

Foundation Insurance Test

2011 Information for candidates

**Equipping
you with the
essential
knowledge
needed to
work in
insurance**



CII

www.cii.co.uk

“ Working smarter means having all the help you can get. ”

Join the growing community of insurance professionals by becoming a member of the CII.

Statistics show that a member's pass rate is higher than a non-member's.

As a member you will enjoy the following benefits:

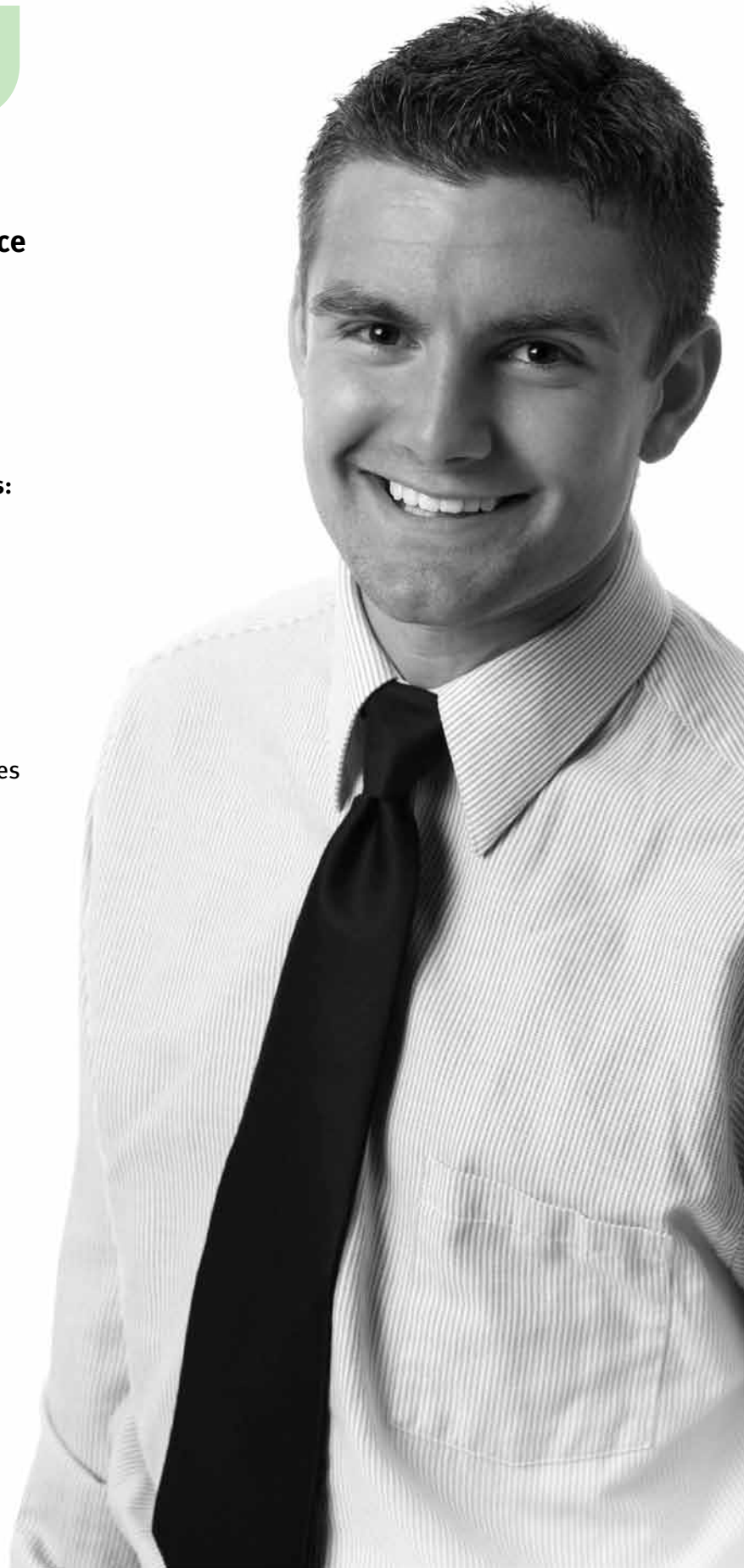
- **Discounts** on learning materials, exams, seminars, study and revision days
- **Free access** to an archive of exam guides for written exams
- **Recommended textbooks** and online fact files
- **Technical reference books** and newsletters
- **Networking and support** from other local institute members
- **Coaching** on exam technique and revision courses available free from many local institutes.

And ongoing support for your career:

- News and regulatory updates
- Online career support centre

Free membership included
Enjoy full membership of the CII
when you enrol for the Foundation
Insurance Test (FIT).

At renewal UK tax-payers can claim income tax relief on membership fees.



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The Chartered Insurance Institute (CII) Professionalism in practice

As the premier professional body for the financial services profession, the CII promotes higher standards of integrity, technical competence and business capability.

With over 95,000 members in more than 150 countries, the CII is the world's largest professional body dedicated to this sector.

Success in CII qualifications is universally recognised as evidence of knowledge and understanding. Membership of the CII signals a desire to develop broad professional capability and subscribe to the standards associated with professional status.

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

Individually, CII's members are able to drive their personal development and maintain their professional standing through an unrivalled range of learning services and by adhering to the CII's Code of Ethics.

www.cii.co.uk



**INVESTORS
IN PEOPLE**

Contacting the CII

If you have any queries regarding the Foundation Insurance Test please contact Customer Service.

The CII is committed to delivering a first-class service and, to this end, we welcome feedback on any aspect of your relationship with our organisation.

Please forward any views you may have on the service you receive, whether they are positive or otherwise.

We take all such comments seriously, answer them individually, and use them to help ensure that we continually improve the service we provide.

Customer Service

42–48 High Road, South Woodford,
London E18 2JP

tel: +44 (0)20 8989 8464

fax: +44 (0)20 8530 3052

email: customer.serv@cii.co.uk

website: www.cii.co.uk

Foundation Insurance Test (FIT)

Learning programmes and qualifications offered by the CII demonstrate commitment to personal development, highlighting the holder's knowledge and understanding of the business in which he or she works.

In turn they are recognised and respected across the market by employers, colleagues and, increasingly, consumers.

What you need to know to get ahead in your career

The Foundation Insurance Test (FIT) helps you develop an understanding of key insurance issues, including:

- how the insurance market operates;
- fundamental risk and insurance principles and procedures;
- core personal and commercial insurance products.

FIT is a single-unit course which requires you to pass a test. Upon successful completion, you receive a 'Record of Achievement'.

By combining FIT with at-work learning, you can greatly improve your knowledge of insurance and take the first steps to becoming a fully-fledged insurance practitioner.

FIT has already proved popular with individuals employed within a diverse range of organisations, including many from companies whose background and main area of business is not insurance. They value the way that it covers the fundamentals of general insurance in a clear and user-friendly way.

Whilst FIT is not a qualification in itself, if you complete FIT you will receive recognition in the form of six credits towards any future studies for CII qualifications such as the Certificate in Insurance (this is the recommended next step for further study). Full details on the Certificate in Insurance are available online at www.cii.co.uk/cert-insurance or from Customer Service.

And when you enrol for FIT you receive, as part of your study package, full membership of the CII. This provides a range of benefits including member only access to our new improved knowledge services website which can assist your studies for FIT and provide essential support in your working life. See www.cii.co.uk/membership for further details.

Importantly, FIT has been designed to assist you and your employer to comply with regulatory training and competence requirements. The Financial Services Authority (FSA) requires employees to demonstrate that they are competent in the work they do, and thereafter to maintain this competence. FIT can play an important part in helping to meet the requirements by serving as an objective measurement of your technical awareness and understanding.

Over the following pages you will find full details on the benefits of FIT, what it involves, the available study materials and entry procedures. FIT shows the market that you mean business.

Insurance qualifications framework
For details on the full range of qualifications within the framework please see the Overview brochure ref: IOB001 (11/10) available online at www.cii.co.uk/gi-qualifications or from Customer Service.

You can also access FAQs at www.cii.co.uk/faq

Why FIT?

FIT delivers many advantages:

- Has no formal entry requirements so is open to anyone, irrespective of experience or educational background.
- Demonstrates your commitment to personal learning and development: it is the starting point for anyone who needs to know the fundamentals of insurance.
- Can form part of an overall programme to meet the regulator's training and competence requirements.
- Provides a student-friendly introduction to the fundamentals of general insurance principles and products.
- 'Record of Achievement' awarded upon completion from the CII.
- Includes the study text and full CII membership, providing a range of benefits which can assist your studies for FIT and provide essential support in your working life.

Is FIT suitable for me?

FIT is open to anyone, irrespective of educational background or experience. It is suitable for a diverse range of people, including:

- Anyone wishing to gain a basic understanding of the general insurance market, principles, procedures and products.
- Employees who hold no insurance qualifications but wish to demonstrate insurance knowledge and understanding.
- Employees beginning study for general insurance qualifications.
- Insurance staff employed in support functions such as human resources, marketing, IT and finance, wishing to develop an understanding of the industry in which they work.
- Staff working for an organisation whose primary business is not insurance, but which offers insurance advice and products as part of its overall service to customers.

What does FIT involve?

To achieve FIT you must pass a single unit. The study text explains how the insurance market operates, outlines key insurance principles and procedures, and provides an overview of core personal lines and commercial insurance products.

The study text breaks down the course into nine chapters, each with clearly-defined learning objectives. The chapters contain learning aids in the form of 'exercises' and 'question times' included at relevant points so that you can measure your understanding as you progress. Each chapter finishes with a series of self-test questions so you can monitor your progress as you prepare for the test itself.

FIT is a two-hour test consisting of 100 multiple choice questions. You receive provisional notification of your results immediately upon completion.

FIT tests are delivered online at centres located throughout the UK.

Twice-yearly paper-based test sessions, in April and October, are available for candidates outside the UK. If you want to sit FIT outside the UK please call Customer Service.

As a guide, we recommend that you allow a minimum of 40 hours of study – this equates to approximately four hours of study a week over three months (this will vary according to your experience and ability). The nominal pass mark is 70%, though the actual pass mark may vary slightly over time to ensure that the pass standard remains constant.

What does FIT cover?

FIT covers six essential topics, including the insurance market, legal principles, insurance procedures and the major classes of insurance.

The test is based on the published syllabus, which is itself an important aid to exam preparation and revision. It is essential that you familiarise yourself with this before commencing study. This sets out the learning outcomes and depth of knowledge you will require in order to pass.

The syllabus also identifies learning materials in the form of a reading list, reference materials and periodicals which you can use to assist with your studies. A full syllabus is provided in the CII study text.

To obtain the full syllabus free of charge, visit www.cii.co.uk/fit or contact Customer Service.

Study options and revision aids

To help you pass FIT first time we have developed a comprehensive portfolio of study options and revision aids which have been proven to enhance the chances of test success. These can be ordered online at www.cii.co.uk by calling Customer Service or by post/fax using the application form at the back of the brochure.

The prices quoted are for individuals. Companies requiring pricing information for groups of employees should call +44 (0)20 8989 8464.

In addition to the fees set out opposite, there is a standard test entry fee of £66.

Important notes:

- You must purchase the study text and revision aids for the period during which you plan to sit the test.
- For 2010–12 only:
 - the 2010 exam syllabus and study materials will be examined through to 31 August 2011
 - the 2011–12 exam syllabus and study materials will be available from June 2011 and examined from September 2011 through to 31 December 2012.
- Thereafter the updated syllabus and study materials will be released annually in October for examination from 01 January through to 31 December.
- Please allow 10 days for delivery to a UK address and 21 days to a non-UK address from receipt of your order.
- For materials sent within the UK, you, or someone acting on your behalf, will be required to sign for the delivery.

In 2010 candidates who attended a CII revision course improved their chances of exam success by up to 50%*

* Source: CII Statistics 2010

Study option	Existing member	Non-member	
Study text	£40	£70 (including membership enrolment)	This is a distance learning course. It includes the provision of a study text and electronic updates (see 'Important notes' opposite), developed to assist you in understanding and learning the exam syllabus. You will also have access to an unrivalled suite of online services to support your studies through our 'RevisionMate' study tool. These include a study planner, a knowledge check (multiple choice test) facility covering each chapter, student discussion forum, specimen test and hints and tips. Full details will be provided with your study text. Full CII membership is also included.
Revision aids	Member	Non-member	As the FIT study text includes CII membership for 12 months, all enrolled FIT candidates can benefit from reduced member rates for revision aids, as set out below.
Test guide	£12 (inc VAT)	£13 (inc VAT)	This comprises a complete specimen test and answers, which also highlights the syllabus areas covered, and includes useful hints on how to pass the test. This is available online at www.cii.co.uk being supplied as a PDF file for you to print off as and when required for your own use. Note: the content of the latest test guide is included within the RevisionMate online study tool provided with all study text purchases. See the 'Study text and CII membership' section above for details.
Key fact booklets	£23	£25	Comprehensive pocket-sized booklet summarising the key information contained in the study text. This is perfect for studying when travelling to and from work or in situations when reading the study text is impractical.
ed.LEARN®	£83 (inc VAT)	£83 (inc VAT)	Online tutorial providing highly interactive study, backed by a revision assessment tool to check understanding as you progress with your studies. Visit www.cii.co.uk/elearning to view the course demo. Notes: <ul style="list-style-type: none"> This material can also be purchased in a CD ROM format for £83. Minimum operating requirements (unsupported on Mac OS/OSX): <ul style="list-style-type: none"> – ed.LEARN® – Windows 2000, XP or Vista; Internet Explorer 6 or 7. – CD ROM – Windows 2000, XP or Vista; Internet Explorer 6 or 7, 8 speed CD ROM. 80MB free hard disk space.
Winning the brain game	£27	£27	Improving study and exam techniques can help everyone, at whatever age, and whatever the qualification. This is a highly inventive and fully interactive programme, and is delivered on RevisionMate for download. Notes: <ul style="list-style-type: none"> This material can also be purchased in a CD ROM format for £29. Operates on all Windows software.
Revision days – (see below)	£205	£235	These courses enable you to: <ul style="list-style-type: none"> discuss the common mistakes made by candidates and how to avoid them; learn useful revision and test techniques; clarify your areas of concern in the syllabus.

Revision courses 2011

Revision days	Dates	Venue
FIT	09 Feb/13 Apr/08 Jun/18 Aug/12 Oct/07 Dec	London

Remember to visit www.cii.co.uk/f2f for details of additional courses that we will be running during 2011.

“ Having a knowledgeable workforce is vital to our business. The FIT exam is compulsory for all new joiners and it is a great introduction to the fundamental principles, regulation and workings of insurance. It also provides a basic understanding of our business and marketplace so that recent recruits feel more comfortable in their new roles. Completing FIT often gives our people the motivation and impetus to continue their studies and attain higher qualifications. So much so that over 60% of them have attained the Certificate in Insurance or higher since passing FIT. ”

Mike Smith Cert CII, LicFITOL
Learning and Development Manager
Chaucer Insurance



Costs, fees and refunds Important information

Fees applicable for the period
01 Jan 2011–31 Dec 2011

Study options and revision aids

Note: Candidates living outside the UK who are members of an associated or affiliated institute may purchase study materials and enter for CII exams at the same prices as those charged to members of the CII (see below for a full list of affiliated institutes).

Refer to page 4 for a full listing of
study options and revision aids

Test entry – applicable to test re-entries in 2011

£66

Change of session or centre fee

Changes must be requested at least 21 days before the date of the test for which you have entered (UK only – international changes will be accepted before the closing date at normal fee).

Multiple changes will be covered by a single fee provided they are submitted together.

Within 21 days of the date of the test for which you have entered no changes, apart from your address or name (which must be supported by original or certified evidence), can be made to your test entry. If you wish to withdraw at this stage you will not receive a refund except in the case of illness.

Change after entry £39

Refunds

Cancellation of the test entry at least 21 days before the date of the test for which you have entered:

50% of test entry fee

Absence from test with medical evidence (to be received within two months of the date of the test):

50% of test entry fee or free entry

Entering for FIT: Important information

CII membership

1. If you are not already a member of the CII, you will become a member when you purchase the FIT study text. Membership of the CII is open to anyone wholly/mainly employed or engaged in work connected with insurance. If it is not clear from your application form that you work in insurance, please provide brief details of the nature of your work and the proportion of your time spent on insurance matters on a separate sheet of paper.

Local institutes

2. If you are a CII member living in the UK, the Channel Islands or the Isle of Man you will automatically become a member of a local institute. Local institute membership is essential for networking, local seminars and revision study groups to aid your progression. Please ensure that you select your preferred location from the list provided below and enter the relevant name in the space provided on the application form.

List of local institutes:

Aberdeen; Bedford & Milton Keynes; Belfast; Birmingham; Blackburn & Burnley; Bolton; Bournemouth; Bradford; Brighton; Bristol; Cambridge; Cardiff; Carlisle; Chelmsford & S Essex; Cheltenham & Gloucester; Chester & North Wales; Coventry; Croydon; Edinburgh; Exeter; Folkestone, Canterbury & E Kent; Glasgow; Guernsey; Guildford; Halifax; Harrow & Ealing; Hull; Inverness, the

Highlands & Islands; Ipswich, Suffolk & N Essex; Isle of Man; Jersey; Kendal; Leeds; Leicester; Lincoln; Liverpool; London; Luton & St Albans; Manchester; Mid Kent; Middlesbrough; Newcastle-upon-Tyne; Northampton; Norwich; Nottingham; Perth & Dundee; Peterborough; Plymouth & Cornwall; Preston & Blackpool; Reading; Royal Tunbridge Wells; Sheffield; Shropshire & Mid Wales; Southampton; Stoke-on-Trent; Stratford-upon-Avon; Swansea & West Wales; Swindon; Watford; York.

Associated or affiliated institutes

3. If you live in an area where an associated or affiliated institute is established (see below) you should apply to the secretary of the institute concerned for details of local membership. Addresses can be obtained from Customer Service.

Individuals living outside the UK who are members of an associated or affiliated institute may enter the CII exams and purchase study materials at the same prices as those charged to members of the CII.

Associated institutes:

Ireland (Cork, Dublin, Dundalk, Galway, Limerick, Sligo).

Note: Candidates who are members of the Insurance Institute of Ireland should submit all application forms to the **Insurance Institute of Ireland, 39–45 Molesworth Street, Dublin 2**, in order to be registered for all tests and tuition. If your application

is sent directly to the CII it will be returned with a request that you forward it to the Insurance Institute of Ireland.

Overseas affiliated institutes:

Australia & New Zealand (Australian Capital Territory; New Zealand {Auckland}); New South Wales; Northern Territory; Queensland; South Australia; Tasmania; Victoria; Western Australia); Bahamas; Barbados; Bermuda; Botswana; Canada (Ontario; Quebec); Republic Of China; Cyprus; Egypt; United Arab Emirates; Fiji; France (Bordeaux); Germany; Ghana; Guyana; Hong Kong; India (Mumbai; Hyderabad); Indonesia; Jamaica; Kenya; Malawi (Blantyre; Lilongwe); Malaysia; Mauritius; Namibia; Netherlands (Rotterdam; Utrecht); Nigeria; Pakistan; Papua New Guinea; Philippines; Poland (Warsaw); Saudi Arabia (Riyadh); St Lucia; Singapore; South Africa (Cape of Good Hope; Drakensberg; East Rand; Eastern Cape; Free State; Gauteng {Johannesburg}; Natal; Northern Gauteng {Pretoria}; Northern Province {Pietersburg}; The Border {East London}, The Lowveld); Sri Lanka; Tanzania; Trinidad & Tobago; Turks & Caicos; Uganda; West Africa (The Gambia); Zambia (Copperbelt {Ndola}; Kitwe; Lusaka); Zimbabwe (Bulawayo; Harare).

Copyright

4. All CII study materials are copyright. By placing an order you undertake to use the materials for your own purposes only and not to sell, lend or give them to anyone else. Any form of copying of materials is prohibited. From the date of receipt by the CII of your order please allow 10 days within the UK or 21 days outside the UK for delivery of materials. Materials sent within the UK require a signature; please ensure that there will be someone to accept delivery at the address shown on the form.

Your right to cancel

5. In accordance with the Consumer Protection (Distance Selling) Regulations 2000 you have the right of cancellation in respect of the Products and Services, listed in this brochure, which right shall (subject to the Regulations) expire seven working days from the day after the date on which either the products are received by you or your order for services is accepted by the CII. Should you wish to cancel, notice should be sent to Customer Service. Where products have been supplied to you prior to such cancellation they must be returned to the CII, in the condition in which they were supplied to you, at your expense. Reimbursement for any monies paid by

you which relate to the cancellation will be sent to you within 30 days of receiving the notice of cancellation or if products are to be returned to the CII, within 30 days of their receipt. In the event of less than seven days notice of cancellation being given in respect of a test entry and if, where applicable, the CII is unable to recover costs suffered as a result of such short notice cancellation then the CII can recover these costs from you.

Additional terms and conditions

6. Please note there are additional terms and conditions which apply to candidates entering for tests with the CII. They relate in the main to entering for and sitting the test and the subsequent issue of test results. Please note that in entering for FIT you agree to be bound by these additional terms. Full details can be found at www.cii.co.uk/exampolicies

Fairness, integrity and the CII appeals procedure

7. The CII is committed to giving all qualification candidates an equal opportunity of achieving these in line with current UK and EU Directives. It is also committed to open and fair processes and as part of this process runs a transparent appeals policy. Further details on the appeals policy can be found at www.cii.co.uk/exampolicies

Once you have read the notes on completing your application, you can either:

- complete and submit your application online at www.cii.co.uk
- phone through your order to Customer Service on +44 (0)20 8989 8464 ensuring that you have your credit/debit card details ready
- complete the form below and post or fax +44 (0)20 8530 3052 to Customer Service.

Important note: To ensure that your application is processed correctly can you please enter your name at the top of each page in the space provided.

Section A – Personal details (Please complete all fields. Your name should be entered as you wish it to appear on your Record of Achievement.)

Have you ever had previous contact with the CII? Yes No (Please tick)

Please give your CII permanent identity number (PIN) if known

PIN

Mr/Mrs/Miss/Ms Surname

Forenames Date of birth

Employer's name

Tel Ext Mobile

email*

Work address

Postcode Country

Home address

Postcode Country

*** Please take care when providing your email address as most correspondence will be sent electronically. Email address must be included when ordering ed.LEARN®.**

Tick address to be used for postal correspondence Home Work

Please only tick one box per category

- Type of organisation**
- | | | | |
|--|--|--------------------------------------|---|
| <input type="checkbox"/> Insurance company | <input type="checkbox"/> Broker/Intermediary | <input type="checkbox"/> Lloyd's | <input type="checkbox"/> Reinsurance company/broker |
| <input type="checkbox"/> Loss adjuster/Loss assessor | <input type="checkbox"/> Bank/Building Society | <input type="checkbox"/> Consultancy | <input type="checkbox"/> Legal |
| <input type="checkbox"/> Investment house | <input type="checkbox"/> Other | | |

- Area of work**
- | | | | |
|--|--|-------------------------------------|--|
| <input type="checkbox"/> Underwriting | <input type="checkbox"/> Claims/Loss adjusting | <input type="checkbox"/> Broking | <input type="checkbox"/> Sales/Marketing |
| <input type="checkbox"/> Risk management/
Surveying | <input type="checkbox"/> Administration/
Processing | <input type="checkbox"/> Compliance | <input type="checkbox"/> HR/Training |
| <input type="checkbox"/> Finance | <input type="checkbox"/> Other | | |

- Job category**
- | | | | |
|--|--|--|---|
| <input type="checkbox"/> Administrative | <input type="checkbox"/> Technical | <input type="checkbox"/> Advisory | <input type="checkbox"/> Supervisory/Controller |
| <input type="checkbox"/> Middle management
(Branch, Office, Dept) | <input type="checkbox"/> Senior management
(General, Head of) | <input type="checkbox"/> Executive (CEO, Director) | <input type="checkbox"/> Business owner |
| <input type="checkbox"/> Other | | | |

Is your employer a member of a network or does it work with a compliance services provider? Yes No

If yes, please specify

Study path

Where you are studying in order to complete a qualification please indicate by ticking the appropriate box:

- Certificate in Insurance Diploma in Insurance Advanced Diploma in Insurance

FIT application form – ICI001 (11/10)

Enter your name

Section C – continued

Revision aids	CII use	Member	Non-member	Unit code	Total
Specimen test guide	available online at www.cii.co.uk				
Key fact booklet	FITKF	£23	£25		£
ed.LEARN® • Online tutorial	EL	£83	£83		£
• CD ROM format	FITTR1	£83	£83		£
Winning the brain game • RevisionMate download	WD	£27	£27		£
• CD ROM	WB	£29	£29		£
Revision days (See pg 4)	R	£205	£235		£
	Date				

Sub total £

Postage fee (not applicable to training courses):

UK and EU £4 per order.

All other countries £15 per study option and £8 per revision aid purchased.

Postage fee £

Section D – Test entry

To enter for the FIT test you need to enter online at www.cii.co.uk/online or by calling Customer Service.

Section E – Declarations

Application for study materials

I undertake to use them for my own purposes and not to sell, copy, lend or give them to anyone else.

Test prizes

Organisations other than the CII sponsor prizes and awards based on CII test performance. If you do not wish any information to be passed on to these organisations, please tick this box.

Terms, conditions and cancellation

I have read and agree to the terms and conditions contained in this brochure, including my right of cancellation.

Data protection and privacy

The CII is registered under the Data Protection Act 1998 and will ensure that in providing products and services to you, it will process your personal data fairly. By submitting this application, I consent to the CII processing my data. Full details are included in the CII Data Protection and Privacy statement which is available on the CII's website.

Sharing information with your employer

The CII will, upon the employer's request, provide your employer with details of your examination record, including attempts, along with your CII Personal Identification Number unless you tick this box.

Privacy and electronic communications regulations

We may from time to time wish to draw your attention to other CII products and services electronically which are likely to be of interest to you. The CII will assume that you consent to us using your data in this way, unless you tick the following box.

Sharing your data with third parties

The CII Group will never sell your data to third parties for commercial gain. We may however share your data with third parties who provide products and services that complement those offered by the CII. The CII will assume that you consent to us using your data in this way, unless you tick the following box.

Signed

Date

Please allow 10 days for delivery in the UK and 21 days internationally from receipt of your correctly completed application form.

Materials sent within the UK require a signature; please ensure there will be someone to accept delivery at the specified address shown on the form.

Study options and revision aids are provided by the Education and Training Trust of the Chartered Insurance Institute (a company limited by guarantee)
Registered office: 20 Aldermanbury, London EC2V 7HY. Registered Charity no. 1021017

Please turn over

FIT application form – ICI001 (11/10)

Enter your name

Section F – Total payable and method of payment

Insert the total value of all items ordered in Section C.

Note: All prices quoted are inclusive of VAT, where appropriate, at the current rates. Prices are subject to change without notice. Please ensure that where applicable you have included the appropriate postage fee – see Section C. **Total payable** £

If you would like to receive a payment receipt, please tick one of the following delivery options (if selecting email be sure to provide your email address on the first page of the form): Email Post

Tick method of payment and, if applicable, complete the card details.

Cash/cheque payable to The Chartered Insurance Institute (please write CII PIN number if known on the back of the cheque).

Note: All remittances must be in Sterling. Cash should only be sent by recorded delivery. No liability can be accepted by the CII for cash sent via post. Payment from countries outside the UK must be made by banker's draft, payable in Sterling to the CII drawn on a UK bank, or by credit/debit card (Visa, Mastercard, Maestro, Solo or Delta).

Credit/debit card: Please debit my/our account with the total cost of the goods and services ordered on this form.

Type of card (please tick) VISA MASTERCARD DELTA MAESTRO SOLO

Valid from* Expiry date* Issue number* (Solo/Maestro only)

Card number*

*Please complete according to the information on your credit/debit card.

Cardholder's name and address if different from above

Cardholder's Signature

Date

Please fax the completed form if paying by credit/debit card on +44 (0)20 8530 3052 or send with your cheque to CII, Customer Service, 42-48 High Road, South Woodford, London E18 2JP.

“ Many of the developers and programmers we recruit to work on our insurance software solutions have little or no insurance experience. To provide a high-quality service, they need to quickly develop an understanding of our clients’ market.

For this reason, we put all our software technicians through the FIT exam – it’s mandatory to their progression. It gives them an excellent grounding in the insurance industry and its products and practices. We’ve achieved significant improvements in efficiency and quality thanks to the understanding they’ve got from FIT.

FIT is such an integral part of developing our people, and the return on investment is so evident, that we have become a recognised CII testing centre, allowing us to extend the use of FIT across the company. ”

Peter Larkham
Head of Human Resources
CDL



The Chartered Insurance Institute 42–48 High Road, South Woodford, London E18 2JP
tel: +44 (0)20 8989 8464 fax: +44 (0)20 8530 3052 email: customer.serv@cii.co.uk website: www.cii.co.uk

