

Assessment rules



Please note that claims of being unaware of, or not understanding, the assessment rules will not be considered grounds for complaint and are not grounds for formal appeal. If you are in any doubt about, or need assistance to understand, the rules please contact customer.serv@cii.co.uk.

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Rules for exams (including the exam element of mixed assessment units)

By entering an exam with the Chartered Insurance Institute (CII), you agree to be bound by these rules and policies. Any breach of the following rules or policies may result in your disqualification, not only from the examination you are taking and any assessment you have already taken, but also from all future assessments, either for a period of years or indefinitely.

Syllabuses

Exams are based on the published syllabuses; you can find syllabuses on the unit shop page of the [CII website](#).

Entry

Please note some units and qualifications have restrictions on entry. Units and qualifications specified as non-UK or indicated as for a specific region (such as Hong Kong) cannot be awarded to UK residents. If you do take a unit or qualification for which you are not entitled to enter, the CII will void any results and awards of units and qualifications achieved as a result.

Exam documentation and software

On the [Supporting exam documents page](#), you can find copies of additional information which is provided to you in your examination and details of additional information sent to you before your examination.

For on-screen multiple choice exams, please familiarise yourself with the [multiple choice assessment platform](#) you will be using.

For on-screen written exams, please familiarise yourself with the [on-screen written assessment platform](#) you will be using .

Booking Exams

[Important deadlines](#) for on-screen and paper-based written exams, including closing dates for entries and examination sitting dates, can be found on our website. For on-screen multiple-choice exams, you will only be able to book an exam that is more than two days ahead of the current date, subject to availability. You will not be able to book an exam beyond your enrolment period.

Exam Durations

The duration of your exam can be found on the unit shop page of the [CII website](#).

Liability

The CII's liability is limited to a complete refund of the fee paid for the assessment concerned. Nothing in these conditions excludes or limits the liability of CII:

- (a) For death or personal injury caused by the negligence of CII
- (b) For any matter which it would be illegal or unlawful for CII to exclude or attempt to exclude its liability.

Legislation

Learners should refer to the syllabus and the CII updates on the unit shop page of the [CII website](#), for the general testing position and the latest information on changes to legislation and industry practice and when they will be assessed.

In all instances, the CII employs best endeavours to ensure that assessments meet the specified criteria.

Technical changes

Assessments are based on the published syllabuses which are available online on the unit shop page of the [CII website](#). It is important that you keep yourself informed of any changes which may affect the units you are studying by using material suggested in the reading lists on the syllabuses.

The CII will do all it can to provide learners enrolled on a study programme with updated materials as soon as legislative changes become known, but it cannot guarantee this in time for any particular assessment. Learners should refer to the CII updates, via the link on the unit shop page of the [CII website](#), for the latest information on changes to law and practice and when they will be assessed.

Disciplinary action

Disciplinary action may be taken against any learner found guilty of dishonourable or unprofessional conduct or committing a breach of the assessment rules or policies. Penalties may be imposed for falsification of documents or cheating during an assessment. The CII reserves the right to notify the relevant regulatory body of any disciplinary action taken.

Identification

Please check your personal details on [MyCII](#) are up to date and correct as your identification will be matched to these details.

For all examinations, you will need to supply a form of identification.

For coursework, if you fail to produce proof of identity when requested, the CII reserves the right to withhold your result.

Forms of identification do not have to be in English, however, all identification must be written in the modern Latin alphabet (in addition to any other language/alphabet used) and match the details held on [MyCII](#).

Acceptable forms of identification are:

- a current passport

- a valid driving licence containing both, your photograph and signature
- a national identity document containing both, your photograph and signature - this excludes UK National Identity Cards.

All forms of identification should be presented in their original form and photocopies will not be accepted.

If you do not hold one of these forms of identification, you will be expected to obtain one before the exam. If you fail to present an acceptable form of identification during the identification checks, you will not be allowed to take your exam.

Ear checks

A check of your ears will be undertaken before you take your exam, to verify that you are not using earphones, ear buds or similar.

If you wear a headscarf for religious purposes, you will be required to show your ears but you do not need to remove your headscarf.

If you require a reasonable adjustment for this check to be undertaken e.g. to ensure it is undertaken by a female invigilator and/or in a private area, please apply for an adjustment, following the [Qualifications accessibility and special circumstances policy and guidance](#).

Preparing for Exams

If your exam is at a centre:

it is important that you know how to find the exam centre and allow yourself enough time to get there. You should arrive at the centre at least 30 minutes before the exam is due to start. You may not be allowed to take your exam if you arrive late.

If you are taking your exam via remote invigilation:

Download

Before the exam day, you will have received a confirmation email containing a link to the Bookings and Results section of your MyCII Dashboard. On the exam day click the link in your confirmation email 30 minutes before the start of your exam. Use this link to login and then select the “Launch Exam” option beside your scheduled exam. You will be required to download a Secure Browser add-on prior to your exam. This is an extra layer of security that will ensure no other application is open during the exam. You will be able to download the required secure browser 30 minutes before the exam.

Logging in

If you log in more than 15 minutes after your scheduled start time, you will not be allowed to take your examination.

Your environment

The lighting of your room should be of daylight quality and overhead lighting is preferred. If overhead lighting is not possible, please make sure that your light source is not directly behind you as it will make it difficult for your invigilator to observe you.

Ensure that your exam is held in a well-lit, quiet and private location and that no one is allowed in the room. Rooms with glass walls and doors are not suitable for exams if people are visible through the glass.

Your connectivity and equipment

Request members of your household to stay off or refrain from heavy use of the internet during your exam. Streaming video content, online gaming and similar activities can heavily impact your Wi-Fi performance or internet connectivity speed. Where possible connect directly to the router via an Ethernet cable. Make sure that you perform the system setup and checks on the same laptop or PC on which you will take the exam. Make members of your household aware that you must not be disturbed when taking your exam.

Close all programs, applications and websites unless instructed to open them by the invigilator for the purpose of taking the exam.

Room scan and mirror check

Your webcam must allow you to do a 360-degree scan of the room and needs to be easily lifted and moved throughout the room. Please note, in addition to the room scan, you will be requested to do a mirror check as demonstrated in this [mirror check video](#). You need to bring a reflective surface such as a mirror, so you can display the screen, webcam, keyboard and edges of your monitor/ screen when requested.

Invigilators

You must at all times follow the directions and rulings of the examination invigilators.

Permitted and prohibited materials and devices

Table 1 – This table gives an overview but is not an exhaustive list and should be read in conjunction with the supporting text below (✓ = permitted, ✗ = prohibited)

	Test Centre	Remote invigilation
Ear plugs	✓	✗
Ear “buds” or headphones	✗	✗
Silent battery or solar-operated non-programmable calculator	✓	✓
Electronic devices (other than a Silent battery or solar-operated non-programmable calculator)	✗	✗
Belongings	✗	✗
Reference materials	✗	✗
Food	✗	✗
Drink a bottle of water or similar, liquid must be in a clear, transparent vessel with any labels removed.	✓	✓
Hearing aids - ONLY when requested prior to the sitting. Please see the Qualifications accessibility and special circumstances policy and guidance . Medical evidence will be required.	✓	✓
Notes	✓ A whiteboard or pen and paper is provided at the centre.	✓ 2 sheets of blank A4 paper.
Wrist Gear (including watches) please note that thread/twine/fabric friendship bracelets that are not easily removed and bracelets / bangles worn for religious purposes can be left on.	✗	✗
Hats and sunglasses	✗	✗

Ear plugs

In an examination centre, whilst every effort is made to ensure the examinations are conducted in a quiet environment, other learners and general activities in the examination centre and outside may on occasions cause minor distraction. Please note you are permitted to wear standard ear plugs (you are not permitted to use earphones, buds or headphones) if you so choose.

If you are taking your exam by remote invigilation neither ear plugs nor earphones may be worn when taking your examination.

Hearing aids

Hearing aids are only permitted when requested prior to the sitting. Please apply following the guidance in the [Qualifications accessibility and special circumstances policy and guidance](#). Medical evidence will be required.

Calculators

For on-screen exams, an on-screen scientific calculator will be provided.

For all exams (both on-screen and paper-based) you are allowed to bring and use your own silent battery or solar-operated non-programmable calculator

The use of all other electronic devices is prohibited.

Electronic devices

Mobile phones (including iPhones/smartphones) smart watches, smart glasses and similar devices, headphones and electronic equipment capable of communicating or being programmed to hold alphabetic or numerical data and/or formulae are prohibited. Remove any tablets, smart watches, smart glasses, mobile phones, smart phones, iPhones.

Remove any computers, electronic devices or laptops that are not connected with the live exam.

Remove any non-permitted calculators (non-programmable physical calculators are permitted).

Reference materials

All required reference materials will be provided for you. Rates of tax, tax bands, allowances and exemptions for Income Tax, Inheritance Tax and Capital Gains Tax are provided for all relevant units. You must not take into the examination room any unauthorised materials or items or consult in any way, any book, paper, document or other written, typed or printed matter or any material from the internet or material generated by artificial intelligence (except your admission permit for paper-based exams). Unauthorised materials include, for example, tax tables, tax guides, electronic devices, leaflets, non-transparent lids or cases, or any other unauthorised items specified by the invigilator.

Notes

Notes may be made using the whiteboard or pen and paper provided at the centre.

For exams delivered via remote invigilation, you can take in 2 sheets of blank A4 white paper on the day to make notes and an additional sheet or Post-it® with the on-the-day support numbers (you should place this additional sheet of paper or Post-it®, with the support numbers on it, out of immediate sight / reach). You will need to show both sides of the A4 white paper during the room scan or when requested by the invigilator. You can also take in a pen to make notes. At the end of the exam you will need to destroy any notes you have made in front of the camera witnessed by the invigilator before exiting the exam.

Belongings

All briefcases, handbags, books, revision notes and other personal belongings must be left in a cloakroom or as specified by the invigilators at a centre.

For remotely invigilated exams, your environment should be clear of belongings and electronic devices, all mobile phones, briefcases, handbags, books and revision notes must be locked away or left outside the room in which you are taking the examination.

Food and drink

You may not consume any food while taking the examination.

Drinks: you are allowed a bottle of water or similar, but the clear liquid must be in a clear, transparent vessel with any labels removed.

Wrist gear

No watches or fitness trackers are allowed to be worn and should be locked away or left outside the room in which you are taking the examination.

An on-screen, or if your exam is on paper, in-room clock is provided. Non-religious wrist gear (e.g. a bracelet) is not allowed to be worn (please note that thread/twine/fabric friendship bracelets that are not easily removed and bracelets / bangles worn for religious purposes can be left on).

Hats and sunglasses

No hats or sunglasses are allowed.

Communication

You must not communicate with, or willingly receive communication from any person during the examination other than the invigilator. Any attempt on the part of another person to communicate with you must be reported to an invigilator.

You must not read or attempt to read or copy any information from any other person.

Conduct

You must not behave in a rude, discourteous or disruptive manner. The invigilators have the authority to exclude a learner who behaves in this way.

You must not act in an unprofessional manner. Disciplinary action may be taken against any learner suspected of unprofessional conduct or committing a breach of these rules.

If you need assistance, are being distracted, or experiencing difficulty, you should report the matter to the invigilator by asking for their assistance or messaging them (if taking the exam via remote invigilation).

For exams taken via remote invigilation please be aware you will be asked to stop any actions which could be interpreted as an attempt to communicate with others or an attempt to consult unauthorised resources. Examples of such actions include, but are not limited to, talking aloud, moving your hands in front of your face and moving out of the line of sight of your webcam. If these actions continue after you have been asked to cease, your exam may be terminated and in all cases the CII reserves the right to withhold your result. If you have a need for an adjustment to be made to this test situation (e.g. for medical reasons) please do let us know in advance, following the process detailed in the [Qualifications accessibility and special circumstances policy and guidance](#).

Toilet breaks

For exams lasting fewer than 3 hours toilet breaks are not allowed. Please ensure you take adequate precautions prior to your exam. For exams lasting 3-hours or more you are not expected to take a toilet break but in the event of urgent necessity, a short toilet break can be taken.

If at a centre, you must be accompanied by an invigilator.

If you are taking an exam that is 3 hours or longer by remote invigilation and in the case of urgent necessity need a short toilet break, you must inform the invigilator. Lengthy breaks could invalidate your exam. All toilet breaks will be reported to the CII. The CII will review each case and reserves the right to withhold results.

If you require an adjustment to this rule, please apply following the guidelines in the [Qualifications accessibility and special circumstances policy and guidance](#).

Finishing

On-screen timers, indicating time to the end of the test, are shown for all on-screen examinations.

No extension of time can be given (unless previously agreed by the CII).

At a centre you may leave in accordance with instructions given by the invigilators.

Once you have finished and have been allowed to leave, you will not be allowed back into the room.

If taking your exam via remote invigilation, at the end of the exam you will need to destroy any notes you have made in front of the camera witnessed by the invigilator before exiting the exam.

For paper-based exams, you must hand the answer book and question book to the invigilator before you leave the exam room. If you do not, your book or form will not be marked and you will be prevented from entering this exam in the future.

Issues encountered

Please ensure that before your exam you are familiar with what to do should you encounter an issue affecting your assessment. Our requirements and policy are set out in the [Qualifications accessibility and special circumstances policy and guidance](#). If you encounter an issue when taking the exam in a test centre, you must speak to the invigilator immediately to request that an incident report is completed. For all types of exam, you must apply for special consideration to online.exams@cii.co.uk within five working days of the examination.

Issues at a centre

In the unlikely event of an emergency or technical or infrastructure issue in an examination centre (e.g. a loss of electricity or broadband), you will be expected to follow instructions given by centre staff. This may include safety instructions for the building or contingency arrangements. If significant delays occur or contingency arrangements are implemented at the discretion of the CII, such as alternative formats (e.g. a paper-based alternative to an on-screen examination), any disruption will be considered in the marking process.

Issues when using remote invigilation

If something untoward happens during your remotely invigilated exam, or there is a technical problem once the online examination has started, if time permits, and depending on whether or not the invigilator is able to monitor you constantly, they can attempt to help you restart the exam. If the time delay is too long, or the invigilator was unable to monitor you, it may be necessary to reschedule the test.

You may lose some assessment responses if there is a system or internet connectivity error during your assessment.

The CII is not liable for issues with the completion of an assessment caused by any failure or fault with learners' equipment or internet connection, and/or any subsequent impact on an assessment at any stage of an assessment. However, if you encounter problems with your equipment, please call +44 (0)80 8273 9244 for support. For the avoidance of doubt, the CII is not liable for the cost of any of the learners' equipment that fails or becomes damaged during an assessment.

Results, feedback, Records of Achievement, Qualification Certificates and Marking

Please see [Results information](#)

Post results services

Please see our [Post results services](#)

Rules for coursework (including the coursework element of mixed assessment) and dissertations

By purchasing any assessment with the Chartered Insurance Institute (CII), you agree to be bound by these rules and policies. Any breach of the following rules or policies may result in your disqualification, not only from the examination you are taking and any assessment you have already taken, but also from all future assessments, either for a period of years or indefinitely.

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Legislation

Learners should refer to the syllabus and the CII updates on the unit shop page of the [CII website](#), for the general testing position and the latest information on changes to legislation and industry practice and when they will be assessed.

In all instances, the CII employs best endeavours to ensure that assessments meet the specified criteria.

Technical changes

Assessments are based on the published syllabuses which are available online on the unit shop page of the [CII website](#). It is important that you keep yourself informed of any changes which may affect the units you are studying by using material suggested in the reading lists on the syllabuses.

The CII will do all it can to provide learners enrolled on a study programme with updated materials as soon as legislative changes become known, but it cannot guarantee this in time for any particular assessment. Learners should refer to the CII updates, via the link on the unit shop page of the [CII website](#), for the latest information on changes to law and practice and when they will be assessed.

Disciplinary action

Disciplinary action may be taken against any learner found guilty of dishonourable or unprofessional conduct or committing a breach of the assessment rules or policies. Penalties may be imposed for falsification of documents or cheating during an assessment. The CII reserves the right to notify the relevant regulatory body of any disciplinary action taken.

If your assignment or dissertation has matching content to another assignment, you may be asked to provide an explanation as to where that content comes from and provide sources used. This applies to all units.

Failure to comply with such requests, or to satisfactorily account for content which appears in another learner's assignment, may result in disciplinary action being taken.

RevisionMate

For coursework (including the coursework element of mixed assessment) and dissertations all guidelines and instructions on RevisionMate form part of the rules and must be adhered to.

Mixed assessment -exam element

For mixed assessment, please also see the exam rules which are also applicable.

Syllabuses

Exams are based on the published syllabuses; you can find syllabuses on the unit shop page of the [CII website](#).

Entry

Please note some units and qualifications have restrictions on entry. Units and qualifications specified as non-UK or indicated as for a specific region (such as Hong Kong) cannot be awarded to UK residents. If you do take a unit or qualification for which you are not entitled to enter, the CII will void any results and awards of units and qualifications achieved as a result.

Identification

Please check your personal details on [MyCII](#) are up to date and correct as your identification will be matched to these details.

For coursework (including the coursework element of mixed assessment) and dissertations if you fail to produce proof of identity when requested, the CII reserves the right to withhold your result.

Forms of identification do not have to be in English, however, all identification must be written in the modern Latin alphabet (in addition to any other language/alphabet used) and match the details held on [MyCII](#).

Acceptable forms of identification are:

- a current passport
- a valid driving licence containing both, your photograph and signature
- a national identity document containing both, your photograph and signature - this excludes UK National Identity Cards.

All forms of identification should be presented in their original form and photocopies will not be accepted.

Authenticity of work

[Rules relating to authenticity of work in CII assessments \(PDF\)](#)

Group work

Never write your assignment in groups – all assignment material should be your own unique content or referenced published sources. Group work is acceptable for going through syllabus and study text, discussing concepts and furthering understanding of the topic. But assignments test individual understanding and should be written as an individual.

Acceptable group study	Unacceptable group study
Going through syllabus together	Producing assignment answers together
Going through concepts together	Sharing assignment content from current or previous questions
Going through study text together	Using unedited notes from study groups or tutors
Going through specimen exemplars together	

Guide for trainers of coursework and the coursework element of mixed assessment

[Guide for Trainers](#)

Enrolment period

Coursework

Learners must complete and pass three written assignments, including any resubmissions, during the 12-month enrolment period to achieve a pass in the unit. Each unit has specific deadlines for each assignment. It is your responsibility to note and comply with the assignment and resubmission deadlines for your course which can be found on your RevisionMate dashboard.

Mixed assessment

Learners must pass one coursework assignment and one multiple-choice question (MCQ) exam within the 18 months enrolment period to achieve a pass in the unit. Each unit has specific deadlines. It is your responsibility to note and comply with the assignment and resubmission deadlines for your course which can be found on your RevisionMate dashboard.

Dissertations

Learners must complete and pass a dissertation within the 18 months enrolment period to achieve a pass in the unit. It is your responsibility to note and comply with the deadlines for your course which can be found on your RevisionMate dashboard.

Resubmissions

If a coursework or mixed assessment coursework assignment is failed, or a dissertation is failed a resubmission can be purchased in the bookings and results section of [MyCII](#) and submitted within the original enrolment period.

Please note, a learner must have an active enrolment to be able to upload a resubmission.

Return of submitted work

You will not have online access to any submitted files once your course enrolment expires so please ensure that you have backed up your work securely. We are unable to return your work to you after your enrolment has expired.

Publication of results

The CII reserves the right to publish coursework, mixed assessment and dissertation assessment results, whether a pass or failure. Pass lists are published only after results have been issued to learners.

Results, feedback, Records of Achievement, Qualification Certificates and Marking

Please see [Results information](#)

Post results services


Please see our [Post results services](#)


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Ref: AR02