

# International qualifications

2013 Information for candidates



## Laying the foundations of career success

Including options for:  
Financial Planning  
Bancassurance  
Investment Planning  
General Insurance  
Customer Service in Insurance

100  
1912–2012  
A CENTURY OF  
PROFESSIONALISM



CII

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

“ Being a CII member and holding a qualification sends a clear message that you're serious about your career ”

*Laila Khudari*

Laila Khudari  
Kiln Group

**Join the growing community of professionals who are supporting their studies and career aspirations through membership 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 exclusive benefits:**

- **Access to an online library** containing a comprehensive range of insurance and finance services publications, reports and documents to support study and performance in the workplace
- **The Journal**, a member publication delivering the latest thinking across the full spectrum of insurance topics

**And ongoing support for your career:**

- Upon completion of your qualification use of the appropriate designation demonstrating your knowledge and technical capability
- News, market and technical updates keeping you informed of the latest developments
- Continuing Professional Development (CPD) programme to keep your knowledge current.

**Membership from as little as £35 a year.**

To sign up please use the form enclosed, contact us on +44 (0) 20 8989 8464 or visit [www.cii.co.uk/join](http://www.cii.co.uk/join)



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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 100,000 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](http://www.cii.co.uk)



**INVESTORS  
IN PEOPLE** | Gold

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## Contacting the CII

If you have any queries regarding the qualifications in this brochure 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

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

## International qualifications

### Promoting professionalism

The importance of professional qualifications for financial services and insurance staff has risen sharply. Advisers and agents are the focus of particular attention as governments worldwide seek to drive up the standard of advice and product recommendation.

Across the world's financial services and insurance markets, greater importance is being placed on monitoring the behaviour of employees. There is also a growing expectation on the part of consumers and regulators that financial advisers and insurance agents should have appropriate skills and demonstrate a professional approach.

In response to this, the Chartered Insurance Institute (CII) has developed a range of qualifications for those working in both regulated and non-regulated environments outside the UK.

This includes:

- Award in Financial Planning
- Award in Bancassurance
- Award in Investment Planning
- Award in General Insurance
- Award in Customer Service in Insurance
- Certificate in Insurance and Financial Services

Information on each qualification, including details of suitability and content, can be found in this brochure.

### A world of choice

CII qualifications have been completed by insurance and financial services practitioners in over 150 countries, confirming their universal appeal.

In addition to the qualifications detailed in this brochure, the CII offers a range of insurance and financial services qualifications, including options at Certificate, Diploma and Advanced Diploma levels.

These market-led qualifications cater for all levels of knowledge and experience and enjoy a high level of acclaim among professionals and organisations worldwide.

Further information on CII Certificate, Diploma and Advanced Diploma insurance and financial services qualifications can be found at [www.cii.co.uk/qualifications](http://www.cii.co.uk/qualifications) where you can download information for candidates' brochures (also available from Customer Service).

### Selecting your entry route

CII qualifications are recognised across the global financial services and insurance sector as evidence of commitment, knowledge and understanding. So, whether you work in financial advice, insurance, or both, completing a CII Award qualification can make a real difference to your career.

Candidates can choose from a number of options. The choices you make will depend on your current level of knowledge and the area of the market you operate in.

#### Financial advice

There are two routes for those providing financial advice to clients:

- **Route 1** – Begin with either the **Award in Bancassurance** (for those working in the banking sector), or the **Award in Financial Planning** (for those working for other providers of financial advice). Both of these single unit qualifications deliver the essential knowledge needed by anyone giving financial advice.

After this you can progress to the **Award in Investment Planning**, the next step in developing your knowledge and understanding of investments.

- **Route 2** – If you are an experienced financial adviser who already has a solid understanding of financial advice principles and products, and want to develop your knowledge of investments, you may enter directly for the **Award in Investment Planning**.

### Insurance

If you advise on insurance products, or have aspirations to do so, the **Award in General Insurance** provides an ideal starting point for developing your knowledge and understanding.

From this you can progress to the **Award in Customer Service in Insurance** if you are in a customer-facing insurance role, the **Award in Bancassurance** if you work in a bank environment and also provide financial advice to clients, or the **Certificate in Insurance**, if you want to broaden your knowledge of insurance. For more on the Certificate in Insurance go to [www.cii.co.uk/cert-insurance](http://www.cii.co.uk/cert-insurance)

#### Financial advice and insurance

Candidates who provide financial advice and also act as insurance agents are able to follow a dedicated study path which leads to the completion of the **Certificate in Insurance and Financial Services**. See overleaf for further details.

### Award in Financial Planning

Designed for financial advisers and insurance agents working outside the UK, this single-unit qualification is particularly suitable for those working outside a bank environment.

It provides a solid grounding in the core financial and life assurance products and offers guidance on what constitutes professional practice, thereby providing a framework for ethical behaviour.

See page 8 for further information on what you will learn.

With over 6,500 holders to date across 80 countries, the Award in Financial Planning is the benchmark qualification for this sector.

Upon completion, CII members are eligible to use the designation 'CII (Award)'. Continuing Professional Development requirements apply.

The Award in Financial Planning also supports ongoing professional development as, on passing the exam, you will hold one of the three Awards needed to complete the Certificate in Insurance and Financial Services.

You will also gain 15 Certificate-level credits that can be used towards completion of the CII's higher-level qualifications (subject to completion requirements).

**Note:** Advisers in Hong Kong may know this Award as the Financial Advisers International Qualification (or FAIQ). Holders of FAIQ will not gain additional credits by sitting the Award in Financial Planning.

NEW

### Award in Bancassurance

This single-unit qualification is designed specifically for non-UK financial advisers and insurance agents working in the banking sector.

It provides a solid grounding in the relevant core financial, life assurance and insurance products, and offers guidance on what constitutes sound professional practice, thereby providing a framework for ethical behaviour.

See page 8 for further information on what you will learn.

Upon completion, CII members are eligible to use the designation 'CII (Award)'. Continuing Professional Development requirements apply.

The Award in Bancassurance also supports ongoing professional development as, on passing the exam, you will hold one of the three Awards needed to complete the Certificate in Insurance and Financial Services.

You will also gain 15 Certificate-level credits that can be used towards completion of the CII's higher-level qualifications (subject to completion requirements) excluding the Certificate in Insurance.

## International qualifications

NEW

### Award in Investment Planning

This single-unit qualification is designed to help experienced advisers outside the UK develop and demonstrate their knowledge of investment products. It also offers guidance on what constitutes sound professional practice, thereby providing a framework for ethical behaviour.

See page 8 for further information on what you will learn.

You may wish to enter for the Award in Investment Planning if you already have a good understanding of financial advice principles and products, gained in the workplace or by first completing the Award in Financial Planning or Award in Bancassurance.

Upon completion, CII members are eligible to use the designation 'CII (Award)'. Continuing Professional Development requirements apply.

The Award in Investment Planning also supports ongoing professional development as, on passing the exam, you will hold one of the three Awards needed to complete the Certificate in Insurance and Financial Services.

You will also gain 10 Certificate-level credits that can be used towards completion of the CII's higher-level qualifications (subject to completion requirements) excluding the Certificate in Insurance.

### Award in General Insurance

This single-unit qualification is ideal for those starting their careers in the insurance sector outside the UK. It helps develop a basic understanding of insurance principles, procedures and products.

See page 8 for further information on what you will learn.

Upon completion, CII members are eligible to use the designation 'CII (Award)'. Continuing Professional Development requirements apply.

The Award in General Insurance also supports ongoing professional development as, on passing the exam, you will hold one of the three Awards needed to complete the Certificate in Insurance and Financial Services.

You will also gain 15 Certificate-level credits that can be used towards completion of the CII's higher-level insurance qualifications (subject to completion requirements), including the Certificate in Insurance, for which you will have satisfied the compulsory unit completion requirement.

NEW

### Award in Customer Service in Insurance

This single-unit qualification is designed for those working in customer facing roles in insurance outside the UK. It helps build the skills and knowledge required to deliver excellent customer service.

See page 8 for further information on what you will learn.

Upon completion, CII members are eligible to use the designation 'CII (Award)'. Continuing Professional Development requirements apply.

The Award in Customer Service in Insurance also supports ongoing professional development as, on passing the exam, you will hold one of the three Awards needed to complete the Certificate in Insurance and Financial Services.

You will also gain 15 Certificate-level credits that can be used towards completion of the CII's higher-level insurance qualifications (subject to completion requirements), including the Certificate in Insurance.

NEW

### Certificate in Insurance and Financial Services

For those candidates outside the UK working in financial advice and insurance, or aspiring to work in both, the CII offers a dedicated study pathway which comprises existing Award qualifications and results in the completion of the Certificate in Insurance and Financial Services.

The Certificate offers a solid grounding across a broad range of areas and is awarded upon completion of three Awards from the following four options:

- Award in General Insurance;
- Award in Customer Service in Insurance;
- Award in Financial Planning or Award in Bancassurance;
- Award in Investment Planning.

CII members are also eligible to use the designation 'Cert CII'. Continuing Professional Development requirements apply.

## Why should I sit an Award qualification?

### CII Award qualifications deliver many advantages:

- Dependant upon your selected qualification you will gain:
  - an introduction to the fundamentals of financial advice, products and professional conduct (including a focus on bancassurance where required);
  - specialist investment knowledge; and/or
  - the fundamentals of insurance (including a focus on customer service skills where required).
- Embarking on study will demonstrate your commitment to learning and development. These are the essential starting points for anyone who is serious about a career in financial services and/or insurance.
- These qualifications focus on the core principles of financial advice and/or insurance products and professional conduct, making them universally relevant.
- Upon completion you are entitled to use the designation 'CII (Award)' if you are a CII member, providing a means of demonstrating educational achievement to the public and to peers. Continuing Professional Development requirements apply.
- Upon completion of three specified Award qualifications, you will be awarded the Certificate in Insurance and Financial Services (see above for further details). If you are a CII member you will be eligible to use the industry respected designation 'Cert CII'. Continuing Professional Development requirements apply.
- Holding a CII qualification differentiates you from other advisers and insurance practitioners, providing a competitive edge.
- Each Award qualification entry comes as a complete package for a single fee: study text, examination guide and examination sitting.
- The Award qualifications each provide 15 (or 10 in the case of the Award in Investment Planning) Certificate-level credits towards completion of the CII's higher level qualifications (subject to completion requirements).

## International qualifications

### What does each Award involve?

#### Is an Award qualification suitable for me?

The Award qualifications are open to anyone working in the insurance and financial services sector irrespective of educational background or experience.

In a growing number of territories the Awards meet the regulatory qualification requirements relevant to advisers. In other non-regulated environments they frequently provide a development pathway where no local educational and professional provision is available.

Award suitability:

#### Award in Financial Planning

- Non-UK financial advisers and insurance agents working outside the banking sector.
- Non-UK financial advisers needing to satisfy the minimum operating standards set by a local regulator.

#### Award in Bancassurance

Non-UK financial advisers and insurance agents working in the banking sector and operating in either a regulated or non-regulated environment.

#### Award in Investment Planning

Experienced non-UK financial advisers and insurance agents advising on, or aspiring to advise on, investment planning. These individuals will usually hold one or more of the other Award qualifications.

#### Award in General Insurance

- Non-UK insurance practitioners at the start of their career or seeking to build on existing knowledge through formal study.
- Non-UK insurance practitioners needing to satisfy the minimum operating standards set by a local regulator.

#### Award in Customer Service in Insurance

- Non-UK insurance practitioners at the start of their career.
- Customer facing staff or those looking to move into such a role.
- Sales support and claims settlement staff within intermediaries and providers.

#### What does each Award involve?

##### Entry requirements

There are no formal entry requirements for any CII Award qualification, so they are open to anyone working in financial services or insurance, irrespective of experience or educational background.

**Note:** The Award in Investment Planning does require you to already have a good understanding of financial advice principles and products.

##### Completion requirements

To complete a CII Award qualification, you must study a single study text and then pass the associated exam.

##### Studying for an Award

The recommended minimum study hours are shown in the table opposite (these will vary according to your experience and ability).

The nominal pass marks are also shown, however, the actual pass marks may vary slightly over time to ensure that the pass standard remains constant.

Twice-yearly paper-based exam sessions are available in April and October. Get the dates for your diary on pages 10–11.

##### The complete package

Enrolment for a CII Award includes everything you need for a single fee:

- study text
- examination guide
- exam entry.

See page 13 for enrolment fees.

The study text covers the exam syllabus in a straightforward and user-friendly format, and includes examples, key point summaries and self-test questions.

The exam guide includes a specimen exam paper and hints and tips on how to pass.

**Note:** See the table opposite for details of when study material will be available for the Awards in Bancassurance and Investment Planning.

##### Training course

To support study for the Award in Financial Planning, and to improve the chances of first time exam success, the CII has developed a one day revision course.

We will run this course anywhere in the world subject to a minimum attendance of eight candidates. Subject to demand, the CII will also consider developing one day revision courses for the Awards in Bancassurance, Investment Planning, General Insurance and Customer Service in Insurance.

To find out more please contact Face-to-Face Training on +44 (0)20 7283 3117, or via email on [face-to-facetraining@cii.co.uk](mailto:face-to-facetraining@cii.co.uk)

Qualification	Credits and level	Study hours	Package contents	Exam format	Nominal pass mark	2013 exams	Results
Award in Financial Planning	15 – Certificate	60	<ul style="list-style-type: none"> <li>• Study text</li> <li>• Exam guide</li> <li>• First exam entry</li> </ul>	2 hour exam comprising 75 multiple choice questions (MCQs)	70%	Apr/Oct	5 weeks
Award in Bancassurance	15 – Certificate	60	<ul style="list-style-type: none"> <li>• Study text (<b>Dec 2012</b>)</li> <li>• Exam guide (<b>Dec 2012</b>)</li> <li>• First exam entry</li> </ul>	2 hour exam comprising 75 MCQs	70%	Apr/Oct	5 weeks
Award in Investment Planning	10 – Certificate	60	<ul style="list-style-type: none"> <li>• Study text (<b>Jan 2013</b>)</li> <li>• Exam guide (<b>Jan 2013</b>)</li> <li>• First exam entry</li> </ul>	1 hour exam. 42 MCQs and 2 case studies each comprising 4 MCQs	70%	Apr/Oct	5 weeks
Award in General Insurance	15 – Certificate	50	<ul style="list-style-type: none"> <li>• Study text</li> <li>• Exam guide</li> <li>• First exam entry</li> </ul>	2 hour exam comprising 100 MCQs	70%	Apr/Oct	5 weeks
Award in Customer Service in Insurance	15 – Certificate	50	<ul style="list-style-type: none"> <li>• Study text</li> <li>• Exam guide</li> <li>• First exam entry</li> </ul>	90 minute exam. 10 case studies comprising 50 MCQs	70%	Apr/Oct	5 weeks

## What does each Award cover?

### What does each Award cover?

CII exams are based on the published syllabuses, which are in themselves important aids to exam preparation and revision. It is essential that you familiarise yourself with these before commencing study.

These set out the learning outcomes for each unit, which define what you should know by the end of the course of study.

Summary syllabuses for all five Award qualifications are provided below. To obtain full syllabuses free of charge, visit [www.cii.co.uk/qualifications](http://www.cii.co.uk/qualifications)

#### Award in Financial Planning

At the end of this unit, candidates will be able to demonstrate their knowledge and understanding in the following areas:

- the client's needs
- the fact-finding process
- good practice
- protection products
- savings and investment products
- pension products.

#### Award in Bancassurance

At the end of this unit, candidates will be able to demonstrate their knowledge and understanding in the following areas:

- main elements of the financial services and insurance industry as it relates to the Bancassurance sector
- the main insurance products
- savings and investment products
- retirement planning products
- the importance of the client fact find and how to identify client needs
- what constitutes good client practice
- ethical considerations of a financial adviser.

#### Award in Investment Planning

At the end of this unit, candidates will be able to demonstrate their knowledge and understanding in the following areas:

- main macro-economic factors that impact upon investment returns
- cash deposit investments, government securities and corporate bonds
- equity based investment products
- property investment
- collective investment products and alternative investments
- the risks faced by investors and the importance of asset allocation in the investment process
- ethical considerations of a financial adviser.

#### Award in General Insurance

At the end of this unit, candidates should be able to demonstrate their knowledge and understanding in the following areas:

- basic principles of insurance
- main legal principles related to insurance contracts
- main regulatory principles related to insurance business
- key elements to protect consumers
- key aspects of ethics, corporate governance and internal controls.

#### Award in Customer Service in Insurance

At the end of this unit, candidates will be able to demonstrate their knowledge and understanding in the following areas:

- how to fulfil customer requirements in the insurance sector
- the importance of customer feedback to improve service in the insurance sector
- the importance of good communication to maintain and build client relationships in the insurance industry
- how to deal with conflict within an insurance environment
- the importance of keeping accurate and confidential records when dealing with customers
- how to manage own workload and time to meet business requirements and timescales
- how to work with others to achieve team and organisational objectives
- the sales process
- how to increase sales activities.

### Awards treated as equivalent

Due to the extent of syllabus overlap, certain combinations of Awards/units will result in only one award of credits. Those affected are shown in the table on the right.

Award/unit title	Credits and level	Award/unit title	Credits and level
Award in Financial Planning	15 – Certificate	Award in Bancassurance	15 – Certificate
The Award in General Insurance	15 – Certificate	(IF1) Insurance, legal and regulatory*	15 – Certificate
The Award in Customer Service in Insurance	15 – Certificate	(IF9) Customer service in insurance*	15 – Certificate

\* **Note:** These units form part of the Certificate in Insurance ([www.cii.co.uk/cert-insurance](http://www.cii.co.uk/cert-insurance))

“BIBF is the leading provider of insurance and financial services training in the Middle East, offering a range of internationally-recognised courses and qualifications. We believe the Award in Financial Planning has considerable potential to raise standards in the region by providing essential guidance on financial services, products and the essentials of professional service provision. Accordingly, BIBF has included this qualification in its suite of course offerings.”

#### Husain Al Ajmi

Assistant Director, Center Head, Insurance  
Bahrain Institute of Banking and Finance (BIBF)



## Deadlines/Entry

### Important deadlines

The following information is applicable to Award exams in 2013.

\* Please contact Customer Service if you do not receive these. When you receive your **admission permit** you **MUST** check whether any change has been made in the date or time of the exam for which you have entered and that the exam shown on your permit is the one that you intend to sit. If there is any discrepancy you should contact Customer Service immediately.

\*\* To access your results online you will need to be logged in to the CII website using your CII Permanent Identity Number (PIN) and password.

	April 2013 exams	October 2013 exams
Closing date for your exam entry and payment to reach the CII		
• At normal fees (changes to exam entries, etc. not accepted after these dates)	27 Feb 13	28 Aug 13
• At late entry fee	22 Mar 13	20 Sep 13
Exam entry confirmation*	Despatched within seven working days from receipt of application form	
Receive your exam admission permit*	Despatched ten days before the exams begin or six weeks for non-UK applicants	
Sit exams	08–11 Apr 13	07–10 Oct 13
Exam results released **online <a href="http://www.cii.co.uk/results">www.cii.co.uk/results</a> and posted	Results are sent by 1st class post from the UK on the date shown. Please allow 14 days for delivery to a non-UK address	
	17 May 13	15 Nov 13
Entry for the next exam	You do not have to wait for your results before entering for an exam in the next session	

### Exam timetable

The following dates and times apply to Award exams in 2013. The CII reserve the right to make changes to the published dates where necessary.

Award	Date	Time
Award in Financial Planning	10 Apr	10.00
	09 Oct	10.00
Award in Bancassurance	08 Apr	10.00
	07 Oct	10.00
Award in Investment Planning	11 Apr	10.00
	10 Oct	10.00
Award in General Insurance	09 Apr	10.00
	08 Oct	10.00
Award in Customer Service in Insurance	08 Apr	10.00
	07 Oct	10.00

### Entering your chosen qualification

There are three ways to enter for your chosen qualification:

1. **Online** at [www.cii.co.uk/qualifications](http://www.cii.co.uk/qualifications)
2. **Phone** on +44 (0)20 8989 8464
3. **Post/fax** using the application form at the back of this brochure.

**Note:** The study material for the **Awards in Bancassurance** and **Investment Planning** is being released in December 2012 and January 2013 respectively.

Please allow 21 days from our receipt of your order for delivery of your study materials.



## Costs, fees and refunds

All fees apply 01 Jan 2013–31 Dec 2013.

### CII membership

For those candidates wishing to become CII members, one of the subscription fees shown opposite is payable, in addition to a one-off £37 admission fee.

\* A discounted membership fee of £35 is available for individuals residing in the countries listed opposite which have been categorised as 'low income' or 'lower middle income' countries by The World Bank Country Income Classification List (as of July 2010).

Afghanistan, Angola, Armenia, Azerbaijan, Bangladesh, Belize, Benin, Bhutan, Bolivia, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Central African Republic, Chad, China, Comoros, Congo (Dem. Republic of), Cote d'Ivoire, Djibouti, Ecuador, Egypt, El Salvador, Eritrea, Ethiopia, Gambia, Georgia, Ghana, Guatemala, Guinea, Guinea-Bissau, Guyana, Haiti, Honduras, India, Indonesia, Iraq, Jordan, Kenya, Kiribati, Korea (Dem. Peo. Rep. of), Kosovo, Kyrgyzstan, Lao People's Democratic Rep., Lesotho, Liberia, Madagascar, Malawi, Maldives, Mali, Marshall Islands, Mauritania, Micronesia, Mongolia, Morocco, Mozambique, Myanmar, Nepal, Nicaragua, Niger, Nigeria, Pakistan, Papua New Guinea, Paraguay, Philippines, Republic of Moldova, Rwanda, Samoa, Sao Tome and Principe, Senegal, Sierra Leone, Solomon Islands, Somalia, Sri Lanka, Sudan, Swaziland, Syrian Arab Republic, Tajikistan, Tanzania (United Rep. of), Thailand, Timor Leste, Togo, Tonga, Tunisia, Turkmenistan, Tuvalu, Uganda, Ukraine, Uzbekistan, Vanuatu, Vietnam, West Bank and Gaza, Yemen, Zambia, Zimbabwe.

International\* – £50 per annum

Channel Isles – £70 per annum

### Study materials and exam entry fee

The prices opposite cover the study text, examination guide and one exam entry, and apply to exam entries received before the normal closing date.

For Award entries received after the normal closing date, up to two weeks before the session, the normal fee is payable together with a late entry fee of £79. This is subject to space being available at the exam centre.

Qualification	Package price
Award in Financial Planning	£180
Award in Bancassurance (December 2012)	£180
Award in Investment Planning (January 2013)	£102
Award in General Insurance	£102
Award in Customer Service in Insurance	£102

### Change of session or centre fee

Changes must be requested before the relevant closing date for exam entry at normal fee. Multiple changes will be covered by a single fee provided they are submitted together.

After the final closing date (at normal fee) no changes, apart from your address or

name (which must be supported by original or certified evidence), can be made to your exam entry. If you wish to withdraw at this stage you will not receive a refund except in the case of illness.

Absence from an exam with medical evidence (to be received within two months of the date of the exam), will enable you to apply for your entry to be transferred to the next available session.

Change after entry £41

### Exam re-sit

Qualification	Exam re-sit fee per entry
Award in Financial Planning and Award in Bancassurance	£79
Award in Investment Planning, Award in General Insurance and Award in Customer Service in Insurance	£51

### Refunds

All Award exams

Cancellation of an exam entry before the final closing date at normal fee:

50% of exam entry fee (as stated in the 'Exam re-sit' section above)

All Award exams

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

50% of exam entry fee or free entry to the next session (as stated in the 'Exam re-sit' section above)

### Post-results review of marking

Further details including any fees payable can be found at [www.cii.co.uk/exampolicies](http://www.cii.co.uk/exampolicies)

## Entering for an Award: Important information

### CII membership

1. If you are not already a CII member, you can become a member when you enrol for an Award qualification. Membership of the CII is open to anyone wholly/mainly employed or engaged in work connected with the financial services or insurance industry. If you wish to apply for membership and it is not clear from your application form that you work in financial services, please provide brief details of the nature of your work and the proportion of your time spent on financial services or insurance matters on a separate sheet of paper.

### Associated or affiliated institutes

2. 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.

### 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).

### Study option, revision aids and exam fees

3. Details of all applicable fees are included on the application form. Payment must be made by one of the methods shown on the form.

In the case of bank transfers, a copy of the stamped remittance advice should be sent together with your application form in the usual way. Funds should be remitted to:

HSBC Bank plc, City of London Branch, 60 Queen Victoria Street, London EC4N 4TR, UK

Sort code: 40-05-30

Account number: 22271044

Account name:

Chartered Insurance Institute

International Bank Account Number (IBAN): GB21MIDL4005302271044

Branch Identifier Code: MIDLGB2141W

Please be sure to quote the following:

SWIFT code: MIDLGB22

CII PIN or your name and date of birth.

To ensure that the transfer is made, you must pay any charges made by your bank locally, and by our bank in London.

All remittances must be in Sterling.

The charging of fees to your card does not in itself guarantee entry to the exam. An acknowledgement will be sent when your application form has been processed.

### Exam centres

4. Places are allocated on a first-come, first-served basis.

### International Centres

#### Centre Code

<b>Channel Islands, Isle of Man &amp; Republic of Ireland</b>	Lima (Peru)	542
Douglas, IOM	Rio de Janeiro (Brazil)	514
Dublin	Santiago (Chile)	730
Guernsey	<b>Europe</b>	
Jersey	Athens (Greece)	411
Limerick	Barcelona (Spain)	557
<b>North America</b>	Berne/Basel (Switzerland)	568
Chicago (USA)	Bucharest (Romania)	706
Philadelphia	Cologne (Germany)	448
Toronto (Canada)	Copenhagen (Denmark)	438
Vancouver (Canada)	Gibraltar	452
<b>Caribbean</b>	Helsinki (Finland)	705
Bridgetown (Barbados)	Kiev (Ukraine)	405
Castries (St Lucia)	Lisbon (Portugal)	563
Freeport (Bahamas)	Madrid (Spain)	482
George Town (Grand Cayman)	Milan (Italy)	489
Grand Turk (Turks & Caicos Islands)	Moscow (Russia)	649
Kingston (Jamaica)	Munich (Germany)	594
Nassau (Bahamas)	Nicosia (Cyprus)	501
Port of Spain (Trinidad)	Oslo (Norway)	502
St John's (Antigua)	Paris (France)	503
<b>Central America</b>	Riga (Latvia)	701
Belize City (Belize)	Sofia (Bulgaria)	417
Mexico City (Mexico)	Valetta (Malta)	535
<b>South America</b>	Vilnius (Lithuania)	729
Buenos Aires (Argentina)	Warsaw (Poland)	700
Bogota (Colombia)	Istanbul (Turkey)	461
Georgetown (Guyana)	<b>Central Asia</b>	
	Almaty (Kazakhstan)	712
	Baku (Azerbaijan)	608
	<b>West &amp; Central Africa</b>	
	Accra (Ghana)	401
	Freetown (Sierra Leone)	449
	Lagos (Nigeria)	476

### Horn and East Africa

Addis Ababa (Ethiopia)	402	Jaipur (Pakistan)	662
Dar Es Salaam (Tanzania)	441	Kolkata (India)	727
Asmara (Eritrea)	710	Lahore (Pakistan)	477
Kampala (Uganda)	465	Mumbai (India)	422
Khartoum (Sudan)	469	Pune (India)	731
Mombasa (Kenya)	490	<b>East Asia</b>	
Nairobi (Kenya)	497	Beijing (China)	670
<b>Southern Africa</b>		Changsha (China)	636
Blantyre (Malawi)	548	Hong Kong	457
Gaborone (Botswana)	618	Seoul (Korea)	627
Harare (Zimbabwe)	517	Shanghai (China)	671
Johannesburg (South Africa)	463	Shenzhen (China)	726
Lilongwe (Malawi)	615	Taipei (Taiwan)	527
Lusaka (Zambia)	480	Tokyo (Japan)	546
Ndola (Zambia)	499	<b>South East Asia</b>	
<b>North Africa, Middle East &amp; Gulf</b>		Bangkok (Thailand)	416
Abu Dhabi (UAE)	609	Ho Chi Minh City (Vietnam)	711
Amman (Jordan)	408	Jakarta (Indonesia)	443
Manama (Bahrain)	414	Kuala Lumpur (Malaysia)	472
Beirut (Lebanon)	675	Phnom Penh (Cambodia)	728
Cairo (Egypt)	427	Singapore	521
Dammam (Saudi Arabia)	407	<b>Australasia</b>	
Dubai (UAE)	547	Sydney (Australia)	526
Jeddah (Saudi Arabia)	553	<b>Indian Ocean</b>	
Safat (Kuwait)	475	Port Louis (Mauritius)	510
Muscat (Oman)	587	Mahe (Seychelles)	607
Riyadh (Saudi Arabia)	572	<b>Atlantic</b>	
Tehran (Iran)	560	Hamilton (Bermuda)	456
<b>South Asia</b>			
Ahmedabad	659		
Bangalore	661		
Chennai (India)	481		
Colombo (Sri Lanka)	437		
Delhi (India)	442		
Dhaka (Bangladesh)	440		
Hyderabad (India)	724		
Islamabad (Pakistan)	718		

**Note:** Occasionally, examinations may have to be held at locations other than those listed above. Please remember to check your admission permit to confirm all details of your examination.

### UK candidates

Examinations for the Award qualifications detailed in this brochure are intended for candidates operating outside the UK and are therefore not available to sit in the UK.

### Copyright

5. 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.

### Delivery

6. 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

7. In accordance with The Consumer Protection (Distance Selling) Regulations 2000 you have a 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 us, 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 us, within 30 days of their receipt.

### Additional terms and conditions

8. Please note there are additional terms and conditions which apply to all purchases of goods or services from the CII/PFS which you agree to be bound by upon completion of your order. Full details can be found at [www.cii.co.uk/exampolicies](http://www.cii.co.uk/exampolicies) and [www.cii.co.uk/tandc](http://www.cii.co.uk/tandc)

### Fairness, integrity and the CII appeals procedure

9. The CII is committed to giving all candidates an equal opportunity of achieving its qualifications 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](http://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/qualifications](http://www.cii.co.uk/qualifications)
- 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.

# International qualifications Application form

ICI006 (11/12)

**Important note:** To ensure that your application is processed correctly 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 certificate).

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

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

PIN

Mr/Mrs/Miss/  
Ms/Other

Surname

Forenames

Gender

Male

Female

(Please tick)

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.

Tick address to be used for postal correspondence  Home  Work

Please tick one box per category

### Type of organisation

(Insurance)

Insurance company

Broker/Intermediary

Lloyd's

Reinsurance company/broker

Loss adjuster/Loss assessor

Bank/Building Society

Consultancy

Legal

Other

(Financial services)

Directly authorised advice firm

Appointed representative  
– Network

Appointed representative  
– Other

Product provider/  
Fund manager/Service provider

Bank/Building Society

Mortgage broker

Accountant

Other

### Area of work

(Insurance)

Underwriting

Claims/Loss adjusting

Broking

Sales/Marketing

Risk management/Surveying

Administration/Processing

Compliance

HR/Training

Finance

Other

(Financial services)

Advising clients

Paraplanning

Actuarial

Administration/Processing

HR/Training

Compliance/Regulation

Finance

Business Development

Technical

Marketing

Other

### Job category

Trainee

Technician/Co-ordinator

Supervisory/Controller

Middle management  
(Branch, Office, Dept)

Senior management  
(General, Head of)

Board member  
(CEO, Director)

Business owner

Other

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

If yes, please specify

Please turn over

## International qualifications application form – IC1006 (11/12)

Enter your name

### Section B – CII membership

(Please **ONLY** complete this section if you are applying for membership. Go to Section C if you are already a member.)

I wish to apply for membership of the CII  Yes  No

By becoming a member of the CII you agree to be bound by the CII's Charter, Bye-laws, Code of Ethics, rules, regulations and requirements of membership. Full details of these obligations of membership can be found online at [www.cii.co.uk/memberobligations](http://www.cii.co.uk/memberobligations)

Please tick the relevant box to confirm whether you have:

– Been made bankrupt or been subject to an individual voluntary arrangement (or similar procedure) or any judgement debt.  Yes  No

– Been convicted for (or have you been charged but not yet tried with) any offence other than a monetary fixed penalty for a motoring offence. Please note, if the conviction is considered spent under the Rehabilitation of Offenders Act you should select 'no'.  Yes  No

– Been subject to any disciplinary sanctions (or are currently the subject of any investigation) by the CII or any other professional and/or membership body or regulatory authority.  Yes  No

If you have answered 'yes' to any of these questions, please also provide any relevant details on a separate sheet of paper.

Please note that, as a member of the CII, you are required to let us know if and when, at any point in the future, your circumstances are such that you would have to answer 'yes' to any of the above.

#### Faculties

Please choose below which faculty you would like to join. These are forums of the CII which provide a range of services in support of individuals working in specific industry sectors – further information can be found at [www.cii.co.uk/faculties](http://www.cii.co.uk/faculties)

In applying for CII membership you can **join one faculty for free**. If you wish to join additional faculties please contact CII Customer Service on +44 (0)20 8989 8464.

(select one)

Insurance Broking

Claims

London Market

Underwriting (For general insurance company employees)

Life & Pensions

#### Membership fees

- 1). An admission fee of £37 is payable by **ALL** applicants.
- 2). Please then select the appropriate member fee.

**Sub total** £

	International*	Channel Isles
Annual subscription	£50	£70

**Important note:** \*A discounted membership fee of £35 is available for individuals resident in countries categorised as 'low income' or 'lower middle income' countries. See page 12 for details.

(to include the £37 admission fee)

### Section C – Study option

I wish to enrol for the following qualification(s):

Qualification	CII use	Member/Non-member	Total
Award in Financial Planning	AWF	£180	£
Award in Bancassurance (December 2012)	AWB	£180	£
Award in Investment Planning (January 2013)	AWP	£102	£
Award in General Insurance	W01	£102	£
Award in Customer Service in Insurance	W04	£102	£

**Sub total** £

#### Postage fee:

- **£7 per order:** Channel Isles, Isle of Man, Republic of Ireland, Malta and Gibraltar.
- **£15 per order:** All other countries (excl. UK).

**Please note:** These postage rates are flat fees applicable to orders from individual candidates (orders may contain more than one item). Separate fees apply to corporate bulk orders – contact Customer Service for details.

**Postage fee** £

### Section D – Exam entry

Please tick required  
2013 session

Qualification	April	October
Award in Financial Planning		
Award in Bancassurance		
Award in Investment Planning		
Award in General Insurance		
Award in Customer Service in Insurance		

I wish to sit my chosen exam(s) at the following international centre (refer to pg 15 for the list of available centres):

Centre name

Centre code

**Additional late entry fee** (See pg 13) £

**Exam re-sit** (See pg 13) £

## International qualifications application form – ICI006 (11/12)

Enter your name

### Section E – Total payable and method of payment

**Insert the total value of all items ordered in Sections B to D.**

**Note:** 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 signature

Date

### Section F – Declarations

#### Data protection and privacy

The CII will ensure that your personal data is processed in line with Data Protection legislation and the CII Data Protection and Privacy Statement (available on the CII's website). To process this application, I am deemed to have consented to the CII processing my data.

#### Sharing information with your employer

The CII will, upon request, provide your employer with details of your examination record and accreditation, including all attempts and future entries, along with your CII Personal Identification Number, 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.

#### Privacy and electronic communications regulations

The CII and, where relevant, your Local Institute (LI) may from time to time wish to draw your attention to other CII or LI products and services electronically which are likely to be of interest to you. The CII and your LI will assume you consent to us using your data in this way unless you tick the following box.

#### 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.

#### Terms, conditions and cancellation

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

Cardholder's signature

Date

**Please allow 21 days from receipt of your correctly completed application form for delivery outside the UK.**

**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.**

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.







**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**

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