

## CII library

Members have free admission to the CII library, a specialist collection dedicated to insurance, risk and related financial services. The library was fully refurbished in April 2010 and is located on the 2nd floor of the building in Aldermanbury. Subjects covered include all branches of insurance, risk management, loss prevention, civil liability, shipping, aviation, pensions, investment and other financial services, plus related subjects such as management, marketing, accounting for non-accountants and ethics.

The collection is international, with extensive holdings from all parts of the world in addition to a large collection of UK material that includes virtually everything ever published in the UK on insurance. The library provides an ideal base for private study. Most of the current collection can be browsed, and a small number of PCs are available for the use of CD-ROMs and the internet. Wi-Fi is available in the library for members who wish to use their own laptops etc.

### Library stock

- Books and pamphlets – 20,000 textbooks, reports, collections of conference papers etc
- Periodicals – 1,000 journals, newsletters and magazines
- Corporate serials – annual reports, press releases, bulletins
- Reference materials – directories, company and market research, risk statistics, supervisory authority reports
- Unpublished works unique to the collection, such as dissertations
- Study materials – coursebooks, examination reports, syllabuses, handbooks
- Electronic resources – Datamonitor reports and AM Best ratings and insurance reports (available in the library)
- Historical materials – six centuries of insurance publishing and a unique collection of policy documents and ephemera

### Document delivery service

As an alternative to visiting the library you can use our document delivery service. As a member you can borrow books by post and order photocopies of journal articles and other material. Copies can be sent anywhere in the world by post or email (subject to copyright). Books can be sent anywhere in the world (variable postage charges apply).

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## Regular Member Communications

### Journal magazine



News, views and information from a publication that dates back to 1898.

The Journal is the CII's main publication and is issued six times per annum. You will only receive it if we have your correct postal address, so it's really important you keep us updated of any home or office moves. Go online to [www.cii.co.uk/amend](http://www.cii.co.uk/amend) to update your details.

All copies since 1999 can be found at [www.cii.co.uk/journal](http://www.cii.co.uk/journal)

Details of earlier articles are available to search via the Knowledge Services website and photocopies can be ordered.

### Journal Xpress



All the facts and figures you need – straight to your inbox.

This monthly e-newsletter contains regulatory news, seminar details and the latest knowledge services. It highlights current faculty activity and features the latest technical articles and Faculty Viewpoints. Xpress keeps you updated on all CII related matters and is tailored depending on your chosen faculty.

You'll receive the Journal Xpress automatically as long as we have an up to date email address for you. Please keep us updated if your address changes by going online to [www.cii.co.uk/mycii](http://www.cii.co.uk/mycii) or if you wish to change or update your chosen faculty. All editions of the Xpress emails are archived on the Knowledge Services website at [www.knowledge.cii.co.uk](http://www.knowledge.cii.co.uk)

## Online

As part of our modernisation programme, we are pleased to tell you we have re-launched the Knowledge Services online offering. Knowledge Services is your access point to industry and technical information, insurance resources and useful content to help in your day-to-day working life and keep you, our members, one step ahead.

### New improved functionality:

- Simplified login: Use your 'My CII' login details to access the Knowledge Services site (you are no longer required to enter your date of birth).
- Enhanced search and browse capability: Find content with one click. The process of searching and browsing content has been improved and simplified.
- Customised content views: Indicate your interests by preferred resource types, groups and topics, which will tailor the content that you are shown in 'Recent resources' on the homepage
- Active user participation: Rate content, leave comments and reply to comments.
- Update alerts: Choose to receive update alerts to your Outlook inbox, according to your interests.
- Activity log: Bookmark content to read later, or to remind you of what you have read (useful when you need to fill in a CPD record).

### Resources provided within Knowledge Services include:

#### Hot topic forums



Known for getting under the skin of issues, the Journal takes the debate online with these forums.

You can read the exchanges, contribute your questions and comments and take in the view and opinions of the industry – all online, where every forum is archived.

#### Technical and market information exclusive to members

- Fact files – over 40 in-depth technical fact files aimed at busy practitioners.
- A series of technical guides written exclusively for the CII by industry experts covering the International and European markets, the UK and India
- Company, market and risk statistics
- Key data on the UK and International markets
- Dictionaries defining and explaining terms in insurance, financial services and related areas
- Online journals archive of all the CII journals and magazines published since 1999

- Research reports providing information on CII research activities
- A growing collection of online ebooks, including works on insurance theory, company statistics and insurance law, and associated subjects such as marketing, accounting and business ethics.
- New premium online resources, including online market reports and a collection of management information resources.

Visit [www.knowledge.cii.co.uk](http://www.knowledge.cii.co.uk)

#### Podcasts

With the enhancements in new web technologies, we are now able to video stream and podcast many of the events which take place across the UK.

All of the London local institute events are available to view at [www.cii.co.uk/londonlectures](http://www.cii.co.uk/londonlectures). We have also provided podcasts on TCF and fraud, with many more to come.

Faculty Viewpoints are available exclusively online to members – timely podcasts on relevant sector issues and areas of debate, each month.

#### Thinkpieces



Promoting debate across the profession with our Thinkpiece series.

We publish our new Thinkpiece series of short essays to promote innovative thinking and debate across our profession and with the wider public. The Thinkpieces aim to provide a timely and balanced viewpoint on a diverse range of UK and global topics from an equally diverse range of authors. We publish Thinkpieces every month which are available at [www.cii.co.uk/thinkpiece](http://www.cii.co.uk/thinkpiece)

#### Learning statement

Obtain your personalised qualification completion requirements.

A CII personalised learning statement provides a record of the exams and resultant credits you hold which can be used towards completing CII qualifications. This includes both CII exams and exams obtained through other awarding bodies (such as professional bodies, universities etc.) that you have told us about.

Importantly, it also sets out in simple terms what you personally need to do to complete a qualification you are or may be considering working towards.

To help you identify your completion requirements with a minimum of fuss, we have introduced an easy-to-use online request facility available at [www.cii.co.uk/learningstatement](http://www.cii.co.uk/learningstatement)

## Training

### Face-to-Face training

The CII offers training for all abilities, from foundation to advanced levels and for many sectors and disciplines.

We cater for individuals looking to develop their career and professional standing, and for organisations looking for solutions to their staff training and development needs.

The range and depth of our programme enables you to find courses that can help you get started, expand your learning in a specialised field, support you in obtaining essential qualifications or simply consolidate your knowledge and maintain your competitive edge.

Find courses online and download a copy of the Face-to-Face Training directory at [www.cii.co.uk/fzf](http://www.cii.co.uk/fzf)

The majority of our face-to-face training takes place at Fenchurch Street in London, but we also have a growing UK regional programme. This includes a dedicated broker training programme, delivered through the CII Broker Academy.

## Local Networks

Develop mutually beneficial relationships that take your career to the next level.

### UK

Your membership now gives you access to a huge range of conferences, courses and seminars held regularly across the UK, from member road shows to graduation ceremonies.

Not only will networking help your day to day working, it can also contribute towards your CPD requirements. Attending a seminar can give you 15 credits, while a training course is worth 25 credits.

When you became a member of the CII in the UK, Channel Islands or the Isle of Man, you automatically joined a local institute of your choice, usually close to where you work. The more you engage in the life of your local institute, the more you'll get out of your membership.

“

Local Institutes are a good way to build relationships for business – this is a people business

”

**Fiona Salmon, Cert CII,**  
Allianz  
President of Guilford Local Institute

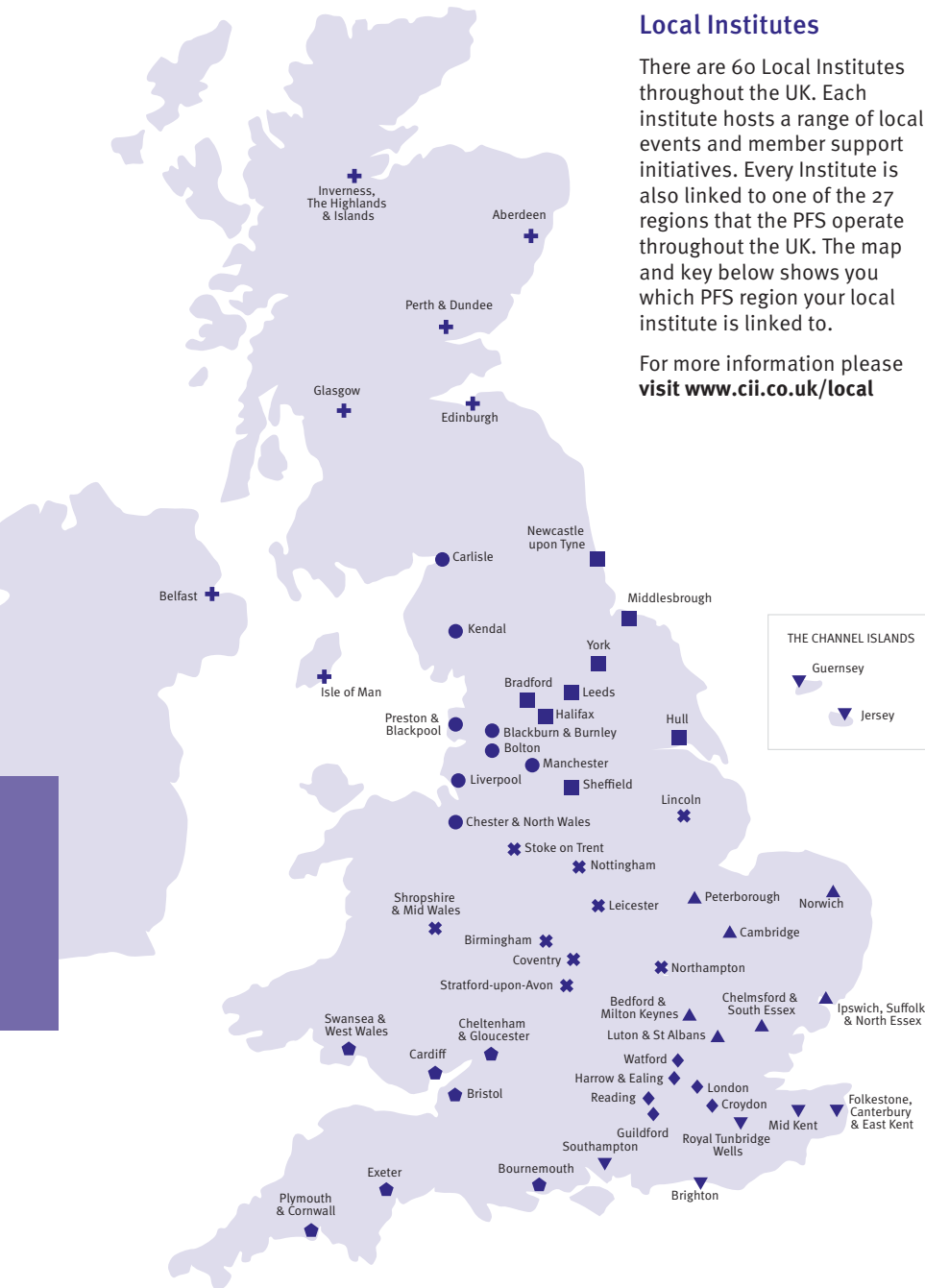
*Fiona Salmon*



### Local Institutes

There are 60 Local Institutes throughout the UK. Each institute hosts a range of local events and member support initiatives. Every Institute is also linked to one of the 27 regions that the PFS operate throughout the UK. The map and key below shows you which PFS region your local institute is linked to.

For more information please visit [www.cii.co.uk/local](http://www.cii.co.uk/local)



<p><b>■ NORTH EAST</b></p> <p>Bradford 27 <a href="http://www.cii.co.uk/bradford">www.cii.co.uk/bradford</a></p> <p>Halifax 27 <a href="http://www.cii.co.uk/halifax">www.cii.co.uk/halifax</a></p> <p>Hull 27 <a href="http://www.cii.co.uk/hull">www.cii.co.uk/hull</a></p> <p>Leeds 27 <a href="http://www.cii.co.uk/leeds">www.cii.co.uk/leeds</a></p> <p>Middlesbrough 27 <a href="http://www.cii.co.uk/middlesbrough">www.cii.co.uk/middlesbrough</a></p> <p>Newcastle 26 <a href="http://www.cii.co.uk/newcastle">www.cii.co.uk/newcastle</a></p> <p>Sheffield 16 <a href="http://www.cii.co.uk/sheffield">www.cii.co.uk/sheffield</a></p> <p>York 27 <a href="http://www.cii.co.uk/york">www.cii.co.uk/york</a></p>	<p><b>● NORTH WEST</b></p> <p>Blackburn &amp; Burnley 16 <a href="http://www.cii.co.uk/blackburn">www.cii.co.uk/blackburn</a></p> <p>Bolton 16 <a href="http://www.cii.co.uk/bolton">www.cii.co.uk/bolton</a></p> <p>Carlisle 26 <a href="http://www.cii.co.uk/carlisle">www.cii.co.uk/carlisle</a></p> <p>Chester &amp; North Wales 10, 16 <a href="http://www.cii.co.uk/chester">www.cii.co.uk/chester</a></p> <p>Kendal 10 <a href="http://www.cii.co.uk/kendal">www.cii.co.uk/kendal</a></p> <p>Liverpool 10 <a href="http://www.iil.org.uk">www.iil.org.uk</a></p> <p>Manchester 10, 16 <a href="http://www.iim-manchester.com">www.iim-manchester.com</a></p> <p>Preston &amp; Blackpool 10, 16 <a href="http://www.iipb.org.uk">www.iipb.org.uk</a></p>	<p><b>▲ ANGLIA</b></p> <p>Bedford &amp; Milton Keynes 11 <a href="http://www.cii.co.uk/miltonkeynes">www.cii.co.uk/miltonkeynes</a></p> <p>Luton &amp; St Albans 11 <a href="http://www.cii.co.uk/luton-stalbans">www.cii.co.uk/luton-stalbans</a></p> <p>Cambridge 22 <a href="http://www.cii.co.uk/cambridge">www.cii.co.uk/cambridge</a></p> <p>Chelmsford &amp; South Essex 6 <a href="http://www.cii.co.uk/chelmsford">www.cii.co.uk/chelmsford</a></p> <p>Ipswich, Suffolk &amp; North Essex 6, 17 <a href="http://www.cii.co.uk/ipswich">www.cii.co.uk/ipswich</a></p> <p>Norwich 17 <a href="http://www.cii.co.uk/norwich">www.cii.co.uk/norwich</a></p> <p>Peterborough 22 <a href="http://www.insinstpet.co.uk">www.insinstpet.co.uk</a></p>	<p><b>◆ SOUTH WEST</b></p> <p>Bournemouth 9 <a href="mailto:bournemouthinstitute@cii.co.uk">bournemouthinstitute@cii.co.uk</a></p> <p>Bristol 3 <a href="http://www.cii.co.uk/bristol">www.cii.co.uk/bristol</a></p> <p>Cardiff 20 <a href="http://www.cii.co.uk/cardiff">www.cii.co.uk/cardiff</a></p> <p>Cheltenham &amp; Gloucester 3 <a href="http://www.iic-g.co.uk">www.iic-g.co.uk</a></p> <p>Exeter 7 <a href="http://www.cii.co.uk/exeter">www.cii.co.uk/exeter</a></p> <p>Plymouth &amp; Cornwall 19 <a href="http://www.cii.co.uk/plymouth">www.cii.co.uk/plymouth</a></p> <p>Swansea &amp; West Wales 20 <a href="http://www.cii.co.uk/swansea">www.cii.co.uk/swansea</a></p> <p>Swindon 3 <a href="mailto:sam.roberts@cii.co.uk">sam.roberts@cii.co.uk</a></p>
<p><b>✚ SCOTLAND AND NORTHERN IRELAND</b></p> <p>Aberdeen 18 <a href="http://www.cii.co.uk/aberdeen">www.cii.co.uk/aberdeen</a></p> <p>Belfast 1 <a href="http://www.cii.co.uk/belfast">www.cii.co.uk/belfast</a></p> <p>Edinburgh 4 <a href="http://www.isofo.org">www.isofo.org</a></p> <p>Glasgow 4 <a href="http://www.iasg-cii.com">www.iasg-cii.com</a></p> <p>Inverness, The Highlands &amp; Islands 18 <a href="http://www.cii.co.uk/inverness">www.cii.co.uk/inverness</a></p> <p>Perth &amp; Dundee 4, 18 <a href="http://www.cii.co.uk/perth-dundee">www.cii.co.uk/perth-dundee</a></p> <p>Isle of Man 12 <a href="http://www.cii.co.uk/isleofman">www.cii.co.uk/isleofman</a></p>	<p><b>◆ GREATER LONDON</b></p> <p>London 15 <a href="http://www.iilondon.co.uk">www.iilondon.co.uk</a></p> <p>Croydon 15 <a href="http://www.cii.co.uk/croydon">www.cii.co.uk/croydon</a></p> <p>Harrow &amp; Ealing 15 <a href="http://www.cii.co.uk/harrow">www.cii.co.uk/harrow</a></p> <p>Guildford 23 <a href="http://www.cii.co.uk/guildford">www.cii.co.uk/guildford</a></p> <p>Watford 11, 15 <a href="http://www.cii.co.uk/watford">www.cii.co.uk/watford</a></p> <p>Reading 25 <a href="http://www.ciireading.co.uk">www.ciireading.co.uk</a></p>	<p><b>▼ SOUTH EAST</b></p> <p>Brighton 24 <a href="http://www.ciibrighton.co.uk">www.ciibrighton.co.uk</a></p> <p>Southampton 9 <a href="http://www.cii.co.uk/southampton">www.cii.co.uk/southampton</a></p> <p>Folkestone, Canterbury &amp; East Kent 14 <a href="http://www.cii.co.uk/fc">www.cii.co.uk/fc</a></p> <p>Guernsey 8 <a href="http://www.iig.org.gg">www.iig.org.gg</a></p> <p>Jersey 13 <a href="http://www.cii.co.uk/jersey">www.cii.co.uk/jersey</a></p> <p>Mid Kent 13 <a href="http://www.cii.co.uk/midkent">www.cii.co.uk/midkent</a></p> <p>Royal Tunbridge Wells 13 <a href="http://www.rtw-insurance-institute.co.uk">www.rtw-insurance-institute.co.uk</a></p>	<p><b>✚ MIDLANDS</b></p> <p>Birmingham 2 <a href="http://www.cii.co.uk/birmingham">www.cii.co.uk/birmingham</a></p> <p>Coventry 2 <a href="http://www.cii.co.uk/coventry">www.cii.co.uk/coventry</a></p> <p>Leicester 5 <a href="http://www.cii.co.uk/leicester">www.cii.co.uk/leicester</a></p> <p>Lincoln 5, 22 <a href="http://www.cii.co.uk/lincoln">www.cii.co.uk/lincoln</a></p> <p>Nottingham 5 <a href="http://www.cii.co.uk/nottingham">www.cii.co.uk/nottingham</a></p> <p>Shropshire &amp; Mid Wales 21 <a href="http://www.cii.co.uk/shropshire">www.cii.co.uk/shropshire</a></p> <p>Stratford-upon-Avon 2 <a href="http://www.cii.co.uk/stratforduponavon">www.cii.co.uk/stratforduponavon</a></p> <p>Stoke on Trent 21 <a href="http://www.cii.co.uk/stokeontrent">www.cii.co.uk/stokeontrent</a></p> <p>Northampton 5 <a href="http://www.cii.co.uk/northampton">www.cii.co.uk/northampton</a></p>

**PFS Regions Key:**

1. Northern Ireland	10. Haydock	19. Plymouth & Cornwall
2. Birmingham	11. Herts & Middlesex	20. South Wales
3. Bristol & Cheltenham	12. Isle of Man	21. Staff & Sussex
4. Central Scotland	13. Jersey	22. Stamford
5. East Midlands	14. Kent	23. Surrey
6. Essex	15. London	24. Sussex
7. Exeter & North Devon	16. Manchester	25. Thames Valley
8. Guernsey	17. Norfolk	26. Tyne Tees
9. Hants & Dorset	18. North Scotland	27. Yorkshire

Your local institute offers:

- Technical and regulatory seminars, and training courses
- Career guidance, mentoring and knowledge services
- Social and networking activities
- Centrally organised, regionally available CPD events – visit [www.cii.co.uk/local](http://www.cii.co.uk/local) for events in your area
- Community engagement initiatives
- Local news and information.

Your local institute will tend to keep in touch with you via email. So don't miss out, keep your personal details up to date. You can check and amend your details online at

[www.cii.co.uk/mycii](http://www.cii.co.uk/mycii)

[www.cii.co.uk/localinstitutes](http://www.cii.co.uk/localinstitutes)

The CII Learning & Development Forum also runs professional training events throughout the year that will take your career to the next level. The national event calendar is your first port of call to see what's on where.

Visit [www.cii.co.uk/events](http://www.cii.co.uk/events) to see what's on offer.

**National CPD Event Calendar** – now live The CII has launched a new CPD event calendar that encompasses all CII, PFS and local institute events in the UK, Isle of Man and the Channel Islands. For the first time, members can search from over 150 CPD events by region, date, organiser and event type. The calendar is available here: [www.cii.co.uk/events](http://www.cii.co.uk/events)



## Non UK

The CII has a strong global presence with 15% of our membership based outside of the UK across 150 countries. International growth is a key part of the CII's strategy and we continue to build a local presence in key areas like India, the Middle East and the Far East through our global CII offices, strategic alliances and partnerships where appropriate.

The CII has associations with over 70 affiliated insurance institutes worldwide who also help to increase the visibility of the CII within the global market.

Qualifications offered by the CII are universally recognised and valued as a sign of knowledge, application and commitment within the industry.

The CII works with regulators, educational and trade bodies together with major corporate organisations across the globe to help raise professional standards through the implementation of minimum standards of knowledge and behaviour – this has relevance across both the life and non-life sectors.

The CII has made particular progress promoting international standards of knowledge through the provision of relevant qualifications tailored specifically for local markets internationally.

The CII's online learning facility is of significant interest to international students and members alike as it can be accessed via the internet from any location, at any time. To support learning and development, a wide range of technical and market information is also available online supporting our international membership.

Visit [www.knowledge.cii.co.uk](http://www.knowledge.cii.co.uk)

## Faculties

CII membership allows you to join one or more relevant faculties. Covering a wide range of market sectors, we recognise that our members need information relevant to their particular areas of business.

Faculties are forums for those engaged in certain market sectors within insurance and financial services. They encourage progression to qualified status and the maintenance of good practice in the segment of the market they work.

There are five faculties:

### **Insurance Broking, Underwriting, London Market, Claims and Life & Pensions.**

Membership of your first faculty is free and will provide you with access to a wide variety of information and services that can help support you in your role. Each faculty focuses on maintaining and enhancing competence in order to raise standards and levels of professionalism.

Faculty members benefit from access to:

- A dedicated website for each faculty providing up-to-date information on faculty issues, events, best market practices and technical briefings
- Specific faculty information provided online through the CII website including CII Knowledge Services with over 1,000 sources of information specifically relating to insurance
- Journal Xpress – Bespoke monthly e-newsletter containing news updates and factsheets
- Technical Focus written by industry experts on specific topics
- Legal Digest – up-to-date legal cases relevant to members roles
- Regulatory News – up-to date regulatory news
- Podcast Faculty Viewpoints – with individuals from the industry speaking on specific topics or areas of interest relevant to those working in insurance
- Competency frameworks – signposting minimum levels of competence in various roles
- Research reports – advance online access to full reports;
  - Underwriting:* The Future of Distribution in SME Commercial General Insurance: the impact on underwriting and the underwriter of the 21st century;
  - Claims:* The Evolution of Claims. Strategy matters – driving claims to the next level of performance;
  - London market:* Coping with climate change, risks and opportunities for insurers;
  - Insurance broking:* Delivering world class service for competitive advantage in a changing mid-corporate commercial insurance market

- Roundtables – access to reports of faculty roundtables – available now are; The future of claims, Future factory: Is the system sick or bust? and Improving the London Market product
- Masterclasses.

Join your faculty today [www.cii.co.uk/insurance-faculties](http://www.cii.co.uk/insurance-faculties)

## Broker Academy

A stimulating and rewarding learning environment to sharpen broking skills and enhance career potential.

The Broker Academy has been developed by the industry, for the industry. It provides access to the complete package of learning and development services provided by the CII to support professionalism and career advancement in the broker market.

The CII Broker Academy is essentially a ‘one stop shop’ training and development facility for insurance brokers. This comprises a whole host of services that enable brokers to accelerate their professional development including qualifications, learning and revision materials, access to face-to-face training, apprenticeships, online learning and assessment facilities, membership of the CII and its dedicated Faculty of Broking. The unrivalled range of services enables the Broker Academy to cater for all learning styles and training preferences. For further information visit [www.cii.co.uk/brokeracademy](http://www.cii.co.uk/brokeracademy)