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Insurance
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CII Level 3 Certificate in Insurance Qualification specification

cii.co.uk



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 3 Certificate in Insurance** is a core qualification for insurance staff working across all sectors of the industry. It enables you to develop the knowledge and confidence you need before you begin to focus your subsequent studies and specialise according to your ambitions and career requirements.

Who is this qualification for?

This qualification is particularly appropriate for:

- Anyone wishing to gain a broad understanding of insurance principles, key disciplines and products.
- Employees who have no formal insurance qualifications but who wish to objectively demonstrate insurance knowledge and understanding.
- Anyone working in specific technical claims handling or underwriting roles within a call or service centre environment.
- Insurance staff employed in support functions such as human resources, marketing, IT and finance, wishing to develop an understanding of the industry in which they work.
- Staff working for an organisation whose primary business is not insurance, but which offers insurance advice and products as part of its overall service to customers.

Benefits for individuals and employers

By completing this qualification, you will be able to demonstrate understanding of key insurance principles and a range of insurance functions and products. If you work within insurance, 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.

Summary of content

The qualification consists of one compulsory unit and a range of optional units relating to specific insurance functions and product areas. It provides a grounding in:

- basic insurance principles including the regulatory environment;
- the key insurance disciplines of underwriting and claims; and
- popular products including: motor, household, healthcare and packaged commercial insurances.

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

Compulsory units

You will need to complete one of the following units,

(IF1) <u>Insurance, legal and regulatory</u> <i>15 CII credits</i>

(W01) <u>Award in general insurance (non-UK)</u> ¹ <i>15 CII credits</i>
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or, both of the following units.

(LM1) <u>London Market insurance essentials</u> <i>10 CII credits</i>
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(LM2) <u>London Market insurance principles and practices</u> <i>15 CII credits</i>
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Please note that you can only count the credits from one of the following units IF1/LM1/ Award in General Insurance. This is due to significant syllabus overlap.

If you take units LM1 – 3 you will instead gain the CII Level 3 Certificate in London Market Insurance rather than the Certificate in Insurance, to recognise that you have specialised in insurance within the London Market.

1. Translated and region-specific variants of this unit are available in some countries.

Optional units

Your selection will need to total at least 40 CII credits including your compulsory unit(s) above.

Unit title	CII Credits	Level
IF2 <u>General insurance business</u>	15	3
IF3 <u>Insurance underwriting process</u>	15	3
IF4 <u>Insurance claims handling process</u>	15	3
IF5 <u>Motor insurance products</u>	15	3
IF6 <u>Household insurance products</u>	15	3
IF7 <u>Healthcare insurance products</u>	15	3
IF8 <u>Packaged commercial insurances</u>	15	3
IF9 <u>Customer service in insurance</u>	15	3
I10 <u>Insurance broking fundamentals</u>	15	3
I11 <u>Introduction to risk management</u>	15	3
GR1 <u>Group risk</u>	10	3
R05 <u>Financial protection</u>	10	3
LM3 <u>London Market underwriting principles</u>	15	3
WCE <u>Insurance claims handling (non-UK)</u>	15	3
WUE <u>Insurance underwriting (non-UK)</u>	15	3
CD1 <u>Insurance products and / or processes²</u>	15	3
Units from Diploma and Advanced Diploma in Insurance	5-50	2-7

2. Only available via the Client Centre Assessment Accreditation scheme. See the CII website for details of the scheme.

Learning and assessment

Learning materials provided

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

- Study text (digital only or printed and digital) with online updates
- Online support including exam guide via RevisionMate

Additional or different resources may be available for some units.

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 160 hours³. This represents the time a student might typically take to complete the qualification by the shortest combination of units. The number of hours may increase dependent on the units chosen, varying from 160 – 200 hours.

Assessment format

Each unit is assessed by a single multiple-choice on screen exam, exams are available weekly at UK and non-UK online exam centres or via remote invigilation. The qualification award will be graded pass/fail.

To be awarded this qualification, each compulsory unit and sufficient optional units must be passed. The nominal pass mark for each unit within this qualification can be found on the relevant unit page. 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.

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 on each unit webpage, accessible from the [qualification webpage](#).

3. '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.

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

For unit CD1 the learning outcomes and assessment criteria are below (for all other units please see the [qualification website](#)).

CD1 Insurance products and/or processes Level 3

Objective

At the end of this unit, candidates will have knowledge and understanding of the main principles of the insurance products and processes within their organisation, including the main regulatory and legal requirements that are applicable to them.

Learning Outcomes

1. Understand the nature and main features of the insurance product(s) and/or process(es) within your organisation
2. Understand the main regulatory and legal requirements applicable to the insurance product(s) and / or process(es) within your organisation

Assessment Criteria

1. Understand the nature and main features of the insurance product(s) and / or process(es) within your organisation
 - 1.1. Describe the main features and scope of the insurance product(s) and / or process(es) within your organisation.
 - 1.2. Explain the purpose of these insurance product(s) and / or process(es) within your organisation.
2. Understand the main regulatory and legal requirements applicable to the insurance product(s) and / or processes within your organisation
 - 2.1. Describe the legal and regulatory considerations that affect the insurance product(s) and / or process(es) within your organisation.
 - 2.2. Apply the legal and regulatory considerations that affect the insurance product(s) and / or process(es) within your organisation to a given set of circumstances.

Assessment methods: A single multiple-choice exam.

Recommended study hours: 60

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](#).

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 [Qualifications accessibility and special circumstances policy and guidance](#) and contact the CII Customer Service team as soon as possible to discuss how we can meet your needs.

Qualification Fees

We are required by our regulators to publish a standardised set of qualification fees and these are set out below. The best way for you to calculate the cost of completing a qualification is by looking at the unit shop pages for the units you are planning to take.

The terms, 'Standard Qualification Fee', 'Package fee' and 'Associated Learner Fees' are defined by our regulators, Ofqual, CCEA and Qualifications Wales, to create consistency between UK-based awarding organisations. It is a regulatory requirement to illustrate our pricing in this way. The total price paid will depend upon specific pathway chosen, membership status and local currency. Further pricing information by unit and component relevant to your specific pathway remains available on your qualification webpage. The table below describes what each fee indicates.

Fee	Description
Standard Qualification Fee	The standard total fees payable for the assessment elements of the core qualification throughout a typical course of study.
Package Fee	Where applicable, the total of the fees payable for mandatory learning materials elements of the core qualification throughout a typical course of study.
Associated Learner Fees	Additional fees for optional services payable: <ul style="list-style-type: none"> • at the learner's discretion. • in specific circumstances only; or, • for additional study requirements prior to completing this qualification.

Please note these fees are based on non-CII members taking the qualification in the UK, following a typical route to completion, excluding VAT where applicable on some learning products and using digital only options where available. Costs may vary for those residing outside the UK and depending on the route to completion. Substantial discounts are available to members and are detailed on the individual unit shop pages.

Standard Qualification Fee	£420.00
Package Fee	£528.00
Associated Learner Fees	
Annual	
Non-Mandatory Annual Membership (per annum) (Assumes entry level membership)	£84.00
One off	
Digital and printed enrolment	£633.00
Digital only enrolment plus	£564.00
Digital and printed enrolment plus	£660.00
Key facts booklet (Printed and Digital)	£123.00
Key facts booklet (Digital Only)	£102.00
Knowledge checker	£102.51
E-learn	£147.51
Study text update (Digital only)	£267.00
Study text update (Printed and Digital)	£318.00

For post results services prices, please visit the [Post results services webpage](#).

Mandatory Centre Fees

The term 'Mandatory Centre Fees' is defined by our regulators, Ofqual, CCEA and Qualifications Wales, to create consistency between UK-based awarding organisations. A company, whose training programme is recognised in the CII qualification framework, is regarded as a 'centre' and the fees applicable for recognition are the 'mandatory fees'. Indicative mandatory centre fees can be found on the [Client Centre Assessment Accreditation web page](#) and are detailed in centre contracts.

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