its benefits; insurance legal principles and duties; product features; how cover is arranged and provided, and the principles of delivering good customer service.

Completion requirements

The Award comprises one core unit: Introduction to Travel Insurance.

(PL2) Introduction to travel insurance
0 credits*

Core

* Completion of three of the four Personal Lines Awards (Award in Travel Insurance, Award in Motor Insurance, Award in Home Insurance, Award in Pet Insurance) contributes 15 CII credits towards the unit requirement of the Certificate in Insurance. More information on the Certificate in Insurance can be found on page 32.

See page 16-18 for all unit assessment methods.

Included within your Enrolment:

- Interactive digital course
- Study text – digital and/or print
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/personallines



Explore the key legal principles that underpin a contract, such as insurable interest and utmost good faith

Award in Home Insurance

2	N/A	N/A	20 hrs
RQF level	CII credits	Member designation	Recommended study time per unit

Overview

The level 2 Award in Home Insurance is suitable for entry-level staff, anyone working in customer facing roles and those in support roles seeking to build a better understanding of Home insurance.

The Award gives a broad understanding of Home Insurance, including the need for cover and its benefits; insurance legal principles and duties; product features; how cover is arranged and provided, and the principles of delivering good customer service.

Completion requirements

The Award comprises one core unit: Introduction to Home Insurance.

(PL3) Introduction to home insurance
0 credits*

Core

* Completion of three of the four Personal Lines Awards (Award in Home Insurance, Award in Travel Insurance, Award in Motor Insurance, Award in Pet Insurance) contributes 15 CII credits towards the unit requirement of the Certificate in Insurance. More information on the Certificate in Insurance can be found on page 32.

See page 16-18 for unit assessment methods.

Included within your Enrolment:

- Interactive digital course
- Study text – digital and/or print
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/personallines

Award in Pet Insurance

2	N/A	N/A	20 hrs
RQF level	CII credits	Member designation	Recommended study time per unit

Overview

The level 2 Award in Pet Insurance is suitable for entry-level staff, anyone working in customer facing roles and those in support roles seeking to build a better understanding of Pet insurance.

The Award gives a broad understanding of Pet Insurance, including the need for cover and its benefits; insurance legal principles and duties; product features; how cover is arranged and provided, and the principles of delivering good customer service.

Completion requirements

The Award comprises one core unit: Introduction to Pet Insurance.

Introduction to pet insurance
0 credits*

Core

* Completion of three of the four Personal Lines Awards (Award in Pet Insurance, Award in Travel Insurance, Award in Home Insurance, Award in Motor Insurance) contributes 15 CII credits towards the unit requirement of the Certificate in Insurance. More information on the Certificate in Insurance can be found on page 32.

See page 16-18 for unit assessment methods.

Included within your Enrolment:

- Interactive digital course
- Study text – digital and/or print
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/personallines

Award in London Market Insurance

3 RQF level	25 CII credits	N/A Member designation	40-60 hrs Recommended study time per unit
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Overview

The level 3 Award is a specialist qualification for those working in or with the London Market. It helps you gain a broad understanding of the insurance process and practice across the London Market.

Designed in consultation with London Market practitioners, the Award in London Market Insurance provides an essential grounding for new entrants to the profession, or those who have dealings with it.

Completion requirements

The Award comprises two core units providing a total of 25 CII credits on successful completion. These credits can be used towards further CII qualifications.



Core

See pages 16-18 for individual unit assessment method.

Included within your Enrolment:

- Study text – print and/or digital
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/ALMI

Award in General Insurance Non-UK only

N/A RQF level (equivalent to level 3)	15 CII credits	CII (Award) Member designation	50 hrs Recommended study time per unit
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Overview

The Award in General Insurance is an introductory-level qualification that helps develop your understanding of insurance principles, procedures and products.

It's particularly suitable if you're a non-UK insurance practitioner at the beginning of your career or seeking to build on existing knowledge through formal study. It also meets the operating standards set by the local regulator.

Also available in Arabic, (W02) and in Simplified Chinese, (WM1).

Completion requirements

The Award comprises one core unit providing 15 CII credits on successful completion. These credits can be used towards further CII qualifications.



Core

See pages 16-18 for individual unit assessment method.

Included within your Enrolment:

- Study text – print and/or digital
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/award-general-insurance

Award in General Insurance (Hong Kong)

N/A

RQF level (equivalent to level 3)

15

CII credits

CII (Award)

Member designation

50 hrs

Recommended study time per unit

Overview

The Award in General Insurance (Hong Kong) is similar to the Award in General Insurance (non-UK) but is specific to the Hong Kong regulatory environment. The Award is an introductory-level qualification that helps develop your knowledge and understanding of insurance principles, local procedures and products.

It is suitable for new entrants to the profession or insurance practitioners at the beginning of their career seeking to build on existing knowledge through formal study. It also meets the operating standards set by the Hong Kong regulator.

Completion requirements

The Award comprises one core unit providing 15 CII credits on successful completion. These credits can be used towards further CII qualifications.

(WH1) Award in general insurance (Hong Kong)
15 credits

Core

See pages 16-18 for individual unit assessment method.

Included within your Enrolment:

- Study text – digital only
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: [cii.co.uk/award-general-insurance\(hong-kong\)](https://cii.co.uk/award-general-insurance(hong-kong))

Award in Customer Service in Insurance Non-UK only

N/A

RQF level (equivalent to level 3)

15

CII credits

CII (Award)

Member designation

50 hrs

Recommended study time per unit

Overview

The Award in Customer Service Insurance (non-UK) provides an essential introduction to the customer service function specific to insurance companies, intermediaries and providers. It helps build knowledge and understanding of the key processes and requirements related to good customer service.

Designed for those working in non-UK customer-facing roles, the Award is suitable for sales support and claims settlement staff, as well as new entrants to the profession.

Completion requirements

The Award comprises one core unit providing 15 CII credits on successful completion. These credits can be used towards further CII qualifications.

(W04) Award in customer service in insurance
15 credits

Core

See pages 16-18 for individual unit assessment method.

Included within your Enrolment:

- Study text – print and/or digital
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/award-customer-service

Certificate in Insurance and Financial Services Non-UK only

N/A

RQF level (equivalent to level 3)

15

CII credits

CertCII

Member designation

50 hrs

Recommended study time per unit

Overview

The Certificate offers a dedicated pathway for candidates outside the UK to achieve the Certificate in Insurance and Financial Services. It is ideal for those who provide financial advice, act as an insurance agent, or aspire to either of these roles.

In successfully completing three units you will gain valuable knowledge relevant to your role and qualify for the Certificate.

Completion requirements

The Certificate comprises three core units, providing 40-45 CII credits on successful completion. You must select three units from the following options: AWF or AWB (not both), W01 or WH1 (not both), AWP, or W04.

Credits achieved can be used towards further CII qualifications.



Core

See pages 16-18 for individual unit assessment method.

Included within your Enrolment:

- Study text - print and/or digital (digital only for WH1)
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/cert-ins-fs

Certificate in London Market Insurance

3

RQF level

40

CII credits

CertCII

(London Market)
Member designation

40-60 hrs

Recommended study time per unit

Overview

Building on introductory knowledge gained from the Award in London Market Insurance, the Level 3 Certificate in London Market Insurance requires one further unit (LM3) London market underwriting principles.

The Certificate develops knowledge and understanding of the underwriting disciplines within the London Market, and of the key elements of the cycle. It also explores the opportunities and challenges posed by using different distribution channels such as delegated underwriting.

It is a specialised qualification for those working in or conducting business through the London Market. It is particularly suitable for employees of Lloyd's syndicates, brokers, managing agents or members' agents in administrative, operational or other support roles, for example, business development managers, underwriting technicians or business analysts.

Completion requirements

The Certificate comprises three core units providing 40 CII credits on successful completion. These credits can be used towards further CII qualifications.



Core

See pages 16-18 for individual unit assessment method.

Included within your Enrolment:

- Study text - print and/or digital
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/cert-lmi

Certificate in Insurance

3

RQF level

40

CII credits

CertCII

Member designation

40-60 hrs

Recommended study time per unit

Overview

The Level 3 Certificate in Insurance is a core qualification for insurance staff working across all sectors of the industry. It provides a fundamental grounding of the key insurance principles, disciplines, products and markets, including the regulatory environment, key disciplines of underwriting and claims, in addition to popular products such as motor, household, healthcare and packaged commercial insurances.

The Certificate develops the knowledge and confidence needed as you begin to specialise your studies according to your ambitions and career requirements.

Completion requirements

The Certificate requires a minimum of 40 CII credits for successful completion. Candidates must study one core unit: IF1, or both LM1 and LM2. It is recommended that non-UK candidates study W01 as their core unit.



Core

The remaining credits can come from any units within the insurance qualifications framework. However, please note the following restrictions:

- Due to the extent of syllabus overlap between IF1, LM1 and W01, achieving more than one of these units will receive only one award of credits.
- If you choose (LM1 + LM2) as your core unit, studying LM3 to satisfy the remaining credit requirement will achieve the Certificate in London Market Insurance, instead of the Certificate in Insurance.

We recommend that you sit the required core unit(s) first as these provide foundation knowledge upon which the others build. Credits achieved via the Certificate can be used towards further CII qualifications.

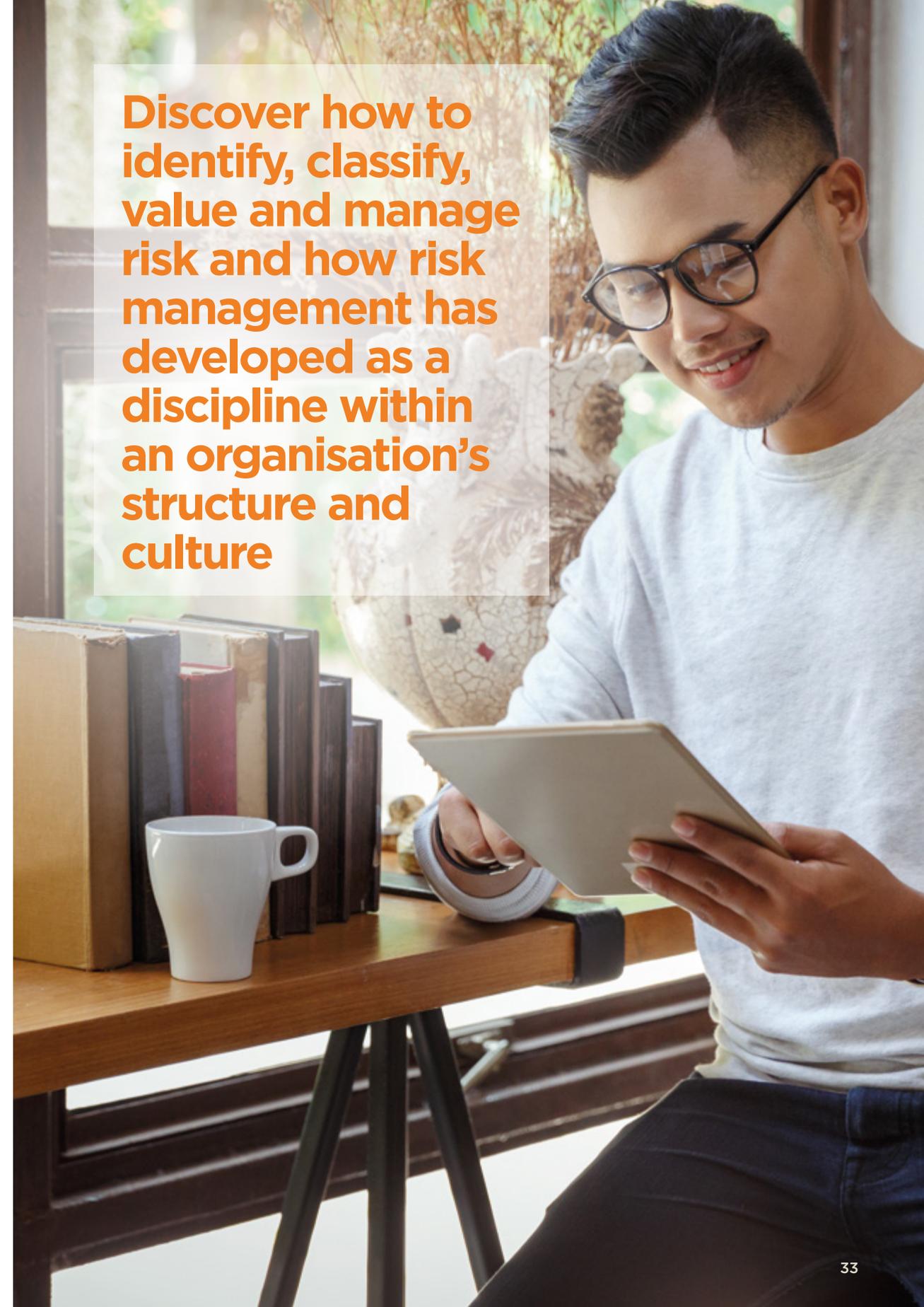
See pages 16-18 for individual unit assessment method.

Included within your Enrolment:

- Study text – print and/or digital
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/cert-insurance

Discover how to identify, classify, value and manage risk and how risk management has developed as a discipline within an organisation's structure and culture



Diploma in Insurance

4

RQF level

120

CII credits

DipCII

Member designation

80-120 hrs

Recommended study time per unit

Overview

The Level 4 Diploma in Insurance is a technical and supervisory qualification appropriate for insurance staff working across all sectors of the profession. It provides a firm understanding of insurance fundamentals and develops advanced technical knowledge.

We recommend that candidates complete the Certificate in Insurance or equivalent, prior to studying for the Diploma.

Completion requirements

The Diploma requires a minimum of 120 CII credits for successful completion, with at least 90 credits at Diploma level or above.

Contributing towards the 90 credits at Diploma level or above requirement, candidates must study unit M05, along with either M92 or 530, providing 50-55 Diploma level or above credits. A further 40-45 credits at Diploma level or above must be achieved to meet the requirement of 90, along with a further 30 credits for full qualification completion. These remaining 30 credits can come from any units within the insurance framework.



Core

To see which units are regarded as Diploma level, along with individual unit assessment methods, see pages 16-18.

Credits achieved via the Diploma can be used towards further CII qualifications.

Included within your Enrolment:

- Study text – print and/or digital
- Assessment entry
- Online support including exam guide via RevisionMate. (no exam guide available for 530).
- Specimen coursework assignment

More details and to enrol: cii.co.uk/dip-insurance

Understand the vital role reinsurance contract wording plays in an increasingly complex financial world

Advanced Diploma in Insurance

6

RQF level

290

CII credits

ACII

Member designation

120-180 hrs

Recommended study time per unit

Overview

The Level 6 Advanced Diploma in Insurance provides you with enhanced understanding of insurance practice, and is a comprehensive assessment of market knowledge and understanding. On completion, the Advanced Diploma demonstrates your advanced technical awareness and critical understanding of the sector to your colleagues, customers and regulators. Widely recognised, it stands as evidence of your commitment and ability, and can be your passport to a successful career. Holders of the Advanced Diploma can apply for Chartered status and progress to Fellowship.

We recommend you complete the Diploma in Insurance or equivalent, prior to studying for the Advanced Diploma.

Completion requirements

The Advanced Diploma requires a minimum of 290 CII credits for successful completion, with at least 150 at Advanced Diploma level, and a further 55 at Diploma level or above. The remaining 85 credits can come from any units within the insurance framework.

Contributing towards these requirements, candidates must achieve unit M05, one unit from M92 or 530, and one unit from 820, 930, or 960:



Core

The remaining credits can come from any units within the insurance framework. To see which units are regarded as Advanced Diploma, or diploma level and what your options are, along with individual unit assessment methods, see pages 16-18.

Credits achieved via the Advanced Diploma can be used towards further CII qualifications.

Included within your Enrolment:

- Study text – print and ebook
- Assessment entry
- Specimen coursework assignment
- Online support including exam guide via RevisionMate (exam guide only available for units M05 and M92)

More details and to enrol: cii.co.uk/adip-insurance

Demonstrate your advanced technical awareness and critical understanding of the sector to your customers, colleagues and regulators



Certificate in London Market Insurance Specialisation

7 RQF level	50 CII credits	N/A Member designation	180 hrs Recommended study time per unit
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Overview

Developed in partnership with the Lloyd's Market Association (LMA), the Level 7 Certificate in London Market Insurance Specialisation improves practitioners' research skills within a concentrated field of study appropriate to the London Market.

The Certificate will enable you to create learning that matches precisely to your role and career aspirations and gain an in-depth understanding of a chosen topic through research and analysis.

The qualification requires study at a level equivalent to Master's degree learning, and as such we would advise candidates not to underestimate the demands associated with its completion. Candidates should fully familiarise themselves with the available dissertation guidelines and instructions in advance of entry.

Completion requirements

The Certificate comprises one core unit, assessed by dissertation on an agreed topic, providing 50 CII credits on successful completion.

(991) London market insurance specialisation
50 credits

Core

See pages 16-18 for individual unit assessment method.

Included within your Enrolment:

- Exemplar research proposal and dissertation
- Support from a dissertation guide - an expert practitioner from the sector
- Online support via RevisionMate, including guidance on research and dissertation writing

More details and to enrol: cii.co.uk/lm-specialisation

Certificate in Insurance Market Specialisation

7 RQF level	50 CII credits	N/A Member designation	180 hrs Recommended study time per unit
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Overview

Similar in structure to the Certificate in London Market Insurance Specialisation, the Certificate in Insurance Market Specialisation has been developed for the broader insurance community. It is ideal for insurance market practitioners who wish to develop their research skills and apply them to a specific subject area.

The Certificate will enable you to create learning that matches precisely to your role and career aspirations and gain an in-depth understanding of a chosen topic through research and analysis.

The qualification requires study at a level equivalent to Master's degree learning, and as such we would advise candidates not to underestimate the demands associated with its completion. Candidates should fully familiarise themselves with the available dissertation guidelines and instructions in advance of entry.

Completion requirements

The Certificate comprises one core unit, assessed by dissertation on an agreed topic, providing 50 CII credits on successful completion.

(994) Insurance market specialisation
50 credits

Core

See pages 16-18 for individual unit assessment method.

Included within your Enrolment:

- Exemplar research proposal and dissertation
- Support from a dissertation guide - an expert practitioner from the sector
- Online support via RevisionMate, including guidance on research and dissertation writing

More details and to enrol: cii.co.uk/lm-specialisation

Personal Finance qualifications

Financial Planning:

RQF level 3

Award in Long Term Care Insurance 48

RQF level 3 equivalent:

Award in Financial Planning (non-UK only) 46

Award in Bancassurance (non-UK only) 47

Certificate in Insurance and Financial Services (non-UK only) 49

RQF level 4

Certificate in Paraplanning 50

Certificate in Pension Transfer Advice 52

Diploma in Regulated Financial Planning 53

Regulated Retail Investment Adviser Re-evaluation

Diploma in Financial Planning 54

RQF level 6

Advanced Diploma in Financial Planning 56

Investments and Securities

RQF level 3

Certificate in Investment Operations 59

RQF level 3 equivalent:

Award in Investment Planning (non-UK only) 58

RQF level 4

Certificate in Securities Advice and Dealing 60

Certificate in Discretionary Investment Management 62

Life and Pensions

RQF level 2

Award in Life and Pensions Foundations 63

RQF level 3

Award in Financial Administration 64

Certificate in Financial Services 65

Certificate in Regulated Financial Services Operations 66

Mortgages and Equity Release

RQF level 3

Certificate in Mortgage Advice 68

Certificate in Equity Release 69

RQF level 4

Certificate in Advanced Mortgage Advice 70

Personal Finance qualifications

Unit framework

Non RQF	RQF level: 2 CII credit level: Award	RQF level: 3 CII credit level: Certificate			
 <p>The following units are not registered as part of the UK's Regulated Qualifications Framework (RQF)</p> <p>(AWB) Award in bancassurance¹ 15 credits 60 study hours</p> <p>(AWF) Award in financial planning^{1,2} 15 credits 60 study hours</p> <p>(AWP) Award in investment planning¹ 10 credits 60 study hours</p>	 <p>(LF1) Life and pensions foundations 0 credits 40 study hours</p>	 <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;"> <p>(CF1) UK financial services, regulation and ethics 15 credits 60 study hours</p> <p>(CF6) Mortgage advice 20 credits 100 study hours</p> <p>(CF8) Long term care insurance 15 credits 70 study hours</p> <p>(ER1) Equity release 15 credits 70 study hours</p> <p>(FA1) Life office administration 10 credits 60 study hours</p> <p>(FA2) Pensions administration 10 credits 60 study hours</p> <p>(FA5) Individual savings account administration 10 credits 70 study hours</p> <p>(GR1) Group risk 10 credits 50 study hours</p> <p>(LP1) Life and pensions customer operations 15 credits 60 study hours</p> </td> <td style="width: 50%;"> <p>(LP2) Financial services products and solutions 20 credits 100 study hours</p> <p>(LP3) Life and pensions principles and practices 10 credits 50 study hours</p> <p>(R05) Financial protection 10 credits 50 study hours</p> </td> </tr> </table>		<p>(CF1) UK financial services, regulation and ethics 15 credits 60 study hours</p> <p>(CF6) Mortgage advice 20 credits 100 study hours</p> <p>(CF8) Long term care insurance 15 credits 70 study hours</p> <p>(ER1) Equity release 15 credits 70 study hours</p> <p>(FA1) Life office administration 10 credits 60 study hours</p> <p>(FA2) Pensions administration 10 credits 60 study hours</p> <p>(FA5) Individual savings account administration 10 credits 70 study hours</p> <p>(GR1) Group risk 10 credits 50 study hours</p> <p>(LP1) Life and pensions customer operations 15 credits 60 study hours</p>	<p>(LP2) Financial services products and solutions 20 credits 100 study hours</p> <p>(LP3) Life and pensions principles and practices 10 credits 50 study hours</p> <p>(R05) Financial protection 10 credits 50 study hours</p>
<p>(CF1) UK financial services, regulation and ethics 15 credits 60 study hours</p> <p>(CF6) Mortgage advice 20 credits 100 study hours</p> <p>(CF8) Long term care insurance 15 credits 70 study hours</p> <p>(ER1) Equity release 15 credits 70 study hours</p> <p>(FA1) Life office administration 10 credits 60 study hours</p> <p>(FA2) Pensions administration 10 credits 60 study hours</p> <p>(FA5) Individual savings account administration 10 credits 70 study hours</p> <p>(GR1) Group risk 10 credits 50 study hours</p> <p>(LP1) Life and pensions customer operations 15 credits 60 study hours</p>	<p>(LP2) Financial services products and solutions 20 credits 100 study hours</p> <p>(LP3) Life and pensions principles and practices 10 credits 50 study hours</p> <p>(R05) Financial protection 10 credits 50 study hours</p>				

Notes

1. Available to non-UK candidates only
2. Unit AWF is also available in Arabic, (AWA) and in Indian, (AWI)
3. Unit J11 will be withdrawn in April 2020.

This is the framework for our personal finance qualification units. They are grouped according to their difficulty, from level 2 through to level 6.

Depending on the qualification you want to achieve, you'll need to study a number of these units. Some of our qualifications require just one unit, while others require several.

RQF level: 4 CII credit level: Diploma		RQF level: 6 CII credit level: Advanced Diploma
 <p>(J02) Trusts 20 credits 100 study hours</p> <p>(J03) The tax and legal aspects of business 20 credits 100 study hours</p> <p>(J05) Pension income options 20 credits 100 study hours</p> <p>(J07) Supervision in a regulated environment 20 credits 100 study hours</p> <p>(J11) Wrap and platform services³ 20 credits 100 study hours</p> <p>(R06) Financial planning practice 30 credits 100 study hours</p> <p>(J09) Paraplanning 30 credits 100 study hours</p>	 <p>(J10) Discretionary investment management 20 credits 80 study hours</p> <p>(J12) Securities advice and dealing 20 credits 70 study hours</p> <p>(R01) Financial services, regulation and ethics 20 credits 60 study hours</p> <p>(R02) Investment principles and risk 20 credits 60 study hours</p> <p>(R03) Personal taxation 10 credits 50 study hours</p> <p>(R04) Pensions and retirement planning 10 credits 50 study hours</p> <p>(R07) Advanced mortgage advice 15 credits 70 study hours</p>	 <p>(AF1) Personal tax and trust planning 30 credits 150 study hours</p> <p>(AF2) Business financial planning 30 credits 150 study hours</p> <p>(AF4) Investment planning 30 credits 150 study hours</p> <p>(AF5) Financial planning process 30 credits 150 study hours</p> <p>(AF7) Pension transfers 20 credits 100 study hours</p> <p>(AF6) Senior management and supervision 30 credits 150 study hours</p> <p>(AF8) Retirement income planning 30 credits 150 study hours</p>

Study and assessment key

Assessment methods vary depending on the unit's level and subject matter. Each unit within the framework has been assigned an icon to identify the assessment method from the options below.



Multiple choice question (MCQ) exam

Study is based on a specified enrolment period, from 01 September–31 August. MCQ exams are available weekly at UK and selected international online exam centres, or twice-yearly in April and October at international paper-based exam centres. Head to your unit webpage to see if remote invigilation is available for your exam.



Written exam

Study is based on a 12 month enrolment period from the date of purchase. Written exams are held twice-yearly in April and October at UK and international exam centres.



Coursework assignments

Study is based on a 12 month enrolment period from the date of purchase. Candidates must pass three written assignments, each typically 2,000-3,000 words.

Award in Financial Planning Non-UK only

N/A

RQF level (equivalent to level 3)

15

CII credits

CII (Award)

Member designation

60 hrs

Recommended study time per unit

Overview

The Award in Financial Planning provides foundation knowledge in the core financial and life assurance products. You'll learn what constitutes professional practice and ethical behaviour.

The Award is suitable for anyone working outside the UK in the insurance and financial services sector. This qualification can only be awarded to non-UK residents.

Also available in Arabic, (AWA) Award in financial planning.

Completion requirements

The Award comprises one core unit, providing 15 CII credits on successful completion. These credits can be used towards further CII qualifications.

(AWF) Award in
financial planning
15 credits

Core

See pages 42-44 for individual unit assessment method.

Included within your Enrolment:

- Study text – print and/or digital
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/award-financial-planning

Award in Bancassurance Non-UK only

N/A

RQF level (equivalent to level 3)

15

CII credits

CII (Award)

Member designation

60 hrs

Recommended study time per unit

Overview

Designed for financial advisers and insurance agents working outside the UK in the banking sector, the Award in Bancassurance provides foundation knowledge in core financial, life assurance and insurance products. You'll also learn what constitutes professional practice and ethical behaviour.

The Award is suitable for anyone working outside the UK in the insurance and financial services sector.

Completion requirements

The Award comprises one core unit, providing 15 CII credits on successful completion. These credits can be used towards further CII qualifications.

(AWB) Award in
bancassurance
15 credits

Core

See pages 42-44 for individual unit assessment method.

Included within your Enrolment:

- Study text – print and/or digital
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/award-bancassurance

Award in Long Term Care Insurance

3

RQF level

15

CII credits

N/A

Member designation

70 hrs

Recommended study time per unit

Overview

The Level 3 Award in Long Term Care Insurance develops knowledge and understanding of long term care cover, including legal, taxation and regulatory issues and the responsibilities of local authorities. When held with the Diploma in Financial Planning or the Diploma in Regulated Financial Planning, it meets the FCA's qualification requirements for advising on long term care products and retirement advice.

Completion requirements

The Award comprises one core unit, providing 15 CII credits on successful completion. These credits can be used towards further CII qualifications.

(CF8) Long term care insurance
15 credits

Core

See pages 42-44 for individual unit assessment method.

Included within your Enrolment:

- Study text – print and/or digital
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/award-longtermcare

Certificate in Insurance and Financial Services Non-UK only

N/A

RQF level (equivalent to level 3)

40-45

CII credits

CertCII

Member designation

50-60 hrs

Recommended study time per unit

Overview

The Certificate offers a dedicated pathway for candidates outside the UK to achieve the Certificate in Insurance and Financial Services. It is ideal for those who provide financial advice, act as an insurance agent, or aspire to either of these roles.

In completing the Certificate you will gain valuable knowledge relevant to your career.

Completion requirements

The Certificate comprises three core units, providing 40-45 CII credits on successful completion. You must select three units from the following options: AWF or AWB (not both), W01 or WH1 (not both), AWP, or W04.

Credits achieved via the Certificate can be used towards further CII qualifications.

(AWF) Award in financial planning 15 credits	OR	(AWB) Award in bancassurance 15 credits
(W01) Award in general insurance 15 credits	OR	(WH1) Award in general insurance (Hong Kong) 15 credits
(AWP) Award in investment planning 10 credits		
(W04) Award in customer service in insurance 15 credits		

Core

See pages 42-44 for individual unit assessment method.

Included within your Enrolment:

- Study text - print and/or digital (digital only for WH1)
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/cert-ins-fs

Certificate in Paraplanning

4

RQF level

75-80

CII credits

CertPFS

(Paraplanning)
Member designation

50-100 hrs

Recommended study time
per unit

Overview

The Level 4 Certificate in Paraplanning develops core technical knowledge in a number of key advisory areas, and helps you gain specialist report writing skills that improve your ability to provide sound professional advice.

It is ideal for senior and mid-level paraplanners looking to further their knowledge or those aspiring to the role, including new entrants, graduates and anyone looking for an entry route into financial planning.

Completion requirements

The Certificate comprises four core units providing 75-80 CII credits on successful completion. These credits can be used towards further CII qualifications.



Core

See pages 42-44 for individual unit assessment method.

Included within your Enrolment:

- Study text – print and/or digital
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/cert-paraplanning

Explore the necessity and structure of UK financial services and how it operates in the UK and in a European and global context



Certificate in Pension Transfer Advice

4

RQF level

70

CII credits

N/A

Member designation

50-100 hrs

Recommended study time per unit

Overview

The Certificate in Pension Transfer Advice provides the in-depth knowledge and practical skills needed by anyone seeking to advise on the transfer of safeguarded benefits, an increasingly important part of the advice process following the Government's pension reforms.

The Certificate in Pension Transfer Advice is suitable for retail investment advisers and non-advisers alike seeking to undertake pension transfer work and become pension transfer specialists. It is ideal for retail investment advisers, paraplanners, technical consultants and those in financial planning support roles wanting to update their knowledge in this area.

FCA announcement

The Certificate will satisfy FCA requirements to be a pension transfer specialist until September 2020. After September 2020 pension transfer specialists will be required to hold the full qualification for retail investment advice. Those holding only the Certificate in Pension Transfer Advice may need to undertake further study. If you think you will be affected by this change or to find more information, head to the Certificate in Pension Transfer Advice webpage: cii.co.uk/cert-pensiontransfers

Completion requirements

The Certificate comprises four core units, providing 70 CII credits on successful completion. These credits can be used towards further CII qualifications.



Core

See pages 42-44 for individual unit assessment method.

Included within your Enrolment:

- Study text – print and/or digital
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/cert-pensiontransfers

Diploma in Regulated Financial Planning

4

RQF level

100

CII credits

DipPFS

Member designation

50-60 hrs

Recommended study time per unit

Overview

The Level 4 Diploma in Regulated Financial Planning meets the FCA's qualification requirements for anyone advising on retail investment products. It helps develop core technical knowledge and financial planning capabilities.

The Diploma in Regulated Financial Planning is appropriate for paraplanners, technical consultants, and those in financial planning support roles. It is particularly suitable for anyone seeking to give retail investment advice.

Completion requirements

The Diploma comprises six core units, providing 100 CII credits on successful completion. These credits can be used towards further CII qualifications.



Core

See pages 42-44 for individual unit assessment method.

Regulated Retail Investment Adviser Re-evaluation

The FCA has collaborated with the CII to form a re-evaluation test of the knowledge required for practising retail investment advisors. Identifying areas of strength and weakness, the re-evaluation is a great way to demonstrate that your technical knowledge and application is up-to-date. The test contains 100 questions based on Diploma units R01-R05.

Successfully passing the re-evaluation counts as 35 CPD hours when supported by an identified learning need and a reflective statement.

More information can be found online: cii.co.uk/RAR

Included within your Enrolment:

- Study text – print and/or digital
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/dip-rfp

Diploma in Financial Planning

4

RQF level

140

CII credits

DipPFS

Member designation

50-100 hrs

Recommended study time per unit

Overview

The Level 4 Diploma in Financial Planning develops core technical understanding across a broad range of key financial planning areas. It meets the FCA's qualification requirements for advising on retail investment products, subject to additional gap fill. For more information, visit cii.co.uk/gapfill

The Diploma is suitable for paraplanners and technical consultants, and those in roles supporting financial planning processes.

To complete the Diploma in Financial Planning you must already hold one of the following CII qualifications, or equivalent: Certificate in Financial Services, Certificate in Regulated Financial Services Operations, or the withdrawn Certificate in Financial Planning.

Completion requirements

The Diploma in Financial Planning comprises option units from across the Personal Finance qualifications framework. A minimum of 140 CII credits must be obtained for successful completion. These credits can be used towards further CII qualifications.

At least 80 credits must be at Diploma level, this includes the nine units listed below, and the six units listed within the Diploma in Regulated Financial Planning. One Advanced Diploma in Financial Planning unit can count towards this requirement.

The remaining credits can come from any units within the Personal Finance qualifications framework, subject to a maximum of 30 Advanced Diploma credits.

See pages 18-19 to discover which units provide Advanced Diploma level credits.

(J02) Trusts 20 credits	(J03) The tax and legal aspects of business 20 credits	(J05) Pension incomes options 20 credits
(J07) Supervision in a regulated environment 20 credits	(J09) Paraplanning 30 credits	(J10) Discretionary investment management 20 credits
(J11) Wrap and platform services* 20 credits	(J12) Securities advice and dealing 20 credits	(R07) Advanced mortgage advice 15 credits

Option units

*Please note: Unit J11 will be withdrawn in April 2020. The last opportunity to pass the exam is the April 2020 exam sitting.

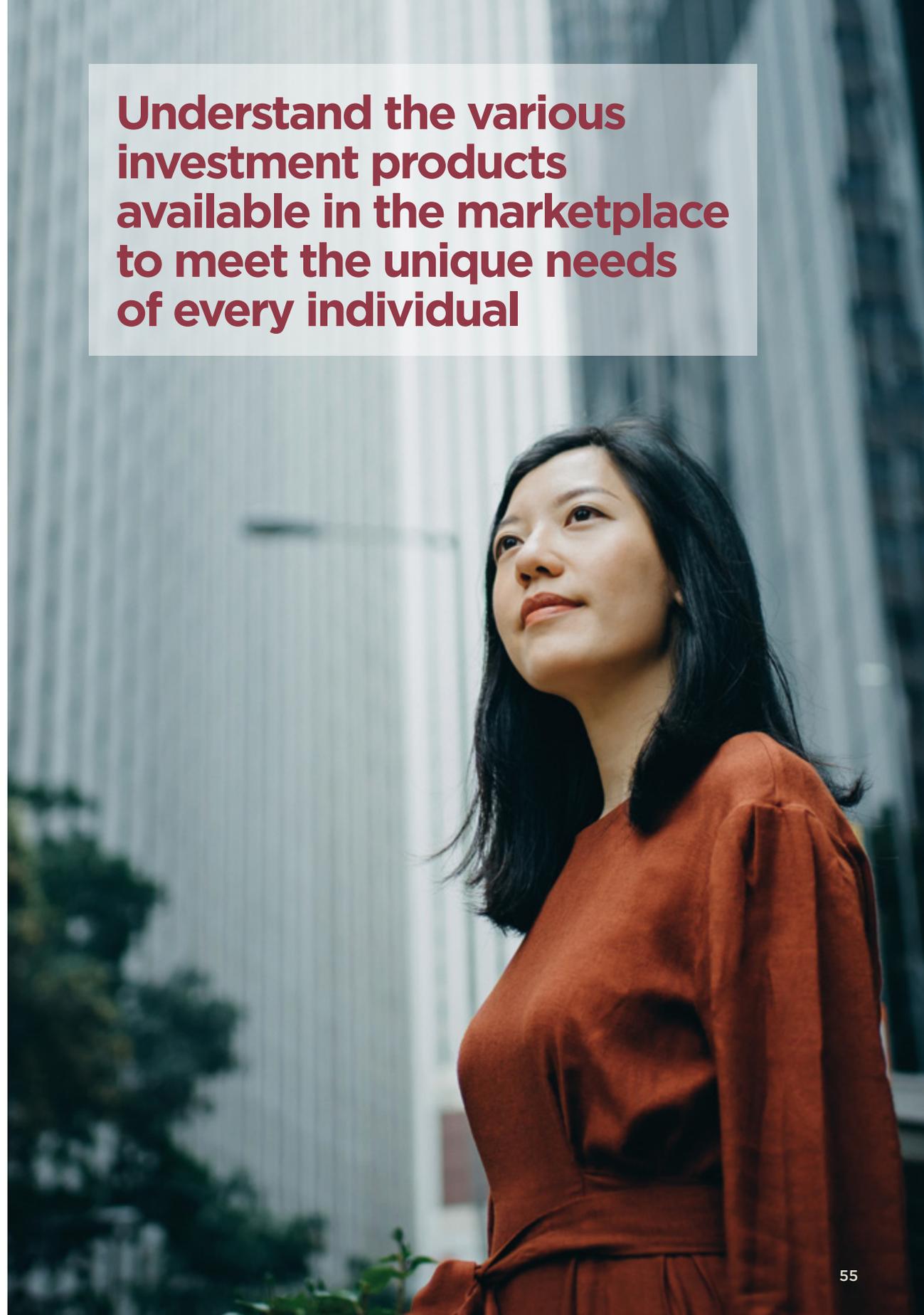
See pages 42-44 for individual unit assessment method.

Included within your Enrolment:

- Study text – print and/or digital
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/dip-financialplanning

Understand the various investment products available in the marketplace to meet the unique needs of every individual



Advanced Diploma in Financial Planning

6

RQF level

290

CII credits

APFS

Member designation

100-150 hrs

Recommended study time per unit

Overview

The Level 6 Advanced Diploma in Financial Planning builds on existing skills and knowledge, enabling advisers to develop specialist planning capabilities and offer a sophisticated and comprehensive approach to financial management.

To complete the Advanced Diploma, you must already hold one of the following CII qualifications: Diploma in Regulated Financial Planning, Diploma in Financial Planning.

Holders of the Advanced Diploma in Financial Planning are eligible to apply for Chartered status. See page 78 for more information.

Completion requirements

The Advanced Diploma comprises one core unit and several option units from across the Personal Finance qualifications framework. A minimum of 290 CII credits must be obtained for successful completion.

At least 120 credits must come from the Advanced Diploma units listed below, AF5 being a compulsory unit. A further 40 credits must be at Diploma level or above. The remaining credits can come from any units across the Personal Financial qualifications framework.

See pages 42-44 to discover which units provide Advanced Diploma and Diploma level credits.

(AF5) Financial planning process
30 credits

Core

(AF1) Personal tax and trust planning
30 credits

(AF2) Business financial planning
30 credits

(AF4) Investment planning
30 credits

(AF6) Senior management and supervision
30 credits

(AF7) Pension transfers
20 credits

(AF8) Retirement income planning
30 credits

Option units

Included within your Enrolment:

- Study text – print and/or digital (not available for AF5)
- Assessment entry
- Online support including exam guide via RevisionMate (no exam guide for AF6 or AF8 as they are coursework units)
- Specimen coursework assignment for AF6 and AF8

More details and to enrol: cii.co.uk/adip-financialplanning

Develop specialist planning capabilities and offer a sophisticated and comprehensive approach to financial management



Award in Investment Planning

Non-UK only

N/A

RQF level (equivalent to level 3)

10

CII credits

CII (Award)

Member designation

60 hrs

Recommended study time per unit

Overview

The Award in Investment Planning helps you to develop and demonstrate your knowledge of investment products. You'll learn what constitutes professional practice and ethical behaviour.

The Award is suitable for experienced non-UK Financial Advisers and Insurance Agents advising on, or aspiring to advise on, investment planning.

This qualification can only be awarded to non-UK residents.

Completion requirements

The Award comprises one core unit, providing 10 CII credits on successful completion.

(AWP) Award in Investment Planning
10 credits

Core

See pages 42-44 for individual unit assessment method.

Included within your Enrolment:

- Study text – print and/or digital
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/award-investment-planning

Certificate in Investment Operations

3

RQF level

25-30

CII credits

N/A

Member designation

60-70 hrs

Recommended study time per unit

Overview

The level 3 Certificate in Investment Operations is an introductory qualification that helps you gain the essential knowledge and skills you'll need if you work with investments in an operational role. You'll develop a general understanding of financial services, and gain practical insight into the area of investment operations you choose.

It is ideal for candidates working in a range of administrative and operational roles, such as those working in collective investment scheme administration, individual saving account administration and investment client servicing.

Importantly, the Certificate also satisfies the FCA qualification requirements for overseers of certain investment operations functions.

Completion requirements

The Certificate comprises two core units, providing 25-30 CII credits on successful completion.

These credits can be used towards further CII qualifications.

(R01) Financial services, regulation and ethics
20 credits

OR

(CF1) UK financial services, regulation and ethics
15 credits

(FA5) Individual savings accounts administration
10 credits

Core

See pages 42-44 for individual unit assessment method.

Included within your Enrolment:

- Study text – print and/or digital
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/cert-investmentoperations

Certificate in Securities Advice and Dealing

4

RQF level

70

CII credits

CertPFS

(Securities)

Member designation

50-70 hrs

Recommended study time
per unit

Overview

The Level 4 Certificate in Securities Advice and Dealing satisfies the FCA's qualification requirements for anyone advising on or dealing in securities. Candidates will develop in-depth knowledge of investments and securities products, the UK taxation system and considerations for appropriate investment recommendations. The Certificate is ideal for anyone seeking to advise or deal in securities and anyone working in related support roles looking to develop knowledge of the market.

Diploma in Financial Planning holders should note that passing unit J12 satisfies the FCA's qualification requirements for advising on and dealing in securities.

Completion requirements

The Certificate comprises four core units, providing 70 CII credits on successful completion. These credits can be used towards further CII qualifications.

**(R01) Financial services,
regulation and ethics**
20 credits

**(R02) Investment
principles and risk**
20 credits

(R03) Personal taxation
10 credits

**(J12) Security advice
and dealing**
20 credits

Core

See pages 42-44 for individual unit assessment method.

Included within your Enrolment:

- Study text – print and/or digital
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/cert-securities



**Develop in-depth
knowledge of
investments and
securities products
and considerations
for appropriate
investment
recommendations**

Certificate in Discretionary Investment Management

4

RQF level

40

CII credits

CertPFS (DM)

Member designation

60-80 hrs

Recommended study time per unit

Overview

The Level 4 Certificate in Discretionary Investment Management develops the wealth strategy and portfolio management skills required for effective discretionary investment management. It also satisfies the FCA's qualification requirements for this class of business.

The Certificate is also relevant if you outsource this activity, or you're in an investment-related support role and want to develop your knowledge of investments.

Completion requirements

The Certificate comprises two core units, providing 40 CII credits on successful completion. These credits can be used towards further CII qualifications.

(R01) Financial services, regulation and ethics
20 credits

(J10) Discretionary investment management
20 credits

Core

See pages 42-44 for individual unit assessment method.

Included within your Enrolment:

- Study text – print and/or digital
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/cert-investmentmanagement

Award in Life and Pensions Foundations

2

RQF level

N/A

CII credits

N/A

Member designation

40 hrs

Recommended study time per unit

Overview

The Level 2 Award in Life and Pensions Foundations introduces key life and pensions topics, including: customer needs and solutions across pensions, protection, investments and savings, the sector's value to society and the economy, and the importance of professional conduct and maintaining a customer focus.

The Award is particularly suitable if you are new to the sector, or wish to demonstrate and enhance your knowledge.

It's equally relevant for those in associated industries or support roles requiring an introduction to life and pensions.

Completion requirements

The Award comprises one core unit and does not provide any credits on completion.

(LFI) Life and pensions foundations
0 credits

Core

See pages 42-44 for individual unit assessment method.

Included within your Enrolment:

- Study text – print and/or digital
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/award-lpf

Award in Financial Administration

3	25-30	N/A	60 hrs
RQF level	CII credits	Member designation	Recommended study time per unit

Overview

The Level 3 Award in Financial Administration is an introductory qualification providing essential knowledge of the financial services sector, the process of investment planning, and the administration of life or pensions business, depending on the unit selected.

Importantly, it satisfies FCA qualification requirements for overseers of certain administrative life and pensions functions.

It is suitable for anyone working in administrative and operational life or pensions roles, or anyone moving in to an administrative overseer role who needs to comply with FCA appropriate qualification requirements.

Completion requirements

The Award comprises one core unit and one option unit, providing 25-30 CII credits on successful completion. These credits can be used towards further CII qualifications.



Core



Option units

See pages 42-44 for individual unit assessment method.

Included within your Enrolment:

- Study text – print and/or digital
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/award-financialadministration

Certificate in Financial Services

3	35-45	CertCII	CertCII	50-100 hrs
RQF level	CII credits	(Life and Pensions) Member designation (Life & Pensions route)	(FS) Member designation (General route)	Recommended study time per unit

Overview

The Level 3 Certificate in Financial Services offers a choice of two learning routes, ideal for those in operational or technical support roles within financial services.

The **life and pensions route** develops knowledge and understanding of the sector's role and its activities. It considers important customer needs, solutions and products, and how individuals and organisations work within the regulatory and legislative environment.

It is particularly suitable for the life, pensions and long-term savings sector, including customer operations back-office staff and contact centre team leaders.

The **general route** develops fundamental knowledge of the financial services sector, including regulation, legislation, customer service, administration, marketing in financial services and key products.

It's ideal if you are providing operational support to financial planners, paraplanners and technical support staff.

Completion requirements

The **life and pensions route** comprises three core units, providing 45 CII credits on successful completion. These credits can be used towards further CII qualifications.



Core

The **general route** comprises two core units from a choice of three, providing a minimum of 35 CII credits on successful completion. These credits can be used towards further CII qualifications.



Core

See pages 42-44 for individual unit assessment method.

Included within your Enrolment:

- Study text – print and/or digital
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/cert-financialservices

Certificate in Regulated Financial Services Operations

3 RQF level	35-40 CII credits	CertCII (FS) Member designation	60-70 hrs Recommended study time per unit
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Overview

The Level 3 Certificate in Regulated Financial Services Operations develops fundamental knowledge of the financial services sector, including regulation, legislation, and overseeing and administering financial products.

It suits those involved in or overseeing the operational delivery of life, pensions or investment products, in addition to other financial services support roles.

The Certificate is an ideal next step for holders of the Award in Financial Administration or Certificate in Investment Operations, requiring completion of one further unit.

Completion requirements

The Certificate comprises one core unit and two of the three option units, providing 35-40 CII credits on successful completion. These credits can be used towards further CII qualifications.



Core



Option units

See pages 42-44 for individual unit assessment method.

Included within your Enrolment:

- Study text – print and/or digital
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/cert-rfso

Consider the financial products and services consumers require at different stages of their lives and how solutions can be developed to satisfy their needs

Certificate in Mortgage Advice

3

RQF level

35-40

CII credits

CertCII (MP)

Member designation

60-100 hrs

Recommended study time per unit

Overview

The Level 3 Certificate in Mortgage Advice is essential if you want to be a mortgage adviser, and equally relevant if you work in a support role. It develops an understanding of the sector and the mortgage process and enables advisers to meet individual client needs.

Completion of the Certificate meets the FCA's qualification requirements for mortgage advisers.

Completion requirements

The Certificate comprises two core units; candidates must study CF6, along with either R01 or CF1, providing 35-40 CII credits on successful completion. These credits can be used towards further CII qualifications.



Core

See pages 42-44 for individual unit assessment method.

Included within your Enrolment:

- Study text – print and/or digital
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/cert-mortgageadvice

Certificate in Equity Release

3

RQF level

50-55

CII credits

CertCII

(MP & ER)
Member designation

60-100 hrs

Recommended study time per unit

Overview

The Level 3 Certificate in Equity Release develops advisory skills and offers an understanding of equity release regulation, products, market practice, and customer needs.

It is suitable for anyone seeking to give mortgage and equity release advice, such as advising on equity release products (both home reversion plans and lifetime mortgages). It is also ideal for anyone working in the mortgage and equity release market in non-advisory roles, for example, technical consultants or support roles.

The Certificate in Equity Release meets the FCA's qualification requirements for mortgage advisers and those advising on equity release schemes.

Completion requirements

The Certificate comprises three core units. Candidates must study either R01 or CF1, along with CF6 and ER1, providing 50-55 CII credits on successful completion. These credits can be used towards further CII qualifications.



Core

See pages 42-44 for individual unit assessment method.

Included within your Enrolment:

- Study text – print and/or digital
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/cert-equityrelease

Certificate in Advanced Mortgage Advice

4

RQF level

55

CII credits

CertSMP

Member designation

60-100 hrs

Recommended study time per unit

Overview

The Level 4 Certificate in Advanced Mortgage Advice goes beyond the FCA's qualification requirements enabling mortgage advisers to continue developing their advice capabilities. It brings you up to speed with recent changes to the mortgage process arising from the Mortgage Market Review.

The Certificate is an ideal next-step for candidates who hold the Certificate in Mortgage Advice or Certificate in Equity Release, requiring completion of one more unit.

Completion requirements

The Certificate comprises three core units, providing 55 CII credits on successful completion. These credits can be used towards further CII qualifications.

(R01) Financial services, regulation and ethics
20 credits

(CF6) Mortgage advice
20 credits

(R07) Advanced mortgage advice
15 credits

Core

See pages 42-44 for individual unit assessment method.

Included within your Enrolment:

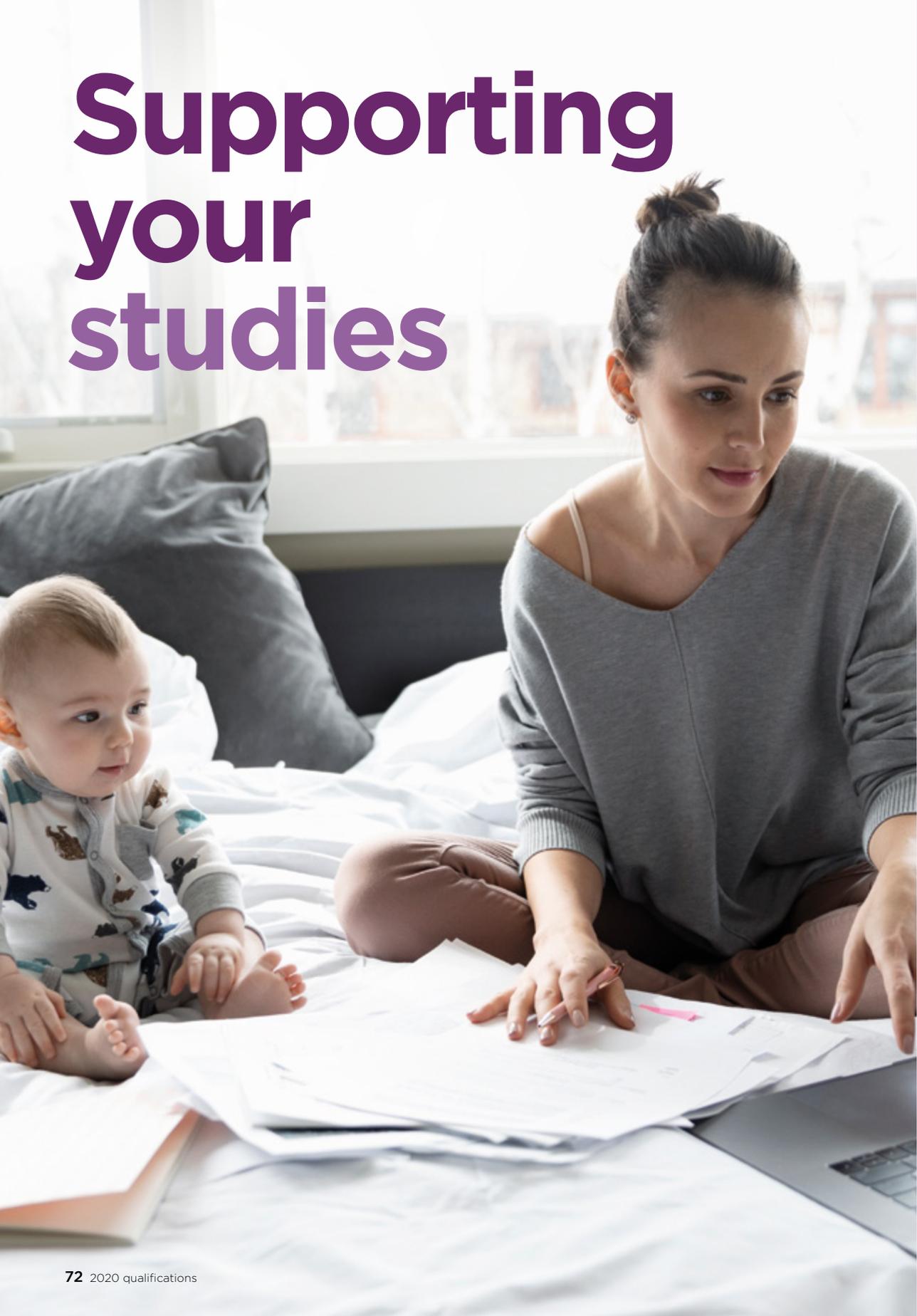
- Study text – print and/or digital
- Assessment entry
- Online support including exam guide via RevisionMate

More details and to enrol: cii.co.uk/cert-ama



Discover the practitioner's guide to the law, policy and practice of mortgage lending in the UK, while exploring the rules and features of the lending process

Supporting your studies



Enrolment

Each unit enrolment comes with the essential tools to support your learning.

Study text with updates

Available in hard copy, ebook, and printable PDF, the study text encourages structured self-study to help you master the syllabus. Chapters define learning outcomes and include self-test questions. You'll also receive electronic updates and access to a host of online study support services through our RevisionMate study tool.

Further information on ebooks and free sample chapters can be found online at cii.co.uk/ebooks

RevisionMate

Free online access to a suite of support tools delivered via RevisionMate. Designed to help you consolidate your learning and increase the chances of exam or coursework success.

These typically include:

- **Study planner** – build a routine and manage your time most effectively
- **Student discussion forum** – share common queries and learn with your peers
- **Quiz questions** – check understanding of the study text as you progress
- **Exam guide** – practise your exam technique
- **Specimen coursework assignment and answers** – guide to the style and format of coursework questions and the depth and breadth of answers sought by examiners.

Exam guide

For online exams, these comprise a complete mock exam with answers, highlighting syllabus areas covered and useful hints. For written exams they include a past paper with examiners' comments on candidates' performance and key points for inclusion in your answers. Specimen coursework assignments are available free of charge for units which offer mixed assessment or coursework assessment.

Exam guides are supplied as PDF files and can be found within the 'Prepare for your exam' section of your study text companion course on RevisionMate.

RevisionMate app

Download the RevisionMate app from the App Store or Google Play to continue your learning on the go.

For more information, visit cii.co.uk/revisionmate

Updated study text

Available for selected Certificate and Diploma level units

Extend the life of your enrolment when your course expires by purchasing the latest edition of your study text. This option is available on an annual basis.

Please note, we recommend you sit your exam during your qualification unit's testing/enrolment period. However, a study renewal option is available if you need it.

Study with confidence



Enrolment plus

Upgrade to Enrolment plus

Enrolment plus builds on a standard Enrolment with the additional study aids available for your unit, giving you access to a range of study support and helping you pass first time.

Head to your qualification webpage to see if Enrolment plus is available for your units.

Additional study components typically include:

Keyfacts booklet

Available for selected Certificate and Diploma level units

Pocket-sized booklets summarising the key information contained in the study text. Ideal for studying on the go. Available in print and digital format.

E-learn

Available for selected Certificate and Diploma level units

Highly interactive online study backed by an assessment tool to check your understanding as you progress. Designed to complement, not replace the study text, E-learn provides visually engaging and memorable learning, covering key topics as opposed to the entire syllabus.

Question pack

Available for selected units

Delivered through RevisionMate, question packs provide comprehensive self-testing of the unit syllabus. Depending on your unit, these contain 150-300 questions.

Audio revision

Available for selected Diploma in Regulated Financial Planning and Advanced Diploma in Financial Planning units

MP3 audio material for R0 units cover the key elements of each subject and last between 3-5 hours. The AF options cover key Diploma learning points that underpin application at Advanced level, together with exam technique guidance. Each lasts between 5-8 hours. Delivered via RevisionMate, audio files are simple to download and are ideal for on-the-go study.

Please note, whilst accessing additional study aids via Enrolment plus is cheaper than if you were to purchase them separately, individual components are still available to purchase on their own. Head to your unit webpages for more information.

A sign of your achievement



Member designations

Our membership designations demonstrate your achievement and professional aspiration.

As a member, you can use your designation on personal communications to indicate qualification completion.

Reflecting our full qualifications framework, designations are available at Award, Certificate, Diploma and Advanced Diploma level. Holders of the Advanced Diploma are eligible to use the relevant Chartered title. In some instances, discipline specific designations can be used to determine your area of specialism.

Qualification level	Designation	Qualification held by members
Chartered	Chartered Insurer Chartered Insurance Practitioner Chartered Insurance Broker Chartered Insurance Risk Manager Chartered Financial Planner Chartered Insurance Underwriting Agent (available early 2020)	Advanced Diploma or Fellowship with five years' industry experience
Fellowship	FCII	CII Fellowship
	FPFS	PFS Fellowship
Advanced Diploma	ACII	Advanced Diploma in Insurance
	APFS	Advanced Diploma in Financial Planning
Diploma	DipCII (Claims)	Diploma in Insurance, including units: M85 or 820
	DipCII	Diploma in Insurance
	DipPFS	Diploma in Regulated Financial Planning or the Diploma in Financial Planning
Certificate	CertCII	Certificate in Insurance or Certificate in Insurance and Financial Services
	CertCII (Claims)	Certificate in Insurance, including one of the following units: IF4, M85, or 820
	CertCII (Life and Pensions)	Certificate in Financial Services via the life and pensions route
	CertCII (London Market)	Certificate in Insurance, including the Award in London Market Insurance
	CertCII (Health and Protection)	Certificate in Insurance, including at least two of the following units: IF7, R05, GR1
	CertCII (Protection)	Certificate in Insurance, including units R05 and IF9
	CertCII (Insurance Broking)	Certificate in Insurance, including one of the following units: I10, M81, 930
	CertCII (Customer Service)	Certificate in Insurance, including unit IF9
	CertSMP	Members of the Society of Mortgage Professionals holding the Certificate in Advanced Mortgage Advice
	CertCII (MP)	Members of the Society of Mortgage Professionals holding the Certificate in Mortgage Advice
	CertsCII (MP & ER)	Members of the Society of Mortgage Professionals holding the Certificate in Equity Release
	CertCII (FS)	Certificate in Regulated Financial Services Operations or Certificate in Financial Services via the general route
	CertCII (Paraplanning)	Certificate in Paraplanning
	CertPFS (Securities)	Certificate in Securities Advice and Dealing
	CertPFS (DM)	Certificate in Discretionary Investment Management
Award	CII (Award)	Award in General Insurance, Award in Financial Planning, Award in Customer Service in Insurance, Award in Bancassurance or the Award in Investment Planning

A commitment to professional standards



Chartered status



Chartered
Chartered Insurance Institute

Chartered status is the universally recognised badge of professionalism among employers, consumers and businesses. It demonstrates your commitment to customers and to maintaining your technical knowledge.

“Becoming a Chartered Financial Planner has given me a technical edge and enhanced credibility. It is a prized mark that consumers associate with expertise and trust, and a platform from which I can deliver a client-centred service to be proud of.”

Gemma Siddle
Chartered Financial Planner

Accredited by your professional body

The Chartered Insurance Institute awards Chartered status to members holding the Advanced Diploma. You must also have at least 5 years' experience within the insurance and personal finance profession.

Wearing the badge with pride

Attaining Chartered status is challenging and takes commitment. However, once you have achieved the accolade, you can proudly demonstrate your commitment by applying the Chartered logo to your stationery and personal communications.

For more information and to apply, visit
cii.co.uk/chartered

A passion for professionalism



Fellowship

The prestigious Fellowship title sits at the top of each qualification framework.

Holders of the Advanced Diploma who meet the full eligibility requirements are encouraged to apply for the Fellowship programme.

The programme is flexible enabling it to be linked to work-based activity, or it can be aligned with study for other relevant qualifications such as an MSc or MBA.

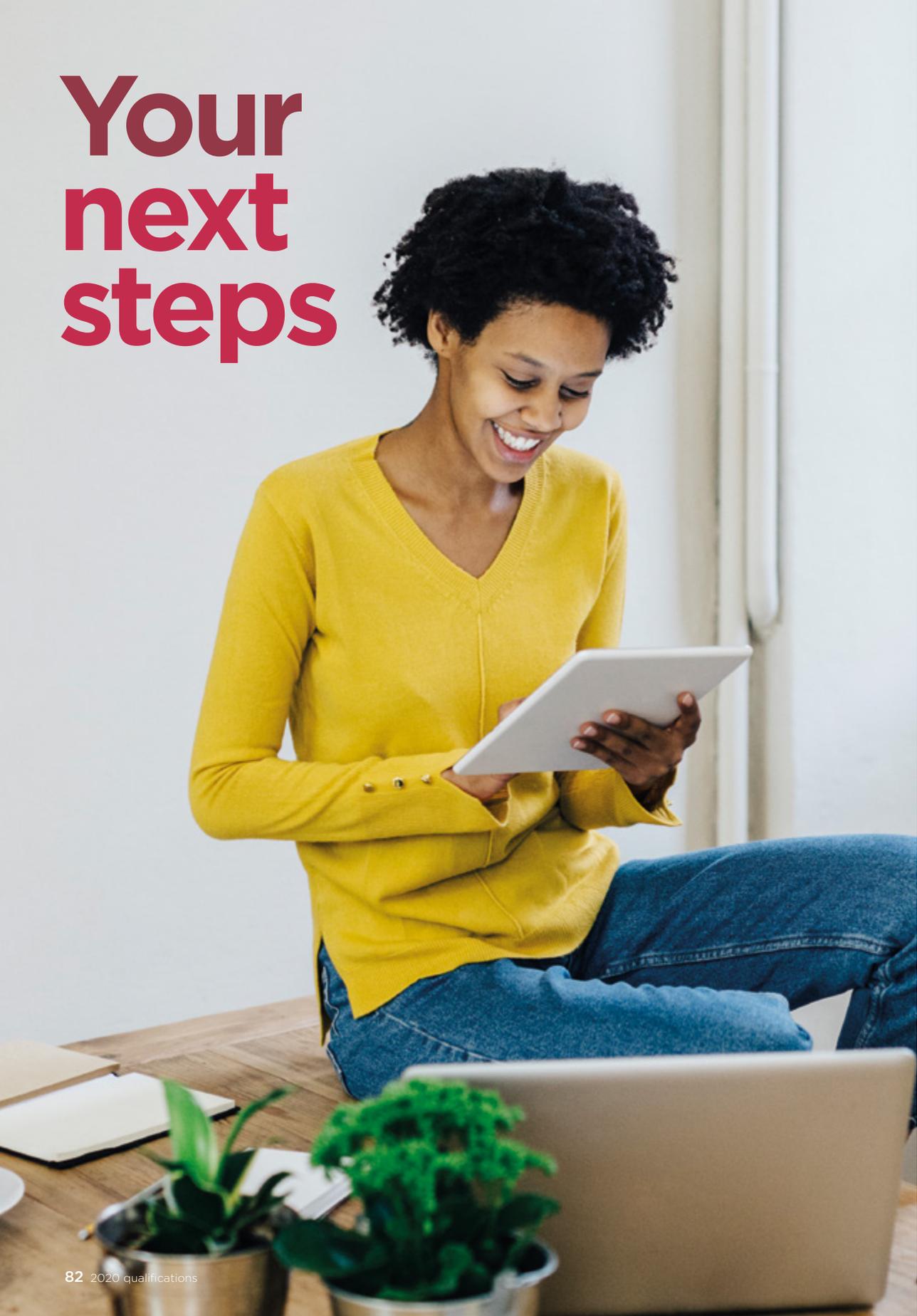
Full details can be found online at cii.co.uk/fellowship

Fellowship Advisory Service

For further guidance and support prior to or during your Fellowship application, the Fellowship Advisory Service is on-hand. The service provides help and advice, however cannot provide technical information about a subject you may be studying.

To contact the Fellowship Advisory Service
call: +44 (0)20 8530 0819
email: societies.fas@cii.co.uk

Your next steps



Your next steps

The best way to begin your study journey is to visit us online. Go to cii.co.uk/qualifications where you can find more detail on our qualifications.

If you cannot find what you are looking for, please contact Customer Service by calling **+44 (0)20 8989 8464** or by emailing customer.serv@cii.co.uk

You can view and enlarge a copy of this brochure online at cii.co.uk/qualifications

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