

Household insurance products

Objective

To provide knowledge and understanding of the practices and procedures of household insurances and associated forms of cover and to develop in candidates an ability to apply product knowledge and understanding on straightforward cases where unaccompanied but supervised advice is given.

Summary of learning outcomes	Number of questions in the examination*
1. Understand the scope of cover provided by household insurance products	12
2. Know how to apply knowledge of the cover provided by household insurance products to a given set of circumstances	6
3. Understand the legal and regulatory considerations for household insurance products	11
4. Know how to apply knowledge of legal and regulatory considerations for household insurance products to a given set of circumstances	6
5. Understand risk assessment, rating and underwriting of household insurance products	19
6. Know how to apply knowledge of risk assessment, rating and underwriting of household insurance products to a given set of circumstances	9
7. Understand claims procedures within the context of household insurance products	8
8. Know how to apply knowledge of claims procedures within the context of household insurance products to a given set of circumstances	4

*The test specification has an in-built element of flexibility. It is designed to be used as a guide for study and is not a statement of actual number of questions that will appear in every exam. However, the number of questions testing each learning outcome will generally be within the range plus or minus 2 of the number indicated.

Important notes

- Method of assessment: 50 multiple choice questions (MCQs) and 5 case studies, each comprising 5 MCQs. 2 hours are allowed for this examination.
- This syllabus will be examined from 1 January 2019 until 31 December 2019.
- Candidates will be examined on the basis of English law and practice unless otherwise stated.
- Candidates should refer to the CII website for the latest information on changes to law and practice and when they will be examined:
 1. Visit www.cii.co.uk/updates
 2. Select the appropriate qualification
 3. Select your unit on the right hand side of the page

- 1. Understand the scope of cover provided by household insurance products**
 - 1.1 Describe the core cover provided, including policy wordings, exclusions and extensions for; buildings, contents, personal possessions, caravans, travel, livestock and pets, mobile phones and personal liability (including owners' liability)
 - 1.2 Describe the features of money and credit cards, legal expenses, pedal cycles, assistance services/emergency help lines, sports equipment and frozen foods
 - 1.3 Explain the key issues relating to home working (including liability aspects), holiday homes in the UK and abroad, insurance for blocks of flats, sharing and renting of homes and high net worth households
- 2. Know how to apply knowledge of the cover provided by household insurance products to a given set of circumstances**
 - 2.1 Apply the cover provided by household insurance products to a given set of circumstances
- 3. Understand the legal and regulatory considerations for household insurance products**
 - 3.1 Explain in broad outline the scope and general effect of the Insurance: Conduct of Business sourcebook (ICOBS) as it relates to the administration of household insurance
 - 3.2 Describe the causes of legal liability for individuals
 - 3.3 Describe how torts can arise
 - 3.4 Describe how liability for escape of fire arises
 - 3.5 Explain how liability for animals can occur including liability under the Animals Act 1971 and the Dangerous Dogs Act 1991
 - 3.6 Explain how parents' liability for children arises
 - 3.7 Describe the key features of The Limitation Act 1980
 - 3.8 Explain the principal issues of occupiers' liability including the Occupiers' Liability Acts of 1957 and 1984
 - 3.9 Describe the main aspects of the Defective Premises Act 1972 and its effect on the law relating to landlord and tenant, the vendor or lessor of property and builders, developers, sub-contractors, architects and local authorities
- 4. Know how to apply knowledge of legal and regulatory considerations for household insurance products to a given set of circumstances**
 - 4.1 Apply legal and regulatory considerations for household insurance products to a given set of circumstances
- 5. Understand risk assessment, rating and underwriting of household insurance products**
 - 5.1 Explain the general principles of premium rating and underwriting individual risks in household insurance
 - 5.2 Describe the rating and underwriting considerations specific to buildings, contents, personal possessions, caravans, travel, livestock and pets, mobile phones and personal liability including owners' liability
 - 5.3 Describe the rating and underwriting considerations of common extensions for money and credit cards, legal expenses, pedal cycles, assistance services/emergency help lines, sports equipment and frozen foods
 - 5.4 Describe the key rating and underwriting issues relating to home working including liability aspects, holiday homes in the UK and abroad, insurance for blocks of flats, and sharing and renting of homes
 - 5.5 Explain the use of surveys in household insurance including the importance of security measures
 - 5.6 Describe how sums insured are calculated and the effect of index-linking
 - 5.7 Describe the basis of cover for indemnity, reinstatement, new for old and index linked
 - 5.8 Describe the renewal process specific to household insurance
 - 5.9 Define property insured
 - 5.10 Define an insured event
 - 5.11 Explain the cover available for the insured's legal liability
 - 5.12 Describe the key features of the Consumer Insurance (Disclosure and Representations) Act 2012 and its effect on the use of proposal forms
- 6. Know how to apply knowledge of risk assessment, rating and underwriting of household insurance products to a given set of circumstances**
 - 6.1 Apply risk assessment, rating and underwriting of household insurance products to a given set of circumstances

- 7. Understand claims procedures within the context of household insurance products**
 - 7.1 Describe the principles for establishing the validity of a claim**
 - 7.2 Describe the claims handling procedures specific to buildings, contents, personal possessions, caravans, travel, livestock and pets, mobile phones and personal liability (including owners' liability)**
 - 7.3 Explain fraud prevention and detection measures and their operation**
 - 7.4 Describe how Financial Conduct Authority rules apply to the claims process**
 - 7.5 Explain complaints-handling procedures and the role of the Financial Ombudsman Service**
- 8. Know how to apply knowledge of claims procedures within the context of household insurance products to a given set of circumstances**
 - 8.1 Apply claims handling procedures within the context of household insurance products to a given set of circumstances**

Reading list

The following list provides details of further reading which may assist you with your studies.

Note: The examination will test the syllabus alone.

The reading list is provided for guidance only and is not in itself the subject of the examination.

The resources listed here will help you keep up-to-date with developments and provide a wider coverage of syllabus topics.

CII/PFS members can access most of the additional study materials below via the Knowledge Services webpage at www.cii.co.uk/knowledge.

New resources are added frequently - for information about obtaining a copy of an article or book chapter, book loans, or help finding resources, please go to www.cii.co.uk/knowledge or email knowledge@cii.co.uk.

CII study texts

Household insurance products. London: CII. Study text IF6.

Books (and ebooks)

Bird's modern insurance law. 10th ed. John Birds. Sweet and Maxwell, 2016.

The modern law of insurance. Andrew McGee. LexisNexis, 2011.

Factfiles and other online resources

CII fact files are concise, easy to digest but technically dense resources designed to enrich the knowledge of members. Written by subject experts and practitioners, the fact files cover key industry topics as well as less familiar or specialist areas of general insurance, life, and pensions and financial services, with information drawn together in a way not readily available elsewhere. Available online via www.cii.co.uk/ciifactfiles (CII/PFS members only).

The Insurance Institute of London (IIL) podcast lecture series features leading industry figures and subject experts speaking on current issues and trends impacting insurance and financial services. Available online at www.cii.co.uk/ciifactfiles (CII/PFS members only).

- Recent developments in tort I and II. Alan Peck.

Periodicals

The Journal. London: CII. Six issues a year. Archive available online at <http://www.cii.co.uk/knowledge/journals-and-magazines/the-journal-archive/> (CII/PFS members only).

Post magazine. London: Incisive Financial Publishing. Monthly. Available online at www.postonline.co.uk.

Reference materials

Concise encyclopedia of insurance terms. Laurence S. Silver, et al. New York: Routledge, 2010. Also available online through Discovery via www.cii.co.uk/discovery (CII/PFS members only).

Dictionary of insurance. C Bennett. 2nd ed. London: Pearson Education, 2004.

The insurance manual. Stourbridge, West Midlands: Insurance Publishing & Printing Co. Looseleaf, updated.

Examination guide

If you have a current study text enrolment, the current examination guide is included and is accessible via Revisionmate (www.revisionmate.com). Details of how to access Revisionmate are on the first page of your study text.

It is recommended that you only study from the most recent version of the examination guide.

Exam technique/study skills

There are many modestly priced guides available in bookshops. You should choose one which suits your requirements.

The Insurance Institute of London holds a lecture on revision techniques for CII exams approximately three times a year. The slides from their most recent lectures can be found at www.cii.co.uk/iilrevision (CII/PFS members only).