

# Mixed assessment guidelines and instructions

Diploma units: M05, M21, M66, M67, M80, M81, M85, M86  
M90, M91, M92, M93, M94, M96, M97, M98



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The following guidance notes apply to the mixed assessment tested Diploma units, including:

- (M05) Insurance law**
- (M21) Commercial insurance contract wording**
- (M66) Delegated authority**
- (M67) Fundamentals of risk management**
- (M80) Underwriting practice**
- (M81) Insurance broking practice**
- (M85) Claims practice**
- (M86) Personal insurances**
- (M90) Cargo and goods in transit insurances**
- (M91) Aviation and space insurance**
- (M92) Insurance business and finance**
- (M93) Commercial property and business interruption insurances**
- (M94) Motor insurance**
- (M96) Liability insurances**
- (M97) Reinsurance**
- (M98) Marine hull and associated liabilities**

Upon successful completion a pass in the unit will be added to your CII examination record, together with 20–30 Diploma level credits, subject to the unit undertaken.

## Important note:

It is essential that you fully familiarise yourself with the content of this document before commencing work on or submitting an assignment. Failure to follow the guidance and instructions could result in you failing this unit.

# Mixed assessment overview

## Mixed assessment

Mixed assessment offers an alternative to assessment purely by examination.

To complete successfully, you must pass one coursework assignment and one multiple-choice question (MCQ) exam within 18 months of enrolment.

**Important note: Mixed assessment covers the same syllabi as the examination units.**

### The coursework assignment

This is submitted online via [revisionmate.com](http://revisionmate.com), the CII's online study tool. It consists of 10 questions that range between 10 and 30 marks and which sequentially follow the syllabus learning outcomes. You must gain 120 out of 200 marks to pass this component.

The coursework assignment must be submitted within the first 6 months of the enrolment period.

### The MCQ exam

This is completed at one of the CII's online centres (or at a written exam centre for candidates outside the UK). The exam will include 50 MCQs. The nominal passmark for this component is 65%.

The MCQ exam must be passed within the 18 month enrolment period.

The format is in line with the CII's other MCQ exams, taken at Certificate level. If you're not familiar with MCQ exams however, you can read more in Section 2.

Should you fail to **submit** or pass the coursework assignment within 6 months from the date of purchase you will be able to purchase a re-submission from Customer Service. Any re-submissions must be completed and passed within your 18 month enrolment period. Please note you can only purchase a maximum of two coursework assignment re-submissions.

Should you fail the MCQ exam you can purchase another exam entry from Customer Service, by phoning +44 (0)20 8989 8464.

Any exam re-sit must be passed within the 18 month enrolment period.

Login to <a href="http://www.revisionmate.com">www.revisionmate.com</a>	
Read the guidelines and instructions	
Coursework	MCQ exam
Download the assignment and answer template	Identify the areas you need to learn by reviewing the syllabus learning outcomes and the study text
Read question 1, followed by the relevant section(s) of the study text. Complete question 1. Complete all 10 questions in the same way	Book a date to sit your MCQ exam
Upload your completed answer template to RevisionMate and submit within 6 months of your initial enrolment	Study for your exam from the material covered in your study text
Assignment result sent by post within 40 working days. You can also access your assignment results online at: <a href="http://www.cii.co.uk/results">www.cii.co.uk/results</a>	Provisional exam result notified immediately after exam – and confirmed results sent to you within seven days – for those sitting in an online centre (in the UK or corporate centre). Non-UK candidates are sent their results approximately six weeks after the exam
Please ensure that the CII has your correct email and postal address. Update your profile at: <a href="http://www.cii.co.uk/mycii">www.cii.co.uk/mycii</a>	
Score at least 120 marks out of 200 to pass the assignment. If unsuccessful, contact CII Customer Service to purchase a re-submission	Score 65% or above to pass the exam. If unsuccessful, contact Customer Service to purchase and book a re-sit
Repeat the previous steps for any re-submission within 18 months of enrolment	Repeat the previous steps for any re-sit within 18 months of enrolment

You are encouraged to submit your assignment and sit your exam well before the deadlines to ensure that you complete the course in time. If you have passed both components you will receive a pass in the unit and this will be credited to your learning statement.

# Coursework assignment

In the event that you fail the coursework assignment, you have two options:

1. Submit a reworked assignment for an additional fee – a 40 working-day marking period will apply to re-submissions. Two re-submissions per assignment may be made. All re-submissions must be completed and submitted within the 18 month enrolment period.
2. Request a review of the marking of your assignment. Each assignment is restricted to one review. An additional fee and a 35 day review period applies. Details are available at [www.cii.co.uk/courseworkpolicies](http://www.cii.co.uk/courseworkpolicies)

## Completing the coursework assignment

The questions follow the learning outcomes of the syllabus sequentially. These are mapped to the CII study text for the unit which will form the foundation for your studies (the learning outcomes covered are detailed at the front of each chapter of the study text), although you will need to supplement your knowledge with application.

The questions have been designed to allow you to find, interpret and apply information within the context of the question asked. Depending on the nature of the question, it may be necessary to include relevant examples in your answers.

Look at the mark allocated for each question as this will guide you as to how much information is required in your answer. Ensure that your answer contains sufficient content points for the right number of marks to be allocated.

If you quote directly from the study text or another relevant source, you must ensure that your work is correctly referenced.

We recommend that you study the specimen coursework assignment question and answer paper that is available for the unit. This can be found in the coursework assignment centre on RevisionMate – details on how to access this can be found on page 15.

We recommend that you use headings, bullet points, graphs and diagrams where relevant to enhance the quality of your work.

The coursework assignment must be your own work and, in submitting it you are declaring the originality of your work. For this reason important rules apply to the authenticity of your coursework and in respect of possible plagiarism. Full details are provided on pages 13–14.

# Approach to your coursework assignment

## Before you start

Make sure to read all current information on coursework available via:

- **CII study text** – this will provide the foundation for your studies, although you will need to supplement with wider reading to demonstrate your understanding of the topic through appropriate and relevant examples within your answers.
- **RevisionMate** – particularly within the sections:
  - Course info: ‘Coursework assessment guidelines and instructions’ and the FAQs available under ‘Questions?’
  - Assignment centre: ‘CII specimen coursework assignment and answer

## Planning your assignment

You should spend as much time planning your answer as you do writing.

- Read the question carefully. Start by deconstructing it to identify the various components:
  - How many component parts does the question contain?
  - To what depth should each component be explored in your answer? A key indicator of depth is the verb used, i.e. what is the question actually asking you to do? For example, if you were asked to ‘briefly explain’ something you would include concise content on this as opposed to being asked to ‘analyse’ something which indicates that you must examine this particular aspect in depth.
- Establish where the relevant material relating to this question is in the CII study text. Read and understand this and make careful notes on material you will be using in your answer.
- Identify credible and current sources to consult, remembering that these will be included in your reference list. Think quality not quantity. It is far better to have fewer, but credible and current sources in your reference list:
  - The study text includes a number of good sources. If you are a member of the CII, you will also have access to all the sources contained in the CII’s Knowledge Services site [www.cii.co.uk/knowledge](http://www.cii.co.uk/knowledge)
  - You may find it helpful to discuss your approach to your answer with your line manager. They may also be able to assist you with guidance regarding credible and current sources.

## Formatting guidelines

- Each assignment submission should be between 5,000–10,000 words with the exception of unit (M05) Insurance law, which should be between 6,000–12,000 words. The word count does not include diagrams (which you are free to use in your answer); however, it does include text contained within any tables you choose to use.
- The reference list is not included in the word count.
- You are required to use the typeface Arial (minimum size 11pt).
- Headings, subheadings and bullet points are encouraged to break down the information and provide clarity to your answer.

# Plagiarism and referencing

## Plagiarism

It is important to understand what plagiarism is and how it can be avoided. The Joint Council for Qualifications (JCQ) defines plagiarism as: “Unacknowledged copying from published sources (including the internet) or incomplete referencing”. The following also constitute plagiarism:

- Copying or amending sections of work from a friend/colleague.
- Having a friend/family member dictate something to you.
- Copying and pasting from the internet without citing the source.
- Copying or using directly from a study text quotation without citing the source.
- Paraphrasing without including reference to the source of the paraphrase.
- Working with another person, or using another person’s work to write your assignment.

## Paraphrasing

Paraphrasing is where you encapsulate another person’s original idea, argument or conclusion in your own words. This refers to published sources only – paraphrasing does not apply to another candidates’ work. It is still necessary to attribute those ideas to the author, and you can do this by using the referencing guidelines outlined over the page, taking care to include the author’s surname and the year of publication. Ofqual give the following advice on paraphrasing:

“There are several methods you can adopt. Try them all a few times. You’ll soon find out which ones work best for you.

1. Read small sections of your notes or the text you are studying (say a paragraph at a time). Cover your notes and then write the section in your own words.
2. For every sentence of text you want to paraphrase write two of your own. Remember it often helps if you identify the main idea then give an example of your own and then explain how your example fits with the main idea.
3. Take a small section (again say a paragraph). Write down the key words. Cover the original and then use the key words to help you write a paragraph in your own words. Don’t change any technical words, numbers or mathematical or scientific formulae. However feel free to change the everyday words to those of your own.

4. Remember to include a reference to the person who first wrote what you have paraphrased. If you can’t paraphrase the source then you may need to think about putting the idea in as a quotation.”  
(Using sources. A guide for students: Find it – Check it – Credit it, p 16–17. Ofqual, 2010.)

## Collaboration

We acknowledge that you may undertake joint study with colleagues or as part of a formal training programme. However, working with another person to write assignments is not acceptable. Your answers must be your own and in your own words. Under no circumstances should you allow another individual access to any of your assignment answers.

## Marks awarded

Please be aware that the originality of your assignment, and use of referencing, can affect the marks awarded for a coursework assignment:

- Does your assignment have a high reliance on sourced content, rather than your own original analysis? The deeper the level of understanding demonstrated, the higher the marks that can be awarded. Please be wary of ‘copy and pasting’ material.
- Is sourced content referenced and cited? Would it be clear to a marker which content is your own work? Credit is given for identifying relevant content from Chartered Insurance Institute study texts and further reading; but it must be clear when sourced content is used, and when your own analysis begins.



# Plagiarism and referencing continued

## How to reference

The Chartered Insurance Institute requires that students use quotation marks when content other than their own is used, immediately followed by a citation in brackets at the end of that content; this citation should include the author's name, and the year the source was produced. There should then be a corresponding reference list at the end of the assignment (space is provided for this on CII assignment templates) which includes the full name of the publication, the authors, and year of publication. This style of citation is known as Harvard referencing.

*Harvard referencing* is one of the most commonly used methods of referencing; so there is a lot of information available to students online, and many word processor programmes (Microsoft Word, Pages, etc) even have a citation feature built-in which can help you to reference. This method of referencing also makes it clear to the marker which content is the student's own.

You should always aim to make it clear with your assignment which content is your own, and which has been sourced; imagine the marker looking at your assignment – would it be clear to them which content is your own work, and which is sourced from elsewhere? Any content within your assignment that is not directly referenced or quoted is assumed to be your own. Students would be advised that it is best to reference sources (including the CII study text) as you go, so as to keep track of where sourced content comes from; and where your own content begins. Use quotation marks to identify the content you are using; followed by the source of the content, in brackets, at the end of the quote, e.g.

***“A standard construction property will usually encompass any home that has brick or stone walls and a tiled or slate roof.” (www.homeprotect.co.uk).***

For websites, you do not need to have a publication date for the in-assignment citation – just include the date the site was accessed in your reference list, along with the full webpage link.

If you are using a larger quote, you may even wish to give the quote its own paragraph; and indent it as well, e.g.:

***Although, it should be noted that:***

***“In the past, insurers have used different ways by which to classify building construction, most specifically using Standards and Grades of construction. Due to changes in building construction methods and greater emphasis on other underwriting factors, these are no longer widely used.” (M93 study text, 2016).***

You can incorporate shorter quotes into your own sentences, as long as they are referenced, e.g:

***So while these classifications of building construction may not be universally applied in today's industry, it is important to be aware that “a benchmark was established for what was seen as ‘standard construction’.” (M93 study text, 2016). This established benchmark can be compared to ‘non-standard construction’, where modern materials might be ...***

Then, at the end of the assignment, you can then give the full web addresses used; and the full name of any text books in a reference list.

## Reference list:

### Websites:

*https://www.homeprotect.co.uk/blog/concrete-home-advice (accessed 24 March 2017).*

### Reference books:

*M93 Commercial property and business interruption study text, Martin briers, Steve Watts, 2016.*

# Ensuring the authenticity of submitted work

The purpose of the rules is to ensure that candidates submit their own work.

Failure to comply with the following rules will result in disciplinary action being taken against you. Where disciplinary action is taken, your name and employer will be published.

By submitting assignments, you agree to comply with these rules.

1. The work you submit must be your own and be in your own words.
2. You must not copy or amend work from another source including another candidate or the study text or any other supporting material.
3. Your assignment must not include content which another person has dictated to you.
4. Where you draw on other work, you must fully reference it – the guidelines for the unit you are taking will provide guidance on referencing correctly.
5. You must not work with another candidate to write an assignment.
6. Another person must not write your assignment for you.
7. You must not write an assignment for another person.
8. You must not provide, or provide access to, your assignment or any part of your assignment, including tutor/examiner feedback, to anyone other than the CII. You must not access another candidate's assignment.
9. You must not be involved in any other dishonourable or unprofessional conduct relating to the completion and submission of your assignments.

## Important notes:

1. Writing of assignment responses must be done individually without collaboration of any kind.
2. Candidates must take care to appropriately safeguard their work. Assignments saved on servers provided by your employer must be password protected with a complex password known only to you.
3. All assignments will be subject to plagiarism detection software checks.
4. The CII reserves the right to contact candidates following submission of their assignments to verify their identity and ensure that the assignment has been written by that candidate. You must participate and cooperate with any interview or investigation to establish your identity and/or the authenticity of your work.
5. Where a breach of the above rules is suspected by the CII it will be fully investigated.
6. Where the CII has grounds to suspect a breach of the above rules, your identity and relevant evidence relating to you may be shared with other candidates and/or your employer to ensure a fair and thorough investigation.
7. Guidance on plagiarism and referencing can be found in the guidelines relevant to the assessment module you are completing.
8. Details on the CII's disciplinary regulations and procedures rules as well as the indicative sanctions guidance can be found at [www.cii.co.uk/about/professional-standards/disciplinary-and-appeals-decisions/](http://www.cii.co.uk/about/professional-standards/disciplinary-and-appeals-decisions/)
9. Sanctions will be imposed on candidates found to be in breach of the Authenticity Rules. Sanctions applied in previous cases can be seen at [www.cii.co.uk/about/professional-standards/disciplinary-and-appeals-decisions/breaches-of-examination-andor-assessment-regulations/](http://www.cii.co.uk/about/professional-standards/disciplinary-and-appeals-decisions/breaches-of-examination-andor-assessment-regulations/)
10. The names of candidates, along with their employers, found to be in breach of these rules are also published on the CII website and in the CII Journal and Personal Finance Professional.



# Accessing and submitting your coursework assignment

Four easy steps to access and submit coursework assignments online:

1. Go to [www.revisionmate.com](http://www.revisionmate.com)
2. Use your CII Permanent Identity Number (PIN)\* as your login name
3. Use your surname as your password (all in lower case and omit any hyphens or apostrophes)
4. Click 'Login'

\* You can find your CII PIN on any communication sent to you by the CII or by calling CII Customer Service on +44 (0)20 8989 8464. Your mixed assessment course will be found on your homepage. When selected, this has two sections: Information and Coursework assignment centre.

## Information

In this section you will find:

- **A diagrammatical overview of coursework** – A diagrammatical overview of the coursework process from enrolment to completion of the online assessment.
- **Guidelines and instructions** – An online copy of the information contained in this document.
- **Frequently asked questions** – A list of frequently asked questions about assessment.
- **Discussion forum** – this forum is continuously monitored by the CII (it is not permitted to discuss the content of any online assignments on this forum).
- **Specimen MCQ exam and answers** – Specimen multiple choice questions and answers to help you gauge the MCQ exam requirements.

## Assignment centre

In this section you will find:

- **Specimen coursework assignment and answer** – A specimen coursework assignment and answer to help you gauge the depth and breadth of answers sought by examiners.
- **Assignment** – The compulsory coursework assignment for the unit.
- **Answer template** – The template document that you must use to type your coursework answer on.
- **Assignment submission area** – The area provided for you to upload your completed assignment and confirm you wish to submit them for marking by the assessor.

## Help using the online system

Each of the features listed above is accompanied by further instructions online. However, if you have any difficulty gaining access to the site, or questions relating to site functions, please contact [revisionmateadmin@cii.co.uk](mailto:revisionmateadmin@cii.co.uk) or use the 'contact us' button on site. General assignment queries should be directed to CII Customer Service at [customer.serv@cii.co.uk](mailto:customer.serv@cii.co.uk). These sources of help are available from Monday to Friday between 9.00 am and 5.00 pm (GMT).

# MCQ exam

The CII has exam centres throughout the UK, most of which offer weekly MCQ sittings. Paper based versions will also be available six times annually for candidates outside the UK who work for corporate organisations with in-house exam centre arrangements. All other non-UK candidates will still have the choice of sitting the MCQ component in April and October. If you didn't book your exam date when enrolling for mixed assessment, you can do so by contacting Customer Service.

The nominal passmark for the MCQ exam is 65%. The actual passmark may vary from one exam sitting to another, depending on the level of difficulty, to ensure that the pass standard remains constant.

In the event that you fail the MCQ exam you will need to re-sit. There is no limit on the number of times that you can re-sit the MCQ exam. This must be sat and passed within 18 months of enrolment and cannot be used beyond this period.

We advise sitting the exam as early as you feel comfortable with, allowing plenty of time to complete any re-sits within your 18 month enrolment period.

## Completing the MCQ exam

A multiple choice question consists of a problem followed by options. No marks are awarded or deducted if you choose an incorrect response.

You are permitted to use calculators during the examination. If you bring a calculator into the exam room, it must be a silent battery or solar-powered non-programmable calculator. The use of electronic equipment capable of being programmed to hold alphabetic or numerical data and/or formulae is prohibited. You may use a financial or scientific calculator, provided it meets these requirements.

You are permitted to make rough notes. You are **not** permitted, under any circumstances, to remove any papers relating to the exam from the exam room.

The best approach to multiple choice exams is to work methodically through the questions.

**Note:** Refer to your online examination admission document for a full list of examination admission rules.

The questions are worded very carefully to ensure that all the information required is presented in a concise and clear manner. It cannot be emphasised too strongly that understanding the precise meaning of the question is vital. If you miss a crucial point when reading the question it could result in choosing the wrong option.

You should carefully read through the question and all the options before attempting to answer.

You should pay particular attention to any words in the question which are emphasised in bold type, for example, **maximum, minimum, main, most, normally and usually**. Negative wording is further emphasised by the use of capital letters, for example **NOT, CANNOT**.

You should not spend too much time on any one question. If you cannot make up your mind, you should leave the question and come back to it later.

When all of the questions have been answered, use any remaining time to go through each question again, carefully, to double-check that nothing has been missed. Altering just one incorrect response to a correct response could make the difference between passing and failing.

For those sitting in an online centre (in the UK or corporate centre), provisional exam results are notified immediately after the exam – and confirmed results are sent to you within seven days. Non-UK candidates are sent their results around six weeks after the exam.

Individual feedback on your performance is automatically provided and will indicate the result achieved and, for each syllabus learning outcome, the percentage of marks available that were gained.

# FAQs

## 1. Why is the CII changing to mixed assessment?

We believe that this will offer a range of benefits; the coursework element supports more in-depth study of the subject, encourages candidates to draw on and apply experiences gained in the workplace and removes some of the pressure associated with 100% testing by examination. It will also give candidates greater flexibility with their studies since they will be able to complete the coursework element within six months and the multiple choice exam element within the 18 month enrolment period.

## 2. Will the Diploma in Insurance written exam option be withdrawn and if so, when?

Mixed assessment will replace Diploma in Insurance exams, with all Diploma-level written exams being withdrawn by 2019. See [www.cii.co.uk/insurance-developments](http://www.cii.co.uk/insurance-developments) for full details of the proposed rollout of mixed assessment.

## 3. Will I be able to take the multiple choice exams any time?

These are scheduled year-round at exam centres across the UK. Results are notified instantly on-screen and will be sent by post within seven working days of your exam. See question 4 for details of non-UK exam options.

## 4. What multiple choice question (MCQ) exam options are available for non-UK candidates?

All non-UK candidates will have the choice of sitting the MCQ exam in April or October. Candidates who work for firms with in-house exam centre arrangements will have access to six exam sittings annually.

Non-UK results are issued by first-class post six weeks after the exam. Please allow 15 days for delivery to a non-UK address.

## 5. Do I have to complete the two assessment components in a particular order?

No. Candidates may complete the components in any order, provided the course deadlines are met. The coursework component must be completed within six months of enrolment and the MCQ component must be completed within 18 months of enrolment. This includes all re-submissions of coursework or re-sits for exams.

## 6. Will the mixed assessment criteria format mean I can complete the Diploma quicker?

It could potentially have that effect as you will be able to complete it at any point during the year, scheduling this around other written exams that you may be sitting in April and October.

## 7. How will the change to mixed assessment criteria impact on the way face-to-face study workshops are run?

Where offered, these will be structured to support study towards the new mixed assessment programme, helping to ensure that candidates have the skills and understanding required to successfully complete these.

## 8. I haven't written an essay since leaving school/sixth form/university and I'm nervous I won't be able to produce answers to a sufficient standard. What support will be available to help me with essay writing and structuring?

As with all of its different assessment methodologies, the CII will be providing candidates with comprehensive support to give the best chance of successfully completing this first time. An example of completed coursework will be provided on enrolment which will show you the type of questions that will be asked and the level and complexity of answers required. Coursework is not about writing theoretical essays, but about the application of knowledge. Therefore it is about applying the learning outcomes to typical scenarios that you would encounter in the workplace.

## 9. Will the syllabus be changing to reflect mixed assessment?

The syllabus will not be affected by the change to mixed assessment. The syllabus learning outcomes remain the same whether tested by mixed assessment or written exam.

## 10. What impact will mixed assessment have on study materials?

There is no impact to the study material as a result of the change to mixed assessment. You will be provided with a printed copy or ebook of the study material, with updates for 18 months from the date of purchase. You will also have access to an electronic copy of the study text online. In addition, examples of completed coursework and MCQ exam will be provided.

## 11. Will the multiple choice exams be available online?

Yes, all of the CII MCQ examinations are available year-round at online exam centres throughout the UK. See question 4 for details of non-UK exam options.

There is no impact to the study material as a result of the change to mixed assessment. You will be provided with a printed copy or ebook of the study material, with updates for 18 months from the date of purchase. You will also have access to an electronic copy of the study text online. In addition, examples of completed coursework and MCQ exam will be provided.

## FAQs continued

### 12. Can I redo the coursework or MCQ exam if my mark is below a pass?

Yes, this will be considered in the same way as a fail under the existing examination process. You will be able to purchase either a re-submission for the coursework or a re-sit of the MCQ exam within the 18 month enrolment period.

### 13. How long will I get to complete and submit coursework online?

You will have an 18 month enrolment period. The coursework re-submission must be submitted within the first six months of enrolment. Depending on your study patterns you could choose to submit at any time during these six months. If you are unsuccessful in your first coursework submission you can purchase a further re-submission (within the 18 month enrolment period).

Please note that a maximum of two coursework assignment re-submissions may be purchased.

### 14. What happens if I fail to get my coursework in on time?

The timescale for submission will be strictly adhered to. If the coursework element is not submitted in time, this will result in a timed-out notification. You will be able to purchase a resubmission if this is within the original 18 month enrolment period. Outside this period you would be required to purchase a new enrolment. Credit for any exam sat will not be transferable to a new enrolment.

### 15. If I'm unsuccessful in any of my coursework assignments, can I request a review of my coursework assignment marking?

Yes. Requests for a post-results review of marking should be made to Customer Service, and you must apply within 35 days of your assignment's result release. A fee is payable for this service and is refundable if the review results in a pass. Visit [www.cii.co.uk/courseworkpolicies](http://www.cii.co.uk/courseworkpolicies) for full details.

Please note, however, all coursework assignments are marked by two markers, checked by the assessor and moderated before results are released.

### 16. Do I need to pass both components of the assessment within the 18 month enrolment period?

Yes. You need to pass both components, including any coursework re-submissions or exam re-sits, within the 18 month enrolment period. **A pass in one component cannot be carried forward to a future enrolment.** This is because coursework and MCQ questions for each enrolment period are jointly developed to ensure that all the learning outcomes are covered.

### 17. When will I receive my coursework result?

Your result notification will be sent to you by mail within 40 working days of submission.

### 18. Can I calculate my score by averaging the percentage feedback I received for my multiple choice exam?

No, you cannot calculate your score by averaging the percentage given in your feedback. Learning outcomes are weighted according to a test specification. The general insurance and financial services syllabus and test specifications can be found at [www.cii.co.uk/qualifications](http://www.cii.co.uk/qualifications) within each qualification section. The feedback shows, for each learning outcome (or group of learning outcomes), the percentage of questions you answered correctly. For further information on your result and feedback please go to [www.cii.co.uk/qualifications/assessment-information/notes-to-results/](http://www.cii.co.uk/qualifications/assessment-information/notes-to-results/)

# Bibliography

*Cite them right: the essential referencing guide.* 9th ed. Richard Pears, Graham Shields (Palgrave MacMillan).

*Dissertations and projects reports: a step by step guide.* Stella Cottrell (Palgrave MacMillan, 2014).

*Doing a successful research project: using qualitative or quantitative methods.* Martin Brett Davies (Palgrave, 2007).

*How to use your reading in your essays.* 2nd ed. Jeanne Godfrey (Palgrave MacMillan, 2013).

*How to write better essays.* 3rd ed. Bryan Greetham (Palgrave MacMillan, 2013).

*Mastering your business dissertation: how to conceive, research and write a good business dissertation.* Robert Lomas (Routledge, 2011).

*Research methods for business students.* 7th ed. Mark Saunders, et al. (Pearson, 2015).

*Researching and writing a dissertation: an essential guide for business students.* 3rd ed. Colin Fisher (Pearson Education, 2010).

*Succeeding with your Masters dissertation: a step-by-step handbook.* 2nd ed. John Biggam (Oxford University Press, 2011).

*The study skills handbook.* 4th ed. Stella Cottrell (Palgrave MacMillan, 2013).

## References cited in this guide

### Books

Johnson, Clay (2012). *The information diet: a case for conscious consumption.* O'Reilly Media.

### Articles

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### Online resources

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## Websites

- The Actuarial Profession: other libraries – <http://www.actuaries.org.uk/research-and-resources/pages/other-actuarial-libraries> (last accessed 07.09.2016)
- British Library Business and IP Centre –  
<http://www.bl.uk/bipc/dbandpubs/busres/index.html> (last accessed 07.09.2016)
- Carrot2 – <http://search.carrot2.org> (last accessed 07.09.2016)
- Google Bookmarks <http://www.google.com/bookmarks> (last accessed 07.09.2016)

## Acknowledgements

Thanks are given to the following institutions for allowing us to reproduce/cite their copyrighted material. Please be aware that any material cited in this guide must not be reproduced and/or redistributed for commercial purposes. Please contact any of the sources below for further information.

The Actuarial Profession  
 Berkeley University  
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 Duke University  
 Internettutorials.net  
 University of North Carolina  
 University of Wisconsin  
 Phil Bradley’s website  
 Senate House Library, University of London  
 Tony Russell-Rose, UX Labs



# Appendix

## Useful free online resources

Of necessity, resources included here are primarily those containing information about the UK insurance industry – although they may also have international coverage in addition.

If you are looking for information about a country other than the UK, please **email** [knowledge@cii.co.uk](mailto:knowledge@cii.co.uk) as we may be able to suggest alternate resources.

This is by no means a comprehensive list (or an endorsement of the technical content) but should serve as a good reference point. If there are any resources you feel should be added to this list (or if any of these links have changed) please **email** [knowledge@cii.co.uk](mailto:knowledge@cii.co.uk)

Please look to your course's reading list for recommended library and online resources specific to your studies.

All of these links were last checked in July 2017.

### News and articles (technical and regulatory)

Included in this section – reports, white papers, articles, news bulletins.

### Magazines/Journals

The following magazines can be viewed online (you may need to register first)

ASTIN bulletin – [http://www.actuaries.org/index.cfm?lang=EN&DSP=PUBLICATIONS&ACT=ASTIN\\_BULLETIN](http://www.actuaries.org/index.cfm?lang=EN&DSP=PUBLICATIONS&ACT=ASTIN_BULLETIN) (Three-issue embargo for non-members).

Enterprise risk – <https://www.theirm.org/knowledge-and-resources/enterprise-risk-magazine.aspx>

Financial adviser – <http://www.ftadviser.com>

Geneva risk and insurance review – [http://www.genevaassociation.org/Publications/Geneva\\_Risk\\_and\\_Insurance\\_Review.aspx](http://www.genevaassociation.org/Publications/Geneva_Risk_and_Insurance_Review.aspx) (Three-year embargo for non-members).

Insurance age – <http://www.insuranceage.co.uk>

Risk management magazine – <http://rmmagazine.com>

Sigma – <http://www.swissre.com/library/>

### Industry bodies

The following industry bodies produce topical news and articles which are freely available online.

The Actuarial Profession – <http://www.actuaries.org.uk/>

AIRMIC – <http://www.airmic.com/technical>

Association of British Insurers (ABI) – <https://www.abi.org.uk>

Chartered Insurance Institute (CII) – <http://www.cii.co.uk/knowledge>

Federation of European Risk Management Associations (FERMA) – <http://www.ferma.eu/news/>

Institute of Risk Management (IRM) – <http://www.theirm.org/knowledge-and-resources>

Insurance Information Institute (III) – <http://www.iii.org>

Risk and Insurance Management Society – <http://www.rims.org>

### Companies and markets

Aon Benfield. Thought leadership. Articles and whitepapers. Updated several times a year. <http://www.aon.com/thought-leadership/thought-leadership.jsp>

Lloyd's. Tools & Resources. Updated several times a year. <http://www.lloyds.com/the-market/tools-and-resources>

PricewaterhouseCoopers. Publications. Updated several times a year. <http://www.pwc.co.uk/insights.html>

SwissRe. Library. <http://www.swissre.com/library/>

### Regulatory/Government bodies

CFO Forum. Press releases. Updated several times a year. <http://www.cfoforum.eu/press.html>

City of London. Economic research and information. Updated several times a year. <http://www.cityoflondon.gov.uk/business/economic-research-and-information/>

European Commission. Economic and financial affairs. Updated several times a year. [http://ec.europa.eu/economy\\_finance/consultation/index\\_en.htm](http://ec.europa.eu/economy_finance/consultation/index_en.htm)

European Insurance and Occupational Pensions Authority (EIOPA) – <https://eiopa.europa.eu>

Financial Conduct Authority (FCA) – <http://www.fca.org.uk/news>

# Appendix continued

## Legal updates and legislation

British and Irish Legal Information Institute (BAILII) – <http://www.bailii.org/>

Casecheck: the legal resource – <http://www.casecheck.co.uk/>

European Commission – [http://ec.europa.eu/legislation/index\\_en.htm](http://ec.europa.eu/legislation/index_en.htm)

Legislation.gov.uk – <http://www.legislation.gov.uk/>

## Company information

Duedil – <https://www.duedil.com/>

Insurance directories online – <http://www.insurance-directories.com>

## Statistics (market and industry)

### Insurance

Association of British Insurers (ABI). Facts and figures. Updated annually. [http://www.abi.org.uk/Facts\\_and\\_Figures/Facts\\_Figures.aspx](http://www.abi.org.uk/Facts_and_Figures/Facts_Figures.aspx)

City of London. Contribution of Financial and Professional Services to GVA. Annual. <http://www.cityoflondon.gov.uk/business/economic-research-and-information/statistics/Pages/key-facts.aspx>

Insurance Information Institute (III). Facts and Statistics. Updated annually. <http://www.iii.org/insurance-topics/features/facts-and-statistics>

Lloyd's. Compare countries. <http://www.lloyds.com/the-market/tools-and-resources/research/market-intelligence-toolkit/compare-countries>

London Stock Exchange. Statistics. Updated several times a year. <http://www.londonstockexchange.com/statistics/home/statistics.htm>

Organisation for Economic Co-operation and Development (OECD). Economic Outlook: Finance: Insurance Statistics. Updated annually. <http://stats.oecd.org/>

SwissRe. Factsheet. Updated several times a year. <http://www.swissre.com/library/?id=1211265>

TheCityUK. Research. <http://www.thecityuk.com/research/>

## General economic/demographic data

Bank of England (BoE). Statistics. <http://www.bankofengland.co.uk/statistics/Pages/default.aspx>

Central Intelligence Agency (CIA). World Factbook. <https://www.cia.gov/library/publications/the-world-factbook>

City of London. Statistics. Updated several times a year. <http://www.cityoflondon.gov.uk/business/economic-research-and-information/statistics/Pages/default.aspx>

European Commission. Economic databases and indicators. [http://ec.europa.eu/economy\\_finance/db\\_indicators/index\\_en.htm](http://ec.europa.eu/economy_finance/db_indicators/index_en.htm)

Office of National Statistics (ONS). Economy. <http://www.ons.gov.uk/ons/taxonomy/index.html?nscl=Economy>

The World Bank. Indicators. <http://data.worldbank.org/indicator>

## Glossaries and dictionaries

Acronymfinder – <http://www.acronymfinder.com>

Investopedia – <http://www.investopedia.com>

IUA Reinsurance glossary – [http://www.iua.co.uk/IUA\\_Member/Publications/Reinsurance\\_Glossary/IUA\\_Member/Publications/glossary\\_home.aspx?hkey=48a19598-162b-48e6-bf38-b99f129932f3](http://www.iua.co.uk/IUA_Member/Publications/Reinsurance_Glossary/IUA_Member/Publications/glossary_home.aspx?hkey=48a19598-162b-48e6-bf38-b99f129932f3)