This guide demonstrates the key features and functions of the online qualification gap fill tool, to help you get the most from this service.

We recommend that you read this prior to using the tool for the first time.
PFS/CII members who are also registered users of the CII or PFS websites can use their existing password to login to the gap fill tool at www.cii.co.uk/gap-fill.

If you don’t have a password, obtaining one is a simple, straightforward process that only takes a minute or two:

1. Go to www.cii.co.uk/nopassword
2. Enter your CII PIN, Surname and Date of Birth and you will be taken to your 'user profile'.
3. Choose a password, register your preferred contact email address and complete all required fields, then click 'continue' to save your details.
4. Go to www.cii.co.uk/gap-fill and login using your PIN or registered email address and password.

Should you have forgotten your password there is a ‘forgotten your password’ option available at www.cii.co.uk/resetpassword.
An overview of your gap fill status

Once logged in, you’ll be shown an overview of your gap fill status.

This is broken down by the four gap fill subject applicable to those advising on ‘packaged products’, as well as in overall terms covering them all collectively.

Your overall gap fill status is displayed as ‘X of 109’, with ‘X’ being the number of learning points completed against the total of 109 covering the four subjects. Your status against individual subject is displayed in the same format.

To view your gap fill status in more detail:

For more detail on your progress by subject, select a subject under ‘Gap fill completion status by subject’.

For more detail on your progress as a whole (across all four subjects), click the ‘View and update your record’ option under ‘RDR Overall Completion Status’.

Login to the tool   Access our FAQs
Your gap fill status in more detail

A breakdown of the FSA-specified ‘Topics’ (e.g. FSA responsibilities) is shown against each subject. Your progress against each topic is indicated in the ‘Status’ column.

Topics are broken down further into a number of ‘Learning Points’ (e.g. under FSA responsibilities: ‘statutory objectives and how the FSA is structured to achieve these’), each constitutes a potential gap.

Your progress at learning point level is indicated by either:
• A tick ✓ = no gap fill needed
• A cross ✗ = gap fill is needed

The ‘Gap fill’ column allows you to drill-down further and view any completed activities (e.g. CII exams passed) recorded against a gap.

Useful tip: roll-over the information symbols found throughout the website to reveal essential guidance.
Filter your gap fill status

As well as being able to filter your gap fill progress by subject, you can also choose to filter learning points by completion status, i.e. all, completed and incomplete.

Do this by using the options under ‘Filter By Status’, found on the left hand side of the screen.
The ‘Print report’ option, found on the left hand side of the screen, allows you to print against any filters you apply.

It also allows you to print any expanded completed activity detail.
Add evidence of gap fill activity

You will have already satisfied a number of your gaps through past CPD activity. You may also undertake ‘your own’ gap fill activity, i.e. activity which wasn’t developed by the CII/PFS, or was but not specifically for the purpose of gap fill.

Where you can evidence unrecorded activity which satisfies a gap (for example a training course delivered by your employer or a CII F2F training course), you are able to record this yourself.

Once you have identified the gap you wish to evidence, select the ‘Details’ button in the ‘Gap fill’ column, then select the ‘Log your own activity’ link.
Add evidence of gap fill activity (cont.)

Next, input all required details, upload any supporting documentary evidence you may have, and select OK.

**Useful tip:** Providing the appropriate information when self-recording your own gap fill activity is essential and will ensure that when it comes to verification of your gap fill record, we have all the information we need.

Visit [www.cii.co.uk/gap-fill-guidance](http://www.cii.co.uk/gap-fill-guidance) to access our best practice guidelines.
The status of the manually evidenced gap will then appear as a tick, i.e., knowledge gap met.
You can use the tool to access solutions that address your remaining knowledge gaps.

In-tool solutions include downloadable PDF learning content applicable to each of the 109 FSA learning points and podcasts.

A nationwide programme of PFS gap fill events is also available (visit www.thepfs.org/events for details).

In-tool solutions can be found by selecting the ‘Details’ button against a gap, then clicking the ‘Access CII/PFS activity’ link.

Useful tip: it’s worth making a note of the learning point’s name, as you’ll need to re-select the ‘Details’ button against it in the final step.
Next, tick the activity you wish to undertake then select ‘Add and close’. The activity can then be accessed by again selecting ‘Details’ against the gap on the main page and clicking on the link in the ‘Name’ column.
Once you have completed an activity, you will need to mark it as complete in order for your gap fill status to update. To do this, locate the activity under 'To do list' on the home screen, then select 'Complete' against the activity. Finally, using the drop down options, you'll need to specify the amount of time spent on the activity and change the activity's status to 'Complete'. You will also need to include a 'reflective statement', explaining how this satisfied the learning need. Once you select 'Add', your record will update.
Change your specialism

If, in addition to ‘packaged products’, you are authorised to advise/deal securities and/or derivatives, you can amend your record to include these gaps. Firstly, select the ‘Amend my specialism’ button on the home page.
Change your specialism (cont.)

You'll then be given a list of three ‘specialist’ gap fill areas (Pensions and Retirement Planning relates to advising on packaged products) and will need to select the areas you are authorised by the FSA to advise in.

Once you select the ‘update’ button, your record will be amended accordingly.
Submit completed gap fill for verification

Once all of your gaps have been filled, you’ll be ready to submit your gap fill record to the CII for verification.

Upon notification that verification has been successful, thus RDR exam standards have been met in full, authorised advisers may apply separately for a CII SPS.

To submit your gap fill for verification, click the ‘submit gap fill for verification’ button found on the top right of the home page.
You'll then be shown a summary of your gap fill activity and given important pre-submission guidance.

You will need to review your gap fill record by scrolling downwards, and, once you are happy this adheres to the guidance, click ‘continue’ at the bottom of the page.

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**Submitting gap fill for verification**

It is essential that before submitting your gap fill record for verification you ensure that:

1. **Your own** gap fill activity is suitably recorded:
   - Give the activity an appropriate title.
   - Provide a meaningful description that summarises the activity involved and how it satisfied the learning point(s).
   - Ensure you fully evidence the activity, e.g., upload all relevant supporting documentary evidence that you have to the tool (please be careful to ensure the document you intend to attach is submitted).

2. **You have amended your specialism** if you also advised advised in Securities and/or Derivatives. Go to the Amend your specialism page to check/amend the details.

3. Your registered email address is correct – confirmation of whether your record has been successfully verified will be sent to your registered email address. View or amend this here.

Please review your gap fill record by scrolling through the summary below.

Once you are happy this adheres to above guidelines you are ready to submit this for verification.

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**Financial Services, Regulation and Ethics > Regulation > Understand the UK financial services industry, in its European and global context:**

1. additional oversight - senior management, external compliance support services

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Submit completed gap fill for verification (cont.)

You'll then be asked to declare that you are confident that your gap fill activity has satisfied your knowledge gaps. On doing so, your record will be sent to the CII for verification.

**Important note:** This declaration is a legal undertaking which places the onus on individual advisers to satisfy themselves that their gap fill activity has been sufficient.

**Useful tip:** A number of reflective questions have been added to all gap fill solutions provided as PDF documents in the tool. You can use these questions to reflect on your learning and assess whether you have fully satisfied your learning points.