



Chartered  
Insurance  
Institute

Standards. Professionalism. Trust.

# Bringing it home

Award in Home Insurance



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This is an interactive document with  
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# Delivering positive *customer outcomes*



**The Chartered Insurance Institute is dedicated to building public trust in the insurance and personal finance profession. Supporting our mission, we offer qualifications designed to build knowledge, understanding and competency among staff within the sector.**

To deliver relevant learning for home insurance professionals, we offer a level 2 Award in Home Insurance, 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. The Award develops an understanding of the key topics that surround home insurance for use in practice, adding value to a business by developing employees' skills, capabilities and subject-matter knowledge.

Within this guide you will find more information on the Award in Home Insurance course and its learning and assessment content. If you still have questions or would like to view our full Personal Lines offering, head to our website [cii.co.uk/personallines](https://cii.co.uk/personallines) or call our customer services team on **+44 (0)20 8989 8464**.

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# Building competencies

## *in home insurance*

The Award in Home Insurance is designed to develop a learner's knowledge and understanding of the key aspects of home insurance, enabling them to deliver positive customer outcomes.

### **On completion of the Award, learners will confidently be able to:**

Understand and convey the information a customer must provide before they can take out an insurance policy

Explain to a customer what's covered by their insurance policy

Explain to a customer how they would make a claim

### **Qualification overview**

The Award in Home Insurance will equip learners with the skills required for providing a fair and equal service for all customers, in response to their individual needs. Learners will also develop an in-depth understanding of:

The need for cover and its benefits

Insurance legal principles and duties

Insurance product features

How cover is arranged and provided

The principles of delivering good customer service

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# Building competencies

## *in home insurance continued*

### Learning outcomes

The Award will develop an understanding of home insurance in such a way that it can be applied to an individual's role.

Learners will discover the ways in which insurance can be arranged and the roles played by direct insurers, introducers, comparison websites and intermediaries/brokers. The Award will also cover how sales, underwriting and claims processes operate, and the different documentation a home insurance customer will receive.

### Qualification completion requirements

A one-hour exam consisting of 50 multiple choice questions (MCQ).

**Recommended study hours:** 20

**RQF level:** 2

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# The Award in Home Insurance

## course and content

Learning content covering the entire syllabus is delivered through a **digital course**. Providing an interactive and engaging experience, key concepts of home insurance are explained using graphics, illustrations and videos, all designed to bring the content to life. The digital course's navigation feature enables learners to link content to syllabus learning outcomes, offering a tailored learning experience.

A variety of interactive self-test questions included throughout the digital course help to embed understanding and give learners a sense of their progress. To begin the learning journey, candidates can watch an introductory video explaining how the digital course works and how it will enhance their learning experience.

For those who prefer a traditional approach to learning, a study text is included as part of an enrolment in the form of an ebook and printable PDF.

All the components included within an enrolment are listed below:

### Enrolment components

**Interactive digital course**

**Exam entry**

**Study text (ebook and printable PDF)**

**RevisionMate\* online study support**

**Study text (physical copy), optional**

\*A full suite of online study tools designed to consolidate learning can be found on RevisionMate. Here, as well as accessing the digital course, candidates can practise their exam technique using the exam guide.

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# What's *next?*

Alongside the Award in Home Insurance, we offer three more Personal Lines focused Awards, based on motor, pet and travel insurance. If a learner completes three or more of the four Personal Lines Awards, they will be partway to achieving the Certificate in Insurance.

The Certificate in Insurance is a level 3 qualification that enables learners to advance their understanding of insurance principles, functions and products. It provides a grounding in basic insurance principles, products and markets including the regulatory environment and the key disciplines of underwriting and claims. The Certificate will assist learners in understanding their role and the workplace in more depth and will prepare them for a more detailed study of insurance concepts and processes.

The Certificate in Insurance typically requires three units to complete: the core learning requirement which is Insurance, Legal and Regulatory (IF1), plus two units of choice. Completing three Personal Lines Awards satisfies one of the units of choice, leaving only the core unit (IF1) and a further unit of choice needed for completion.

After achieving three Personal Lines Awards, the pathway to the Certificate in Insurance is depicted here:

3 x Personal  
Lines Awards

+

Insurance,  
Legal and  
Regulatory (IF1)

+

Unit of  
choice

=

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To view the full range of units of choice that contribute towards the Certificate in Insurance, head to [cii.co.uk/cert-insurance](https://cii.co.uk/cert-insurance)

# What's *next?*

*Join a network of like-minded professionals*

Membership complements professional development by giving access to an unrivalled programme of events and activities throughout the UK, designed to help grow your network and fulfil your professional expectations. Members benefit from shared good practice, insights and thought leadership on the issues that matter most in their sector.

Head to **[cii.co.uk/membership](https://cii.co.uk/membership)**

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To find out more, go to [cii.co.uk/personallines](https://cii.co.uk/personallines)  
or contact our Customer Service team on:

Individual learners:

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