

International qualifications

2016 Information for candidates

Laying the foundations of career success

Including options for:
Financial planning
Bancassurance
Investment planning
General insurance
Customer service in insurance



Supporting your success

CII membership gives you the tools and ongoing support to help achieve your professional goals.

Join today and enjoy the following exclusive benefits and career support:

- **Current market information** through access to a comprehensive online library
- **Exam resources** with access to an archive of exam guides for written exams and recommended reference materials
- **Discounts on qualifications and learning materials**
- **Market news and updates** from our award-winning membership magazine, The Journal
- **Professional designations** upon completion of relevant qualifications, demonstrating your knowledge and technical capability
- **CPD scheme** to keep your knowledge current and compliant
- **Sector specific information and support** through membership to one of five specialist faculties.

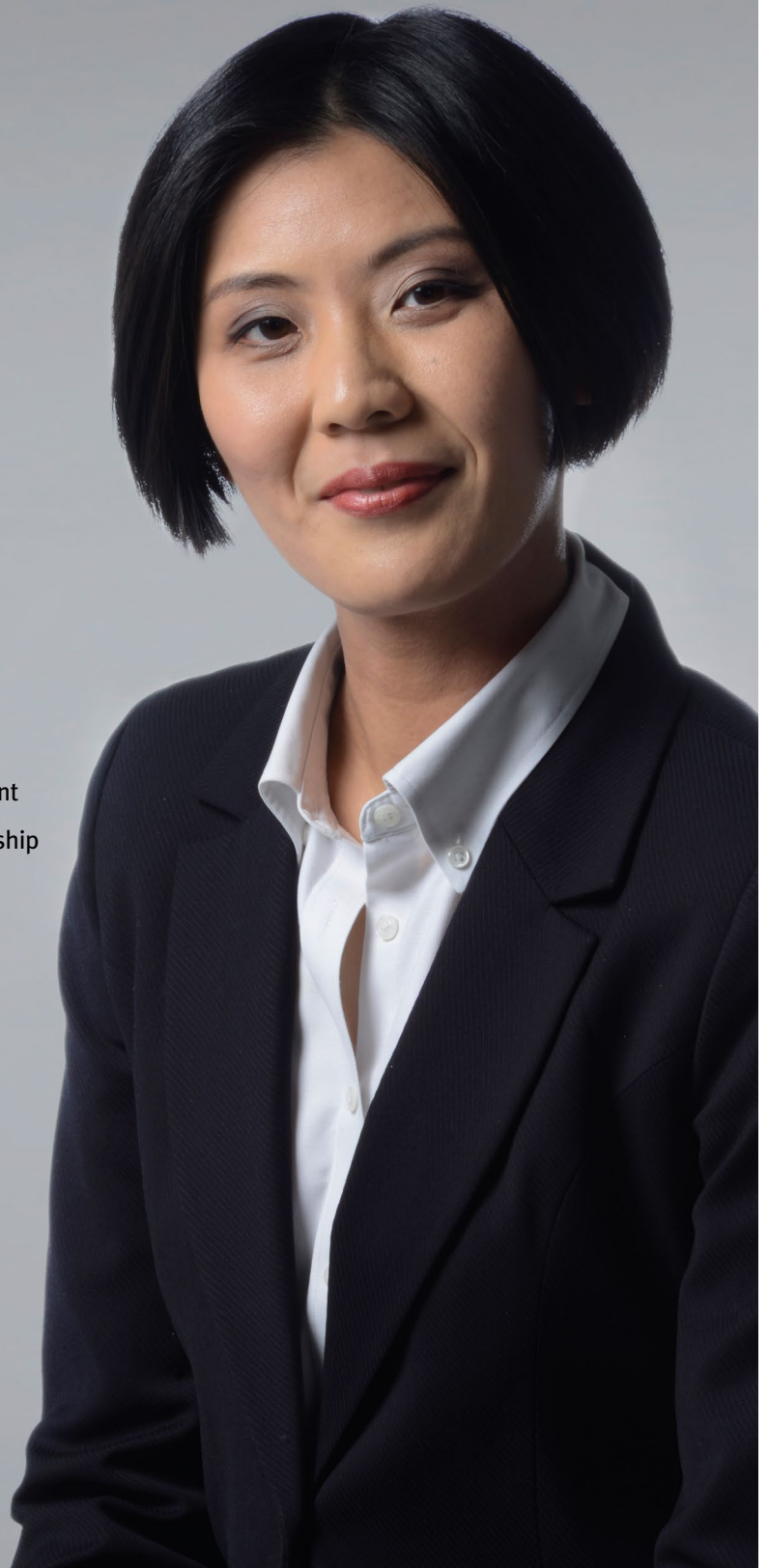
“

The CII helped me to succeed in my studies by providing me with access to a range of valuable learning resources and services.

”



Jennifer Yao Cert CII
Supervising Associate, Simmons & Simmons LLP



**Annual membership
from £37**

For more information and to join, visit:

www.cii.co.uk/join

Or call +44 (0)20 8989 8464

2 International qualifications

- Selecting your study route
- Why study with the CII
- Award in Financial Planning
- Award in Bancassurance
- Award in Investment Planning
- Award in General Insurance
- Award in Customer Service in Insurance
- Certificate in Insurance and Financial Services

6 International Award exam entry

8 Further CII qualifications

11 Important entry information

13 Application form

The Chartered Insurance Institute (CII) Professionalism in practice

As the premier professional body for the financial services profession, the CII promotes higher standards of integrity, technical competence and business capability.

With over 115,000 members in more than 150 countries, the CII is the world's largest professional body dedicated to this sector.

Success in CII qualifications is universally recognised as evidence of knowledge and understanding. Membership of the CII signals a desire to develop broad professional capability and subscribe to the standards associated with professional status.

The CII works with businesses to develop bespoke, company-wide solutions that ensure competitive advantage by enhancing employees' technical and professional competence.

Individually, CII's members are able to drive their personal development and maintain their professional standing through an unrivalled range of learning services and by adhering to the CII's Code of Ethics.

www.cii.co.uk



**INVESTORS
IN PEOPLE** | Gold

Contacting the CII

If you have any queries regarding the qualifications in this brochure please contact Customer Service.

The CII is committed to delivering a first-class service and, to this end, we welcome feedback on any aspect of your relationship with our organisation.

Please forward any views you may have on the service you receive, whether they are positive or otherwise.

We take all such comments seriously, answer them individually, and use them to help ensure that we continually improve the service we provide.

Customer Service

42–48 High Road, South Woodford,
London E18 2JP

tel: +44 (0)20 8989 8464

fax: +44 (0)20 8530 3052

email: customer.serv@cii.co.uk

website: www.cii.co.uk

Promoting professionalism

The importance of professional qualifications for financial services and insurance staff has risen sharply. Advisers and agents are the focus of particular attention as governments worldwide seek to drive up the standard of advice and product recommendation.

Across the world's financial services and insurance markets, greater importance is being placed on monitoring the behaviour of employees. There is also a growing expectation on the part of consumers and regulators that financial advisers and insurance agents should have appropriate skills and demonstrate a professional approach.

In response to this, the Chartered Insurance Institute (CII) offers a range of qualifications for those working in both regulated and non-regulated environments outside the UK.

This includes:

- Award in Financial Planning
- Award in Bancassurance
- Award in Investment Planning
- Award in General Insurance
- Award in Customer Service in Insurance
- Certificate in Insurance and Financial Services

A world of choice

CII qualifications are recognised across the global financial services and insurance sector as evidence of commitment, knowledge and understanding. So, whether you work in financial advice, insurance, or both, completing a CII Award qualification can make a real difference to your career.

In addition to the Award and Certificate qualifications detailed in this brochure, the CII offers a range of insurance and financial services qualifications, catering for all levels of knowledge and experience. Brief details on these can be found on **pages 9–10** or at www.cii.co.uk/qualifications

Selecting your study route

You can choose from a number of options. The choices you make will depend on your current level of knowledge and the area of the market you operate in.

Financial advice

There are two routes for those providing financial advice to clients:

- **Route 1** – Begin with either the **Award in Bancassurance** (for those working in the banking sector), or the **Award in Financial Planning** (for those working for other providers of financial advice). Both of these single unit qualifications develop essential knowledge needed by anyone giving financial advice.

After this you can progress to the **Award in Investment Planning**, the next step in developing your knowledge and understanding of investments.

- **Route 2** – If you are an experienced financial adviser who already has a solid understanding of financial advice principles and products, and want to develop your knowledge of investments, you may enter directly for the **Award in Investment Planning**.

Insurance

If you advise on insurance products, or have aspirations to do so, the **Award in General Insurance** provides an ideal starting point for developing your knowledge and understanding.

From this you can progress to the **Award in Customer Service in Insurance** if you are in a customer-facing insurance role or the **Award in Bancassurance** if you work in a bank environment and also provide financial advice to clients. Beyond the award qualifications you can progress to the **Certificate in Insurance**, **Diploma in Insurance** or **Advanced Diploma in Insurance**. See **pages 9–10** for further details on these qualifications.

Financial advice and insurance

Candidates who provide financial advice and also act as insurance agents are able to follow a dedicated study path which leads to the completion of the **Certificate in Insurance and Financial Services**. See overleaf for further details.

Why study with the CII?

CII Award qualifications deliver many advantages:

- Embarking on study will demonstrate your commitment to learning and development. These are the essential starting points for anyone who is serious about a career in financial services and/or insurance.
- Holding a CII qualification differentiates you from other advisers and insurance practitioners, providing a competitive edge.
- Each Award qualification entry comes as a complete package for a single fee: study text, examination guide and examination sitting.
- These qualifications focus on the core principles of financial advice and/or insurance products and professional conduct, making them relevant whatever market you practise in.
- Upon completion you are entitled to use the designation 'CII (Award)' if you are a CII member, providing a means of demonstrating educational achievement to the public and to peers. Continuing Professional Development requirements apply.
- Upon completion of three specified Award qualifications, you will be awarded the Certificate in Insurance and Financial Services (see **page 5** for further details). If you are a CII member you will be eligible to use the industry respected designation 'Cert CII'. Continuing Professional Development requirements apply.
- The Award qualifications each provide 15 (or 10 in the case of the Award in Investment Planning) Certificate-level credits towards completion of the CII's higher level qualifications (subject to completion requirements).

Award in Financial Planning

Overview

This single-unit qualification provides a solid grounding in core financial and life assurance products. It also covers professional practice, providing a framework for ethical behaviour.

Who is it for?

- Non-UK financial advisers and insurance agents working outside the banking sector
- Non-UK financial advisers needing to satisfy the minimum operating standards set by a local regulator.

What candidates will learn

On completion of this qualification, candidates will be able to demonstrate their knowledge and understanding in the following areas:

- the client's needs
- the fact-finding process
- good practice
- protection products
- savings and investment products
- pension products.

Entry requirements

None

Completion requirements

To complete you need to obtain **15 CII credits** by passing unit (AWF) Award in Financial Planning.

Package contents

- Printed study text or ebook
- Exam guide
- First exam entry.

Exam format

- 2 hour exam
- 75 multiple choice questions
- 70% nominal pass mark²
- Results released after 5 weeks.

Price

£191

Study hours

60

2016 exams

Apr/Oct

CII member designation¹

CII (Award)

More details and to enrol online

www.cii.co.uk/award-financial-planning

Award in Bancassurance

Overview

This single-unit qualification provides a solid grounding in core financial, life assurance and insurance products. It also covers professional practice, providing a framework for ethical behaviour.

Who is it for?

Non-UK financial advisers and insurance agents working in the banking sector and operating in either a regulated or non-regulated environment.

What candidates will learn

On completion of this qualification, candidates will be able to demonstrate their knowledge and understanding in the following areas:

- main elements of the financial services and insurance industry as it relates to the bancassurance sector
- the main insurance products
- savings and investment products
- retirement planning products
- the importance of the client fact find and how to identify client needs
- what constitutes good client practice
- ethical considerations of a financial adviser.

Entry requirements

None

Completion requirements

To complete you need to obtain **15 CII credits** by passing unit (AWB) Award in Bancassurance.

Package contents

- Printed study text or ebook
- Exam guide
- First exam entry.

Exam format

- 2 hour exam
- 75 multiple choice questions
- 70% nominal pass mark²
- Results released after 5 weeks.

Price

£191

Study hours

60

2016 exams

Apr/Oct

CII member designation¹

CII (Award)

More details and to enrol online

www.cii.co.uk/award-bancassurance

Notes

1 CII membership and Continuing Professional Development requirements apply.

2 The actual pass mark may vary from one session to another, depending on the level of difficulty, to ensure that the pass standard remains constant.

Award in Investment Planning

Overview

This single-unit qualification helps experienced advisers develop and demonstrate their knowledge of investment products. It also covers professional practice, providing a framework for ethical behaviour.

Who is it for?

Experienced non-UK financial advisers and insurance agents advising on, or aspiring to advise on, investment planning. These individuals will usually hold one or more of the other Award qualifications.

What candidates will learn

On completion of this qualification, candidates will be able to demonstrate their knowledge and understanding in the following areas:

- main macro-economic factors that impact upon investment returns
- cash deposit investments, government securities and corporate bonds
- equity based investment products
- property investment
- collective investment products and alternative investments
- the risks faced by investors and the importance of asset allocation in the investment process
- ethical considerations of a financial adviser.

Entry requirements

None, although you are required to already have a good understanding of financial advice principles and products.

Completion requirements

To complete you need to obtain **10 CII credits** by passing unit (AWP) Award in Investment Planning.

Package contents

- Printed study text or ebook
- Exam guide
- First exam entry.

Exam format

- 1 hour exam
- 50 multiple choice questions and 2 case studies each comprising 4 multiple choice questions
- 70% nominal pass mark²
- Results released after 5 weeks.

Notes

1 CII membership and Continuing Professional Development requirements apply.

2 The actual pass mark may vary from one session to another, depending on the level of difficulty, to ensure that the pass standard remains constant.

Price

£109

Study hours

60

2016 exams

Apr/Oct

CII member designation¹

CII (Award)

More details and to enrol online

www.cii.co.uk/award-investment-planning

Award in General Insurance

Overview

This single-unit qualification is ideal for those beginning their career in the insurance sector. It helps develop an understanding of insurance principles, procedures and products.

Who is it for?

- Non-UK insurance practitioners at the beginning of their career or seeking to build on existing knowledge through formal study
- Non-UK insurance practitioners needing to satisfy the minimum operating standards set by a local regulator.

What candidates will learn

- On completion of this qualification, candidates should be able to demonstrate their knowledge and understanding in the following areas:
- basic principles of insurance
- main legal principles related to insurance contracts
- main regulatory principles related to insurance business
- key aspects of ethics, corporate governance and internal controls.

Entry requirements

None

Completion requirements

To complete you need to obtain **15 CII credits** by passing unit (W01) Award in General Insurance.

Package contents

- Printed study text or ebook
- Exam guide
- First exam entry.

Exam format

- 2 hour exam
- 100 multiple choice questions
- 70% nominal pass mark²
- Results released after 5 weeks.

Price

£109

Study hours

50

2016 exams

Apr/Oct

CII member designation¹

CII (Award)

More details and to enrol online

www.cii.co.uk/award-general-insurance

Award in Customer Service in Insurance

Overview

This single-unit qualification is designed for those working in customer facing roles in insurance outside the UK. It helps build the skills and knowledge required to deliver excellence in customer service.

Who is it for?

- Non-UK insurance practitioners at the beginning of their career
- Customer facing staff or those looking to move into such a role
- Sales support and claims settlement staff within intermediaries and providers.

What candidates will learn

At the end of this qualification, candidates will be able to demonstrate their knowledge and understanding in the following areas:

- how to fulfil customer requirements in the insurance sector
- the importance of customer feedback to improve service in the insurance sector
- the importance of good communication to maintain and build client relationships in the insurance industry
- how to deal with conflict within an insurance environment
- the importance of keeping accurate and confidential records when dealing with customers
- how to manage own workload and time to meet business requirements and timescales
- how to work with others to achieve team and organisational objectives
- the sales process
- how to increase sales activities.

Entry requirements

None

Completion requirements

- To complete you need to obtain **15 CII credits** by passing unit (W04) Award in Customer Service in Insurance.

Package contents

- Printed study text or ebook
- Exam guide
- First exam entry.

Exam format

- 1.5 hour exam
- 50 multiple choice questions written to 10 case studies
- 70% nominal pass mark²
- Results released after 5 weeks.

Price

£109

Study hours

50

2016 exams

Apr/Oct

CII member designation¹

CII (Award)

More details and to enrol online

www.cii.co.uk/award-customerservice

Certificate in Insurance and Financial Services

Overview

For those candidates outside the UK who provide financial advice and also act as insurance agents, or aspire to, the CII offers a dedicated study pathway which results in the completion of the Certificate in Insurance and Financial Services.

The Certificate offers a solid grounding across a broad range of areas and is awarded upon completion of three Awards from the following four options:

- Award in Financial Planning; **or** Award in Bancassurance; **or** Award in Financial Planning (India) (only available to candidates in India);
- Award in Investment Planning;
- Award in General Insurance;
- Award in Customer Service in Insurance.

Please note, candidates are also eligible to use the designation 'Cert CII'¹.

Visit www.cii.co.uk/cert-ins-fs for further information.

Exam timetable

The following dates and times apply to Award exams in 2016. The CII reserves the right to make changes to the published dates where necessary.

Exam unit	Date	Time
Award in Financial Planning	11 Apr 04 Oct	16:30
Award in Bancassurance	11 Apr 04 Oct	13:00
Award in Investment Planning	11 Apr 04 Oct	09:30
Award in General Insurance	11 Apr 04 Oct	09:30
Award in Customer Service in Insurance	11 Apr 04 Oct	13:00

Entering your chosen qualification

There are three ways to enter for your chosen qualification:

1. Online at www.cii.co.uk/qualifications
2. Phone on **+44 (0)20 8989 8464**
3. Post/fax using the application form at the back of this brochure.

Please allow 21 days from our receipt of your order for delivery of your study materials.

For material delivered electronically (such as ebooks) we aim for same day delivery for orders before midday (GMT) Monday to Friday (customers receive an email to confirm their purchase is ready to download).

		April 2016	October 2016
Exam entry The following entry deadlines apply (after which changes to entries won't be accepted)	Closing date for your exam entry and payment to reach the CII		
	• At normal fees	02 Mar 16	24 Aug 16
	• At late entry fee	24 Mar 16	16 Sep 16

Once entered for an exam:

- an **exam entry confirmation** will be sent seven working days from receipt of your application
- an **exam admission permit** will be sent ten working days before the exam begins or six weeks for non-UK applicants.

Exam sittings	Exams are scheduled on the following dates	11 Apr 16	04 Oct 16
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Exam results	Results are released online at www.cii.co.uk/results (you will need to log in using your CII PIN and password) and sent by 1st class post on the following dates. Please allow 14 days for delivery to a non-UK address.	20 May 16	11 Nov 16
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Entry for the next exam	You do not have to wait for your results before entering for an exam in the next session		
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Important information for written exam entrants

- Please contact Customer Service if you do not receive your exam entry confirmation or exam admission permit, either by emailing admissionpermitenquiries@cii.co.uk or calling +44(0)20 8989 8464.
- When you receive your exam admission permit you must read it in full and check whether any change has been made to the date or times of the units for which you have entered and that the units shown on your permit are those that you intend to sit. If there is any discrepancy you should contact Customer Service immediately.
- By taking a CII exam you are agreeing to the regulations stated on the exam admission permit as well as those detailed at www.cii.co.uk/exampolicies

2016 fees

Each Award qualification includes a choice of printed or ebook study text, examination guide and one exam entry for a single fee (which applies to exam entries received before the normal closing date). These fees are shown against each qualification on **pages 3–5**.

Late entry fee

For exam entries received after the normal closing date, up to two weeks before the session, the normal fee is payable together with a late entry fee of £83 per unit. This is subject to space being available at the exam centre.

Change of session or centre

Change after entry: £44

Changes must be requested before the relevant closing date for exam entry at normal fee. Multiple changes will be covered by a single fee provided they are submitted together.

After the final closing date (at normal fee) no changes, apart from your address or name (which must be supported by original or certified evidence), can be made to your exam entry. If you wish to withdraw at this stage you will not receive a refund except in the case of illness. Absence from an exam with medical evidence (to be received within two months of the date of the exam), will enable you to apply for your entry to be transferred to the next available session.

Enrolment Periods

Award units are based on a specified enrolment period, running from 01 May–30 April each year. During this time you can access online updates and should sit the exam whilst your material remains current.

Exam re-sits

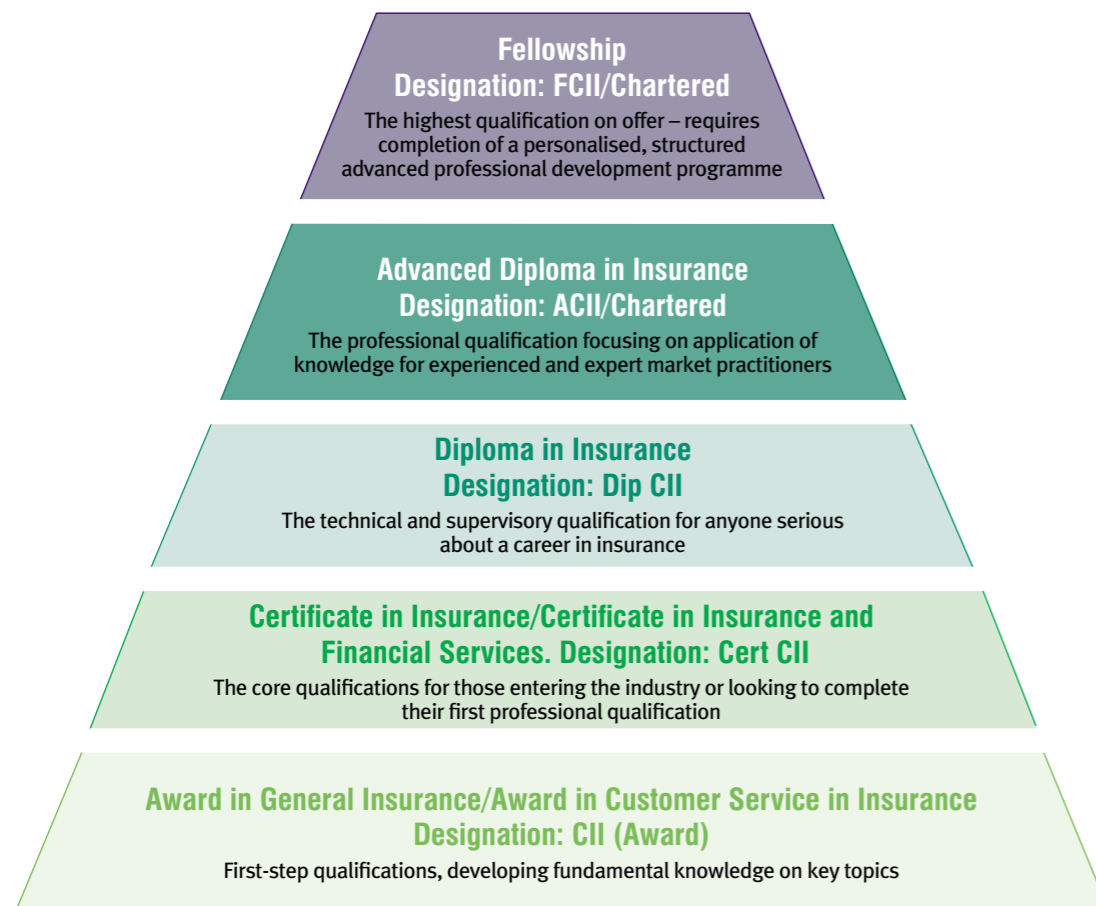
Qualification	Exam re-sit fee per entry
Award in Financial Planning and Award in Bancassurance	£83
Award in Investment Planning, Award in General Insurance and Award in Customer Service in Insurance	£55

In addition to the Award and Certificate qualifications detailed in this brochure, the CII offers a range of other qualifications, including options at Certificate, Diploma and Advanced Diploma levels.

These qualifications cater for all levels of knowledge and experience and are taken up by professionals and organisations worldwide.

Insurance qualifications

The main insurance qualification options are outlined in the diagram below along with the respective CII member designations, which are widely recognised and respected across the global insurance market.



Note: CII membership and Continuing Professional Development requirements apply to the use of designations.

Progression beyond the awards

In addition to being valuable qualifications in their own right, CII Award qualifications count towards the higher qualifications shown above. Each award provides between 10 and 15 CII credits depending on the unit selected.

Note: from 01 January 2017 only the Award in General Insurance and Award in Customer Service in Insurance will be eligible to use in this regard. See www.cii.co.uk/insurance-developments for more details.

Certificate in Insurance

Overview

Provides candidates with a fundamental grounding in key insurance principles, disciplines, products and markets. The Certificate allows 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 it for?

- Insurance practitioners working across all sectors of the industry who are seeking to gain a broad understanding of insurance principles.
- Non-insurance staff wishing to gain an understanding of the industry, including those who work either as insurance sector support staff or for a non-insurance company providing insurance advice.

What candidates will learn

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;
- London market legislation, regulation, market practice and distribution for those starting work in or having dealings with this market.

Entry requirements

None

Completion requirements

To complete you need to obtain a minimum of **40 CII credits**. Compulsory unit requirements apply.

Learning support

Unit study materials typically include study text, RevisionMate online study support, key fact booklet, question pack and learn interactive tutorial.

Assessment format

Multiple-choice question exams, available in April and October.

Price

Varies depending on chosen pathway

Study hours

Recommend 40–60 hours per unit, depending on unit chosen

2016 exams

Apr/Oct

CII member designation¹

Cert CII

More details and to enrol online

www.cii.co.uk/cert-insurance

Diploma in Insurance

Overview

A technical and supervisory qualification providing a firm understanding of insurance fundamentals and developing advanced technical knowledge.

Who is it for?

- Technical and supervisory staff or those wishing to move into such a role.
- Insurance industry support staff wishing to develop their knowledge of the business.

What candidates will learn

Wide range of subjects available, depending on chosen specialisation or preferred career path, ranging from the fundamentals of insurance practice and legislation through to personal lines product families, classes of commercial insurance and specialisms such as risk management and marine.

Entry requirements

None, but we recommend that candidates hold the Certificate in Insurance or the equivalent of 5 GCSEs at grade C or above.

Completion requirements

To complete you need to obtain a minimum of **120 CII credits**. Compulsory unit requirements apply.

Learning support

Unit study materials typically include study text, continuous assessment, RevisionMate online study support, key fact booklet.

Assessment format

Varies depending on unit selected. Written exams tested in April and October are progressively being replaced with mixed assessment, comprising coursework and a multiple-choice question exam, available in April and October. This option will be available for all Diploma units by April 2018.

Price

Varies depending on chosen pathway

Study hours

Recommend 100 hours per unit

2016 exams

Apr/Oct

CII member designation¹

Dip CII

More details and to enrol online

www.cii.co.uk/dip-insurance

Notes

¹ CII membership and Continuing Professional Development requirements apply.

Advanced Diploma in Insurance

Overview

The professional qualification for insurance staff – putting professionalism into practice. In becoming Advanced Diploma qualified you join the community of proven insurance professionals. Highly recognised, it is evidence of your commitment and ability and can be your passport to a successful and fulfilling career.

Who is it for?

Insurance managers and technical specialist, aspiring managers and those employees who wish to demonstrate their professional standing.

What candidates will learn

Wide range of subjects available, depending on your chosen specialisation or preferred career path, ranging from the fundamentals of insurance practice and legislation through to personal lines product families, classes of commercial insurance and specialisms such as risk management and marine.

Entry requirements

None, however it is recommended that candidates hold the Diploma in Insurance or the equivalent of 3 A-levels.

Completion requirements

To complete you need to obtain a minimum of **290 CII credits**. Compulsory unit requirements apply.

Learning support

Unit study materials typically include study text and RevisionMate online study support.

Assessment format

Varies depending on unit selected, including written exams tested in April and October, coursework and dissertation. Written exams are progressively being replaced with coursework assessment. See www.cii.co.uk/insurance-developments for full details and a timeline of the assessment method changes.

Notes

1 CII membership and Continuing Professional Development requirements apply.

Price

Varies depending on chosen pathway

Study hours

Recommend 120–180 hours per unit

2016 exams

Apr/Oct

CII member designation¹

ACII

More details and to enrol online

www.cii.co.uk/adip-insurance

Financial services qualifications

The CII also offers the following suite of 16 financial services qualifications

Financial planning

- Award in Long Term Care Insurance
- Certificate in Financial Services
- Certificate in Paraplanning
- Diploma in Regulated Financial Planning
- Diploma in Financial Planning
- Advanced Diploma in Financial Planning

Investments and securities

- Certificate in Investment Operations
- Certificate in Securities Advice and Dealing
- Certificate in Discretionary Investment Management

Life and pensions

- Award in Life and Pensions Foundations
- Award in Financial Administration
- Certificate in Life and Pensions

Mortgages and equity release

- Certificate in Mortgage Advice
- Certificate in Equity Release
- Certificate in Advanced Mortgage Advice

Retail banking

- Award in Retail Banking

The Award in Financial Services, Award in Bancassurance and Award in Investment Planning provide credits which can be used towards the Diploma and Advanced Diploma in Financial Planning. See www.cii.co.uk/qualifications for more details.

CII membership

If you are not already a CII member, you can become a member when you enrol for an Award qualification. Membership of the CII is open to anyone wholly/mainly employed or engaged in work connected with the financial services or insurance industry. If you wish to apply for membership and it is not clear from your application form that you work in financial services, please provide brief details of the nature of your work and the proportion of your time spent on financial services or insurance matters on a separate sheet of paper.

For membership fees see **page 2** of the application form at the back of this brochure.

Associated or affiliated institutes

If you live in an area where an associated or affiliated institute is established (see following list) you should apply to the secretary of the institute concerned for details of local membership. Contact details can be found at www.cii.co.uk/affiliated-institutes

Individuals living outside the UK who are members of an associated or affiliated institute may enter the CII exams and purchase study materials at the same prices as those charged to members of the CII. Associated/affiliated institute membership number must be provided as proof of membership.

Associated institutes:

Ireland (Cork, Dublin, Galway, Limerick, Sligo).

Overseas affiliated institutes:

The Australian and New Zealand Institute of Insurance and Finance (ANZIIF), The Insurance Institute of the Bahamas, The Insurance Institute of Barbados, The Bermuda Insurance Institute, The Insurance Institute of Canada, Taiwan Insurance Institute (The Insurance Institute of the Republic of China), The Insurance Institute of Cyprus, The Insurance Institute of Egypt, Emirates Insurance Association, The Insurance Institute of Ghana, The Insurance Institute of Guyana, The Insurance Institute of Harare, The Insurance Institute of Hong Kong, Institute of Insurance and Risk Management (IIRM), The Insurance Institute of India, The Indonesian Insurance Institute (AAMI), The Insurance Institute of Jamaica, The Insurance Institute of Kenya, The Insurance Institute of Lilongwe, The Insurance Institute of Malawi, The Malaysian Insurance Institute, The Insurance Institute of Mauritius, The Insurance Institute of Namibia, The Netherlands Institute for Banking, Insurance and Investment (NIBE-SVV), The Chartered Insurance Institute of Nigeria, The Pakistan Insurance Institute, The Insurance Institute of Papua New Guinea, The Philippines Insurance Institute, Inc, University of Insurance and Banking, Poland, The Insurance Institute of Riyadh, St Lucia Insurance Institute, Singapore Insurance Institute, The Insurance Institute of South Africa, The Sri Lanka Insurance Institute, The Insurance Institute of Tanzania, Trinidad & Tobago Insurance Institute, The Insurance Institute of Uganda, West African Insurance Institute (WAI), The Insurance Institute of Zambia, The Insurance Institute of Zimbabwe.

Study option, revision aids and exam fees

Details of all applicable fees are included on the application form. Payment must be made by one of the methods shown on the form.

In the case of bank transfers, a copy of the stamped remittance advice should be sent together with your application form in the usual way. Funds should be remitted to:

HSBC Bank plc, City of London Branch,
60 Queen Victoria Street, London EC4N 4TR, UK

Sort code: 40-05-30

Account number: 22271044

Account name: Chartered Insurance Institute

International Bank Account Number (IBAN):
GB21MIDL40053022271044

Branch Identifier Code: MIDLGB2141W

Please be sure to quote the following:

SWIFT code: MIDLGB22

CII PIN or your name and date of birth.

To ensure that the transfer is made, you must pay any charges made by your bank locally, and by our bank in London.

All remittances must be in Sterling.

The charging of fees to your card does not in itself guarantee entry to the exam. An acknowledgement will be sent when your application form has been processed.

International exam centres

Places are allocated on a first-come, first-served basis.

Centre	Code	Centre	Code
North America		Sofia (Bulgaria)	417
Chicago (USA)	435	Tblisi (Georgia)	713
Nova Scotia (Canada)	663	Valetta (Malta)	535
Toronto (Canada)	531	Vilnius (Lithuania)	729
Caribbean		Warsaw (Poland)	700
Bridgetown (Barbados)	423	Yerevan (Armenia)	719
Castries (St Lucia)	595	Central Asia	
Freeport (Bahamas)	570	Almaty (Kazakhstan)	712
George Town (Grand Cayman)	597	Baku (Azerbaijan)	608
Grand Turk (Turks & Caicos Islands)	702	West & Central Africa	
Kingston (Jamaica)	471	Accra (Ghana)	401
Nassau (Bahamas)	498	Cameroon (Buea)	673
Port of Spain (Trinidad)	511	Freetown (Sierra Leone)	449
St John's (Antigua)	605	Lagos (Nigeria)	476
Central America		Horn and East Africa	
Belize City (Belize)	577	Addis Ababa (Ethiopia)	402
Mexico City (Mexico)	488	Dar Es Salaam (Tanzania)	441
South America		Asmara (Eritrea)	710
Buenos Aires (Argentina)	685	Kampala (Uganda)	465
Bogota (Colombia)	421	Khartoum (Sudan)	469
Georgetown (Guyana)	451	Kigali (Rwanda)	415
Lima (Peru)	542	Mombasa (Kenya)	490
Rio de Janeiro (Brazil)	514	Nairobi (Kenya)	497
Santiago (Chile)	730	Southern Africa	
Europe		Blantyre (Malawi)	548
Athens (Greece)	411	Bulawayo (Zimbabwe)	426
Barcelona (Spain)	557	Gaborone (Botswana)	618
Berne/Basel (Switzerland)	568	Harare (Zimbabwe)	517
Bucharest (Romania)	706	Johannesburg (South Africa)	463
Budapest (Hungary)	676	Lilongwe (Malawi)	615
Cologne (Germany)	448	Lusaka (Zambia)	480
Copenhagen (Denmark)	438	Ndola (Zambia)	499
Gibraltar	452	North Africa, Middle East & Gulf	
Helsinki (Finland)	705	Abu Dhabi (UAE)	609
Istanbul (Turkey)	461	Amman (Jordan)	408
Kiev (Ukraine)	405	Beirut (Lebanon)	675
Madrid (Spain)	482	Cairo (Egypt)	427
Milan (Italy)	489	Casablanca (Morocco)	433
Moscow (Russia)	649	Dammam (Saudi Arabia)	407
Munich (Germany)	594	Doha (Qatar)	617
Nicosia (Cyprus)	501	Dubai (UAE)	547
Riga (Latvia)	701	Jeddah (Saudi Arabia)	553
Rotterdam (Netherlands)	642	Manama (Bahrain)	414
		Muscat (Oman)	587

12 Important entry information continued

Centre	Code	Centre	Code
Riyadh (Saudi Arabia)	572	East Asia	
Safat (Kuwait)	475	Beijing (China)	670
South Asia		Hong Kong	457
Ahmedabad (India)	659	Seoul (Korea)	627
Bangalore (India)	661	Shanghai (China)	671
Bhopal (India)	668	Taipei (Taiwan)	527
Chandigarh (India)	434	Tokyo (Japan)	546
Chennai (India)	481	South East Asia	
Colombo (Sri Lanka)	437	Bangkok (Thailand)	416
Delhi (India)	442	Ho Chi Minh City (Vietnam)	711
Dhaka (Bangladesh)	440	Jakarta (Indonesia)	443
Hyderabad (India)	724	Kuala Lumpur (Malaysia)	472
Islamabad (Pakistan)	718	Pasig City (Philippines)	672
Jaipur (India)	662	Phnom Penh (Cambodia)	728
Karachi (Pakistan)	468	Singapore	521
Kolkata (India)	727	Australasia	
Lahore (Pakistan)	477	Sydney (Australia)	526
Lucknow (India)	665	Indian Ocean	
Mumbai (India)	422	Port Louis (Mauritius)	510
Patna (India)	505	Mahe (Seychelles)	607
Pune (India)	731	Malé (Maldives)	664
Thiruvananthapuram (India)	667	Atlantic	
		Hamilton (Bermuda)	456
		St Helena	669

Note: Occasionally, examinations may have to be held at locations other than those listed above. Please remember to check your admission permit to confirm all details of your examination.

UK candidates

Examinations for the Award qualifications detailed in this brochure are intended for candidates operating outside the UK and are therefore not available to sit in the UK.

Copyright

All CII study materials are copyrighted. By placing an order you undertake to use the materials for your own purposes only and not to sell, lend or give them to anyone else. Any form of copying of materials is prohibited.

Delivery

From the date of receipt by the CII of your order please allow 10 days within the UK or 21 days outside the UK for delivery of printed materials. Materials delivered to a UK address will need to be signed for and include free email/SMS delivery notifications and online tracking. To be kept updated on the progress of your delivery please ensure you have provided us with a valid email address and mobile number.

For material delivered electronically (such as ebooks) we aim for same day delivery for orders before midday (GMT) Monday to Friday (customers receive an email to confirm their purchase is ready to download).

Your right to cancel

In accordance with The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 you have a right of cancellation in respect of the Products and Services sold by the CII, which right shall (subject to the Regulations) expire fourteen calendar days from the day on which either the Products are received by you, or a person nominated to receive the Products on your behalf, or your order for Services is accepted by the CII.

Note: No right of cancellation or refund is available in respect of ebooks or any other electronic download of the Products and Services once the download has started. You acknowledge that, by commencing the download of the Products or Services, your right to cancel under 29(1) of the Regulations will be lost.

Should you wish to cancel, notice should be sent to Customer Service. Where Products have been supplied to you prior to such cancellation they must be returned to us, in the condition in which they were supplied to you, at your expense. Reimbursement for any monies paid by you which relate to the cancellation will be sent to you within fourteen days of receiving the notice of cancellation or if Products are to be returned to us, within fourteen days of their receipt or proof of sending.

Any request for entry to an exam received less than 14 days before the exam date shall be treated as express consent for the CII to provide a service. This express consent will also be treated as formal acknowledgement by you that your rights to cancellation under Regulation 29(1) of the Regulations will be lost upon receipt of your application form by the CII.

In the event of less than fourteen days notice of cancellation being given in respect of an entry for an exam sat online, and if, where applicable, the CII is unable to recover costs suffered as a result of such short notice cancellation, then the CII can recover these costs from you.

Additional terms and conditions

Please note there are additional terms and conditions which apply to all purchases of goods or services from the CII which you agree to be bound by upon completion of your order. By taking a CII exam you are agreeing to the regulations detailed on the exam admission document sent to your correspondence address prior to the exam date. Full details of these terms, conditions and regulations can be found at www.cii.co.uk/exampolicies and www.cii.co.uk/tandc

Equal opportunities

The CII is committed to creating and maintaining conditions which give access to its education and assessment provision regardless of age, disability, pregnancy, maternity, marriage/civil partnership, race, religion and belief, sex, sexual orientation or transgender status.

Access arrangements

Provisions can be made for candidates taking CII exams who have different educational requirements or disabilities. To find out more information including how to request reasonable adjustments visit www.cii.co.uk/exampolicies

CII appeals procedure

The CII is committed to open and fair processes and as part of this process runs a transparent appeals process.

For more information visit www.cii.co.uk/appeals

Once you have read important entry information on pages 11–12, you can either:

- complete and submit your application online at www.cii.co.uk/qualifications
- phone through your order to Customer Service on +44 (0)20 8989 8464 ensuring that you have your credit/debit card details ready
- complete the form below and post or fax +44 (0)20 8530 3052 to Customer Service.

International qualifications application form

IC1006 (10/15)

Important note: To ensure that your application is processed correctly can you please enter your name at the top of each page in the space provided.

Section A – Personal details (Please complete all fields. Your name should be entered as you wish it to appear on your certificate.)

Have you ever had previous contact with the CII? Yes No (Please tick)

Please give your CII/PFS permanent identity number (PIN) if known

PIN

Mr/Mrs/Miss/
Ms/Other

Surname/
Family name

Forename/
Given name(s)

Gender Male Female (Please tick)

Date of birth

Employer's name

Tel

Ext

Mobile

Work address

Postcode

Country

Home address

Postcode

Country

email*

* Please take care when providing your email address as most correspondence will be sent electronically. Email address must be included when ordering ebooks or other electronic products.

Tick address to be used for postal correspondence Home Work

Please tick one box per category

Type of organisation

(Insurance)

- Bank/Building Society Broker/Intermediary Consultancy Insurance company Legal
- Lloyd's Loss adjuster/Loss assessor Reinsurance company/broker Other

(Financial services)

- Accountant Appointed representative – Network Appointed representative – Other Bank/Building Society Directly authorised advise firm
- Mortgage broker Product provider/Fund manager/Service provider Other

Area of work

(Insurance)

- Administration/Processing Broking Claims/Loss adjusting Compliance Finance
- HR/Training Risk management/Surveying Sales/Marketing Underwriting Other

(Financial services)

- Actuarial Administration/Processing Advising clients Business Development Compliance/Regulation
- Finance HR/Training Marketing Paraplanning Technical
- Other

Job category

- Board member (CEO, Director) Business owner Middle management (Branch, Office, Dept) Senior management (General, Head of) Supervisory/Controller
- Technician/Co-ordinator Trainee Other

Is your employer a member of a network or does it work with a compliance services provider? Yes No

If yes, please specify

Please turn over

International qualifications application form – ICI006 (10/15)

Enter your name

Section B – Associated or affiliated institute membership

If you are a member of an institute affiliated or associated with the CII (see **page 11**) you are able to enter CII exams and purchase study materials at the same price as those charged to members of the CII. If you wish to benefit from these discounts, please confirm details of your institute membership below for validation.

Name of institute

Current membership no

Important notes:

1. These discounts are only available to current associated or affiliated members and false applications may result in exclusion from future CII exams.
2. You must provide these details with each application. Failure to do so, will result in you being charged non-member rates.

Section C – CII membership

(Please **ONLY** complete this section if you are applying for membership. Go to Section D if you are already a member.)

I wish to apply for membership of the CII Yes No

In applying to become a member of the CII you agree to be immediately bound by the CII's Charter, Bye-laws, Code of Ethics, rules, regulations and requirements of membership. Full details of these obligations of membership can be found online at www.cii.co.uk/memberobligations

Please tick the relevant box to confirm whether you have:

- Been made bankrupt or been subject to an individual voluntary arrangement (or similar procedure) **or any judgement debt.** Yes No
- Been convicted for (or have you been charged but not yet tried with) any offence other than a monetary fixed penalty for a motoring offence. Please note, if the conviction is considered spent under the Rehabilitation of Offenders Act you should select 'no'. Yes No
- Been subject to any disciplinary sanctions (or are currently the subject of any investigation) by the CII or any other professional and/or membership body or regulatory authority. Yes No

If you have answered 'yes' to any of these questions, please also provide any relevant details on a separate sheet of paper.

Please note that, as a member of the CII, you are required to let us know if and when, at any point in the future, your circumstances are such that you would have to answer 'yes' to any of the above.

Faculties

Please choose below which faculty you would like to join. These are forums of the CII which provide a range of services in support of individuals working in specific industry sectors – further information can be found at www.cii.co.uk/faculties

In applying for CII membership you can **join one faculty for free**. If you wish to join additional faculties please contact CII Customer Service on +44 (0)20 8989 8464.

(select one)

- Insurance Broking Claims London Market Underwriting (For general insurance company employees) Life & Pensions

Membership fees

1. An admission fee of £37 is payable by **ALL** applicants
2. Please then select the appropriate member fee.

	International	Channel Isles	Low GDP *	Sub total £
Ordinary member annual subscription	£53	£73	£37	

* This discounted membership fee is available to individuals resident in the following low GDP countries:

Afghanistan, Armenia, Bangladesh, Benin, Bhutan, Bolivia, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Central African Republic, Chad, China, Comoros, Congo (Dem. Republic of), Cote d'Ivoire, Djibouti, Egypt, El Salvador, Eritrea, Ethiopia, Gambia, Georgia, Ghana, Guatemala, Guinea, Guinea-Bissau, Guyana, Haiti, Honduras, India, Indonesia, Kenya, Kiribati, Korea (Dem. Peo. Rep. of), Kosovo, Kyrgyzstan, Lao People's Democratic Rep., Lesotho, Liberia, Madagascar, Malawi, Mali, Mauritania, Micronesia, Morocco, Mozambique, Myanmar, Nepal, Nicaragua, Niger, Nigeria, Pakistan, Papua New Guinea, Philippines, Republic of Moldova, Rwanda, Samoa, Sao Tome and Principe, Senegal, Sierra Leone, Solomon Islands, Somalia, Sri Lanka, Sudan, Swaziland, Syrian Arab Republic, Tajikistan, Tanzania (United Rep. of), Thailand, Timor Leste, Togo, Uganda, Ukraine, Uzbekistan, Vanuatu, Vietnam, West Bank and Gaza, Yemen, Zambia, Zimbabwe.

(to include the £37 admission fee)

Enter your name

Section D – Study options



To order your study option as an ebook put a tick in the box under the 'e' icon. If left unticked, you will receive a printed book. Visit www.cii.co.uk/ebooks for more information and to download free sample chapters before ordering.

I wish to enrol for the following qualification(s):

Qualification	CII use	Member and non-member price	e	Total
Award in Financial Planning	AWF	£191	<input type="checkbox"/>	£
Award in Bancassurance	AWB	£191	<input type="checkbox"/>	£
Award in Investment Planning	AWP	£109	<input type="checkbox"/>	£
Award in General Insurance	W01	£109	<input type="checkbox"/>	£
Award in Customer Service in Insurance	W04	£109	<input type="checkbox"/>	£

Sub total £

Postage fees:

- **£7 per order:** UK, Channel Isles, Isle of Man, Republic of Ireland, Malta and Gibraltar.
- **£15 per order:** All other countries.

Please note: These postage rates are flat fees applicable to orders from individual candidates (orders may contain more than one item). Separate fees apply to corporate bulk orders – contact Customer Service for details.

Postage fee £

Section E – Exam entry

I wish to sit my chosen exam(s) at the following international centre (refer to **pages 11–12** for the list of available centres):

Centre name

Centre code

Qualification	Please tick required 2016 session	
	April	October
Award in Financial Planning	<input type="checkbox"/>	<input type="checkbox"/>
Award in Bancassurance	<input type="checkbox"/>	<input type="checkbox"/>
Award in Investment Planning	<input type="checkbox"/>	<input type="checkbox"/>
Award in General Insurance	<input type="checkbox"/>	<input type="checkbox"/>
Award in Customer Service in Insurance	<input type="checkbox"/>	<input type="checkbox"/>

Additional late entry fee (See pg 7) £

Exam re-sit (See pg 7) £

International qualifications application form – ICI006 (10/15)

Enter your name

Section F – Total payable and method of payment

Insert the total value of all items ordered in Sections C to E.

Total payable £

Note: Prices are subject to change without notice. Please ensure that where applicable you have included the appropriate postage fee – see Section D.

If you would like to receive a payment receipt, please tick one of the following delivery options (if selecting email be sure to provide your email address on the first page of the form): Email Post

Tick method of payment and, if applicable, complete the card details.

Cash/cheque payable to The Chartered Insurance Institute (please write CII PIN number if known on the back of the cheque).

Note: All remittances must be in Sterling. Cash should only be sent by recorded delivery. No liability can be accepted by the CII for cash sent via post. Payment from countries outside the UK must be made by banker's draft, payable in Sterling to the CII drawn on a UK bank, or by credit/debit card (Visa, Mastercard, Maestro, Solo, Delta or American Express).

Credit/debit card: Please debit my/our account with the total cost of the goods and services ordered on this form, according to the CII's prices at the time of processing.

Type of card (please tick) VISA MASTERCARD DELTA MAESTRO SOLO AMEX

Valid from* Expiry date* Issue number* (Solo/Maestro only)

Card number*

*Please complete according to the information on your credit/debit card.

Cardholder's signature

Date

Section G – Declarations

I declare that all information provided by me on this form is true and correct to the best of my knowledge.

Data protection and privacy

The CII will ensure that your personal data is processed in line with Data Protection legislation and the CII Data Protection and Privacy Statement (available on the CII's website). To process this application, I am deemed to have consented to the CII processing my data.

Sharing information with your employer

The CII will, upon request, provide your employer with details of your assessment record and accreditation, including all attempts and future entries, along with your CII permanent identity number, unless you tick the following box.

Privacy and electronic communications regulations

The CII may from time to time wish to draw your attention to other CII products and services electronically which are likely to be of interest to you. The CII will assume you consent to us using your data in this way, unless you tick the following box.

Sharing your data with local institutes

The CII will share your data with your local institute (UK, Channel Islands and Isle of Man based members only) so they may communicate to you, electronically, any local events, products and services that complement those offered by the CII. The CII will assume that you consent to us using your data in this way, unless you tick the following box.

To opt out of postal marketing communications from the CII and your local institute please send a request to Customer Service at customer.serv@cii.co.uk

Application for study materials

I undertake to use them for my own purposes and not to sell, copy, lend or give them to anyone else.

Terms, conditions and cancellation

I have read and agree to the terms and conditions contained in this brochure, including my right of cancellation.

Signature

Date

Please allow 21 days from receipt of your correctly completed application form for delivery outside the UK.

Materials sent within the UK require a signature; please ensure there will be someone to accept delivery at the specified address shown on the form.

Please fax the completed form if paying by credit/debit card on +44 (0)20 8530 3052 or send with your cheque to

CII, Customer Service, 42–48 High Road, South Woodford, London E18 2JP, United Kingdom.

In the interests of data security we do not recommend you send credit or debit card details by email.

You can view and enlarge a copy of this brochure online at:

www.cii.co.uk/international-brochure

Alternatively contact Customer Service if you are having any difficulty reading this brochure.

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London E18 2JP, United Kingdom

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fax: +44 (0)20 8530 3052

customer.serv@cii.co.uk

www.cii.co.uk

 Chartered Insurance Institute

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