

CII Level 2 Award in Home Insurance

Qualification specification



Chartered
Insurance
Institute

Standards. Professionalism. Trust.

Thank you for considering study with the CII. This specification summarises the purpose and the content of this qualification to help you decide whether it meets your learning needs. The qualifications section of the CII website, unit syllabus documents and CII policies provide further detail on the features summarised here.

Qualification overview

The **CII Level 2 Award in Home Insurance** is suitable for entry-level staff, anyone working in customer facing roles and those in support roles seeking to build a better understanding of Home insurance.

Who is this qualification for?

This qualification is particularly appropriate for anyone wishing to gain a broad understanding of Home Insurance.

Benefits for individuals and employers

By completing this qualification, you will be able to understand home insurance products and how to support home insurance customers. This will assist you in understanding your role and your workplace and prepare you to progress to more detailed study of insurance concepts, market, processes and products.

The Award in Home Insurance can play an important part in helping employers to support your development and ensure that their teams have the right level of technical awareness and understanding.

Summary of content

The qualification consists of one core unit that develops an understanding of key insurance topics relating to home insurance, including;

- the need for cover and its benefits;
- insurance legal principles and duties;
- product features;
- how cover is arranged and provided; and
- the principles of delivering good customer service.

Entry and professional completion requirements

Entry requirements

There are no entry requirements for this qualification.

Additional completion requirements

There are no additional completion requirements for this qualification.

Qualification structure

Single compulsory unit

You will need to complete the following unit.

(PL3) Introduction to home insurance 0 CII credits*
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* Completion of three of the four Personal Lines Awards (Award in Pet Insurance, Award in Travel Insurance, Award in Home Insurance, Award in Motor Insurance) contributes 15 CII credits towards the completion requirements of the CII Level 3 Certificate in Insurance.

Learning and assessment

Learning materials provided

For units in this qualification, students typically have access to the following materials as part of their enrolment or for an additional price:

- Interactive digital course
- Study text – digital and/or print
- Assessment entry
- Online support including exam guide via RevisionMate

Study time

Specific study time guidelines are provided for each unit on its webpage and in the CII qualifications brochure. The notional Ofqual 'Total Qualification Time' for this qualification is 20 hours.¹ This represents the time a student might typically take to complete the qualification.

Assessment format

The unit is assessed by a single multiple-choice on screen exam, tested year-round throughout the UK at a choice of over 40 centres. The qualification award will be graded pass/fail.

The nominal pass mark for this qualification is 70%. Please note, pass marks may vary from examination to examination to take account of the relative difficulty of examinations presented to candidates, ensuring that the pass standard remains constant.

We regularly update our qualifications, units and assessments to maintain industry relevance and assessment standards.

¹ 'Total Qualification Time' is a term that awarding organisations are required by Ofqual (the qualifications regulator in England) to use to describe the size of qualifications. <https://www.gov.uk/guidance/awarding-organisations-understanding-our-regulatory-requirements>

Further information on learning and assessment for each unit

Please ensure that you refer to the individual unit syllabus for unit-specific details:

- learning outcomes and assessment criteria
- further reading and resources
- important notes, such as the legislative position that will be assessed

This is available in our syllabus menu on the qualification webpage:

<https://www.cii.co.uk/learning/qualifications/award-in-home-insurance-qualification/>

Please also select your unit from the webpage to find out about any unit updates.

Important assessment policies

Details of terms and conditions which apply to candidates entering for assessments with the CII are set out on the CII website. By entering any assessment with the CII you agree to be bound by these terms and conditions and our assessment policies, which can be found in our exam policies page: www.cii.co.uk/exampolicies

Fair access to our qualifications

The CII acts at all times to ensure that no unfair barriers apply to those seeking to gain the qualifications it offers. If, due to disability or illness, you may require adjustments in order to access an assessment, please read the access arrangements and reasonable adjustments policy and contact the CII Customer Service team as soon as possible to discuss how we can meet your needs. Further details are provided here: www.cii.co.uk/exampolicies/#Accessibility

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