

# **CII Qualifications Training Programme**

## **Certificate, Diploma, and Advanced Diploma in Insurance Training Programmes**

### **QUESTIONS & ANSWERS**

#### **Introduction**

The CII's Qualification Training Programme aims is to support students through their qualification journey within General Insurance, by helping students to prepare for their exams. The programme offers training towards achieving Certificate, Diploma and Advanced Diploma in Insurance qualifications.

There will be two pathways for Delegates to select from, depending on their chosen career route – Insurance - Claims / Underwriting or Broker pathway.

The Training Programme is designed to help students progress through their CII Qualification pathway and to help them feel more prepared for their exams.

The content will cover the key areas of the syllabus and areas likely to be tested. There will also be a focus on exam style questions with clear debriefs to aid understanding.

**Please note: This Training Programme does NOT include the cost of the associated exam enrolment, exam sitting and other support materials. These costs are in addition to booking on to the Qualification Training Programmes.**

#### **Training Programme Objectives**

By participating in this Qualifications Training Programme, Delegates will be able to:

- describe the main principles within the framework;
- identify the right techniques to use in the CII examinations; and
- apply the knowledge gained

#### **Live Tutor support:**

The live tutor sessions will cover the key areas of the syllabus, with focussed training which is intended to supplement the candidate's self-study.

The workshops will be interactive, with the use of screen share, virtual whiteboards, polls/quizzes and breakout rooms for smaller group discussions. Delegates will also receive a recording of the entire workshop post course, along with all supporting documents used.

Candidates will benefit most if they have read the relevant chapters in the book, are familiar with the exam content and have used the additional resources in RevisionMate to advance their knowledge prior to the live tutor workshops.

## What is the format for delivery?

The General Insurance Training Programmes will be delivered remotely, online through the **RevisionMate Platform**. This will allow students to access their unit materials alongside their training course support.

All live training sessions will be delivered via MS Teams / Zoom. The links to each training workshop will be sent to delegates ahead of each session via email, and will also be accessible through the RevisionMate platform.



## What is the duration of the Programme?

### Certificate in Insurance

The Certificate in Insurance Training Programme will be delivered over a **6-month period**, allowing 2 months study for each unit within the qualification framework. This will include **10 / 11 x half-day** online workshops for the full Programme (depending on which pathway you choose to study).

### Diploma in Insurance

The Diploma in Insurance Training Programme will be delivered over a **12-month period**, allowing 3 months study for each unit within the qualification framework. This will include **17 x 2.5-hour** online workshops for the full Programme.

CII training Programmes are designed to help Students develop exam technique and knowledge in order to pass the exams, to achieve the Certificate; Diploma; and Advanced Diploma in Insurance qualifications.

Each unit will require self-directed study each week - student's investment of their own study time, separate to the training sessions.

**The students will be expected to take their exams at the end of each unit study period.**

Students will need to enrol on to the individual units / exams separate to this Training Programme, and Students must have the latest CII study text to refer to (2024 edition / 2025 edition where applicable). Full details of the subjects, dates, and timings are found below or on our [website](#).

## What are the Programme dates and timings?

### Certificate in Insurance

The duration of the Programme will span over a period of **6-months**.

There will be a number of different pathways to choose from throughout the year, depending on your career path.



#### Broker Pathway 16 October 2024 to 16 April 2025

<b>IF1</b>	<b>4 x 3.5 hour sessions</b>
IF1 Kick-off session	Wednesday 16 <sup>th</sup> October 2024
IF1 Session 1	Wednesday 23 <sup>rd</sup> October 2024
IF1 Session 2	Wednesday 6 <sup>th</sup> November 2024
IF1 Session 3	Wednesday 20 <sup>th</sup> November 2024
IF1 Session 4	Wednesday 4 <sup>th</sup> December 2024
IF1 - Exam sitting period	From 4 <sup>th</sup> December 2024 – 15 <sup>th</sup> January 2025
<b>IF2</b>	<b>3 x 3.5 hour sessions</b>
IF2 Session 1	Wednesday 22 <sup>nd</sup> January 2025
IF2 Session 2	Wednesday 5 <sup>th</sup> February 2025
IF2 Session 3	Wednesday 19 <sup>th</sup> February 2025
IF2 - Exam sitting period	From 12 <sup>th</sup> February – 19 <sup>th</sup> March 2025
<b>I10</b>	<b>3 x 3.5 hour sessions</b>
I10 Session 1	Wednesday 19 <sup>th</sup> March 2025
I10 Session 2	Wednesday 2 <sup>nd</sup> April 2024
I10 Session 3	Wednesday 16 <sup>th</sup> April 2025
IF3 - Exam sitting period	From 16 April 2025

#### Insurance Claims / Underwriting Pathway – 10 January 2025 to 27 June 2025:

<b>IF1</b>	<b>5 x 3.5 hour sessions</b>
Kick off Session	Friday 10 <sup>th</sup> January 2025
IF1 Session 1 - textbook	Friday 17 <sup>th</sup> January 2025
IF1 Session 2 - textbook	Friday 24 <sup>th</sup> January 2025
IF1 Session 3 - textbook	Friday 31 <sup>st</sup> January 2025
IF1 Session 4 - textbook	Friday 7 <sup>th</sup> February 2025
IF1 Q&A	Friday 21 <sup>st</sup> February 2025
IF1 Revision Session	Friday 28 <sup>th</sup> February 2025
Break for IF1 exam	From 28 <sup>th</sup> February 2025 – 3 April 2025
<b>IF3</b>	<b>3 x 3.5 hour sessions</b>
IF3 Session 1 - textbook	Friday 4 <sup>th</sup> April 2025
IF3 Session 2 - textbook	Friday 11 <sup>th</sup> April 2025
IF3 Q&A	Friday 25 <sup>th</sup> April 2025
IF3 Revision Session	Friday 2 <sup>nd</sup> May 2025
Break for IF3 exam	From 2 <sup>nd</sup> May 2025 – 5 June 2025

<b>IF4</b>	<b>3 x 3.5 hour sessions</b>
IF4 Session 1 - textbook	Friday 6 <sup>th</sup> June 2025
IF4 Session 2 - textbook	Friday 13 <sup>th</sup> June 2025
IF4 Q&A	Friday 20 <sup>th</sup> June 2025
IF4 Revision Session	Friday 27 <sup>th</sup> June 2025
IF4 exam sitting period	From 27 <sup>th</sup> June 2025

### Non-UK (International) Pathway – 6 January 2025 to 30 June 2025:

<b>W01</b>	<b>5 x 3.5 hour sessions (AM UK)</b>
Kick off Session	Monday 6 <sup>th</sup> January 2025
W01 Session 1 - textbook	Monday 13 <sup>th</sup> January 2025
W01 Session 2 - textbook	Monday 20 <sup>th</sup> January 2025
W01 Session 3 - textbook	Monday 27 <sup>th</sup> January 2025
W01 Session 4 - textbook	Monday 3 <sup>rd</sup> February 2025
W01 Q&A	Monday 10 <sup>th</sup> February 2025
W01 Revision Session	Monday 17 <sup>th</sup> February 2025
Break for exam	From 17 <sup>th</sup> February 2025 – 24 March 2025
<b>WUE</b>	<b>3 x 3.5 hour sessions (AM UK)</b>
WUE Session 1 - textbook	Monday 24 <sup>th</sup> March 2025
WUE Session 2 - textbook	Monday 31 <sup>st</sup> March 2025
WUE Q&A	Monday 7 <sup>th</sup> April 2025
WUE Revision Session	Monday 28 <sup>th</sup> April 2025
Break for exam	From 28 <sup>th</sup> April 2025 – 9 <sup>th</sup> June 2025
<b>WCE</b>	<b>3 x 3.5 hour sessions (AM UK)</b>
WCE Session 1 - textbook	Monday 9 <sup>th</sup> June 2025
WCE Session 2 - textbook	Monday 16 <sup>th</sup> June 2025
WCE Q&A	Monday 23 <sup>rd</sup> June 2025
WCE Revision Session	Monday 30 <sup>th</sup> June 2025
Break for exam	From 30 <sup>th</sup> June 2025

## Diploma in Insurance

The duration of the Training Programme will span over a period of **12 months**.

There will be **17 x 2.5-hour Training sessions delivered for the full programme**. All timings are based in **UK delivery times**.

Please note that the programme timings and dates might be subject to change.

### Commercial and Liability Pathway: 14 October 2025 – 21 October 2025:

<b>M05 (Law)</b>	<b>4 x 3.5-hour sessions + 1.15HR Q&amp;A</b>
M05 Session 1	Monday 14 <sup>th</sup> October 2024
M05 Session 2	Monday 28 <sup>th</sup> October 2024
M05 Session 3	Monday 11 <sup>th</sup> November 2024
M05 Session 4 (1.15HR Q&A)	Monday 25 <sup>th</sup> November 2024
M05 Session 5	Monday 9 <sup>th</sup> December 2024
Exam & Assignment Completion	From 9 <sup>th</sup> December – 31 <sup>st</sup> December 2024
<b>M92 (Business &amp; Finance)</b>	<b>3 x 3.5-hour sessions + 1.15HR Q&amp;A</b>
M92 Session 1	Monday 13 <sup>th</sup> January 2025
M92 Session 2	Monday 27 <sup>th</sup> January 2025
M92 Session 3 (1.15HR Q&A)	Monday 10 <sup>th</sup> February 2025
M92 Session 4	Monday 24 <sup>th</sup> February 2025
Exam & Assignment Completion	From 24 <sup>th</sup> February – 4 <sup>th</sup> April 2025
<b>M93 Commercial Property and Business Interruption Insurance</b>	<b>3 x 3.5-hour sessions + 1.15HR Q&amp;A</b>
M93 Session 1	Tuesday 8 <sup>th</sup> April 2025
M93 Session 2	Tuesday 29 <sup>th</sup> April 2025
M93 Session 3 (1.15HR Q&A)	Tuesday 13 <sup>th</sup> May 2025
M93 Session 4	Tuesday 27 <sup>th</sup> May 2025
Exam & Assignment Completion	From 27 <sup>th</sup> May – 31 <sup>st</sup> July 2025
<b>M96 Liability Insurances</b>	<b>3 x 3.5-hour sessions + 1.15HR Q&amp;A</b>
M96 Session 1	Tuesday 9 <sup>th</sup> September 2025
M96 Session 2	Tuesday 23 <sup>rd</sup> September 2025
M96 Session 3 (1.15HR Q&A)	Tuesday 7 <sup>th</sup> October 2025
M96 Session 4	Tuesday 21 <sup>st</sup> October 2025
Exam & Assignment Completion	From 21 <sup>st</sup> October – 31 <sup>st</sup> December 2025

### Underwriting and Claims Pathway: 7 January 2025 – 24 February 2026:

<b>M05 (Law)</b>	<b>5 x 2.5 -hour sessions</b>
M05 Session 1	Tuesday 7 <sup>th</sup> January 2025
M05 Session 2	Tuesday 21 <sup>st</sup> January 2025
M05 Session 3	Tuesday 4 <sup>th</sup> February 2025
M05 Session 4	Tuesday 18 <sup>th</sup> February 2025
M05 Session 5	Tuesday 4 <sup>th</sup> March 2025
Exam & Assignment Completion	From 4 <sup>th</sup> March – 5 <sup>th</sup> May 2025

<b>M92 (Business &amp; Finance)</b>	<b>4 x 2.5 hour sessions</b>
<b>M92 Session 1</b>	Tuesday 6 <sup>th</sup> May 2025
<b>M92 Session 2</b>	Tuesday 20 <sup>th</sup> May 2025
<b>M92 Session 3</b>	Tuesday 3 <sup>rd</sup> June 2025
<b>M92 Session 4</b>	Tuesday 17 <sup>th</sup> June 2025
Exam & Assignment Completion	From 17 <sup>th</sup> June – 1 <sup>st</sup> September
<b>M80 (Underwriting)</b>	<b>4 x 2.5 hour sessions</b>
<b>M80 Session 1</b>	Tuesday 2 <sup>nd</sup> September 2025
<b>M80 Session 2</b>	Tuesday 16 <sup>th</sup> September 2025
<b>M80 Session 3</b>	Tuesday 30 <sup>th</sup> September 2025
<b>M80 Session 4</b>	Tuesday 14 <sup>th</sup> October 2025
Exam & Assignment Completion	From 14 <sup>th</sup> October – 31 <sup>st</sup> December 2025
<b>M85 (Claims)</b>	<b>4 x 2.5 hour sessions</b>
<b>M85 Session 1</b>	Tuesday 13 <sup>th</sup> January 2026
<b>M85 Session 2</b>	Tuesday 27 <sup>th</sup> January 2026
<b>M85 Session 3</b>	Tuesday 10 <sup>th</sup> February 2026
<b>M85 Session 4</b>	Tuesday 24 <sup>th</sup> February 2026
Exam & Assignment Completion	From 24 <sup>th</sup> February – 30 <sup>th</sup> April 2026

## What is included in the Training Programmes?

Students will be supported by a blend of live and digital training during the Programme, accessible via the **RevisionMate Platform**.

What is included:

- **live tutor support – 10 / 11 x half-day (Certificate) / 14 half day (Diploma) interactive training sessions, with Q&A;**
- **tutor support provided via email throughout the program;**
- **access to recordings of each live training session;**
- **additional study materials provided by your Trainer: quizzes and exam style questions;**
- **Exam Guides; and**
- **support with study planning, study tips and exam hints**

Our Training sessions are fully interactive and engaging. They will include tutor-led discussions, and group break-out work / activities. The Trainer will cover the relevant chapters of the syllabus, which are likely to be tested, and answer questions throughout the course to aid understanding.

Students will be provided access to the RevisionMate course page once enrolled, which will host the learning resources provided by the Trainer. The Trainer will provide mock questions and answers, along with digital study text, and other Training materials during the course. These materials can be accessed at the students own convenience.

## What if I cannot attend one of the sessions?

Our Programmes are designed to be fully interactive online. The dates are fixed for the Tutorial sessions. It is recommended that Delegates attend all sessions to achieve full coverage of the content.

If a Delegate is unable to attend a particular session, a recording of the workshop will be uploaded to the course page within RevisionMate, for Delegates to watch again at a later time / date.

The Trainer will also provide materials and email support throughout the Programme to answer any questions.

## What if the course dates are unsuitable or the Programme is full?

Spaces are limited for each training course. Once a course becomes full, those dates will no longer be available for booking and a new set of dates will be published.

If you are unable to book a place because the course is full or the dates are unsuitable, please complete [Register your interest form](#), stating what course you would like to attend, and we will advise you on the next available dates.

## How many spaces are on the Programmes?

The maximum number on each course will be **25 Delegates**. This is to ensure the greatest levels of participation and interaction between the Trainer and the Delegates.

## Who should attend?

The CII Qualification Training Programmes are open to anyone looking to achieve their Certificate in Insurance, Diploma in Insurance, or Advanced Diploma in Insurance Qualifications.

The aim of the Training Programme is to provide structured Training for students to progress towards qualification, with facilitated online training sessions.

Each Cohort will consist of no more than 25 Delegates. This will allow for engaging sessions, with good levels of interaction and participation between the Trainer and the Delegates.

The sessions will cover the main areas of the syllabus, but also provide an interactive opportunity to ask your Trainer questions.

Students will also need to enrol on to the units / exam with the CII and have the latest CII study text to refer to (2024 edition). Each unit will require self-directed study each week. This is in addition to the student's investment of their own study time, separate to the training sessions.

## What are the system requirements to join the online sessions?

Our online training sessions are delivered through Microsoft Teams or Zoom and your joining instructions will provide further details. Please ensure that you have the necessary software installed before the training session. Please refer to the Zoom system requirements [here](#) / MS Teams [here](#).

## Who are the trainers?

Our training courses are delivered by carefully selected trainers and subject experts. Each trainer has been selected for their extensive knowledge and experience.

## How much is a place on the Training Programmes?

### Certificate in Insurance Training Programme

- ❖ £499 for CII/PFS Members
- ❖ £649 for Non-Members
  
- ❖ £399 for Members taking the International Pathway
- ❖ £519 for Non-Members taking the International Pathway

### Diploma Insurance Training Programme

- ❖ £699 for CII/PFS Members
- ❖ £849 for non-members

**Please note: Booking on to the Training Programme does NOT include the cost of the associated exam enrolment, exam sitting and other support materials.**

Participants or their employer are expected to pay for associated exams / Enrolment Plus at a separate cost to this Training Programme.

**To purchase the individual units / exams, please visit the CII shop pages:**

[Certificate in Insurance \(ciigroup.org\)](https://ciigroup.org)

[Diploma in Insurance. \(ciigroup.org\)](https://ciigroup.org)

[Advanced Diploma in Insurance \(ciigroup.org\)](https://ciigroup.org)

## If I am a CII Member, will my Local Institute offer funding for this Programme?

Members places may be subsidised by your Local Institute. We are working closely with Local Institutes, who might be able to offer funding towards places on this Programme.

**If your Local Institute has opted to provide funding towards your place on this Programme, the subsidised discount will be applied to your order at the point of sale.**

You will be responsible for paying the remainder of the cost of the Programme, after any discount is applied.

Subsidised places are limited, and funding is not guaranteed for places on the Programme. To check if your Local Institute is offering funding towards places on this Programme, please [register your interest](#), stating which Local Institute you are a member of, and we will get back to you to confirm if any funding is available towards your place.



## How do I book a place on a Programme?

To book a place on to any of our Qualification Training Programmes, please complete our [booking form](#), or email to business enquiries [business.enquiries@cii.co.uk](mailto:business.enquiries@cii.co.uk).

If you would like to speak to our Customer Services Department to place an order, please call: **+44 (0)208 530 0806**.

Payment for our courses are available via three methods:

- ✓ Over the phone transaction - payment by credit card / debit card
- ✓ BACS payment - Invoicing
- ✓ Corporate orders - Invoicing

If your Local Institute is able to offer funding towards your place on the Programme, the discount (if any) will be applied at the point of sale, leaving the remaining cost for you to pay.

## Can my employer / company pay for my place on the Programme?

### Corporate Orders

If your employer/company has an account set up with us, they can arrange for a Corporate Order to be processed through their Corporate Account. Your employer will need to provide their COL Account ID, along with the PIN for the person who wishes to attend the course. If no PIN is available, we will require the Delegate's **full name, address, email, DOB and telephone number** to set them up on our system. Please email new booking requests to your CII Relationship Manager or [business.enquiries@cii.co.uk](mailto:business.enquiries@cii.co.uk).

Please note, if your employer has a **group** of candidates seeking Training on a particular subject or exam preparation, it may be possible to arrange an **in-house** training course, specifically for your company. Please contact [training@cii.co.uk](mailto:training@cii.co.uk) for more details or for general enquiries [business.enquiries@cii.co.uk](mailto:business.enquiries@cii.co.uk).

### Credit / Debit Cards

Card payments are taken over the telephone via our Sales Processing Team. Payment can be made using a card registered to yourself and your employer may agree for you to reclaim the cost of your course through your expenses. After your purchase, you will receive a payment confirmation via email when you book.

## What happens after I book?

Once you have placed your order, your booking will be processed, and you will receive an automatic confirmation email.

**\*Please note that the order is not confirmed, until payment has been processed in full\***

You will then receive a second email from the [Training Team](#), containing the joining instructions for the Programme, at least a week before the start of the course - subject to status of payment.

## Can I change my mind/cancel?

We require 14 days' notice period in order to cancel your place on the Programme. Should you need to cancel your place on the course, please contact Customer Services Team on:

**+44 (0)208 530 0806** at least **14 days** before the course start date.

## Can I use the Training workshops towards CII qualifications, and will I get any certification from completing the Programme?

Delegates will receive a **Certificate of Attendance** after completing the Training Programme, which can be used towards CPD requirements. This does not form part of the Certificate in Insurance or Diploma in Insurance Qualifications.

The aim of this Training Programme is to help you prepare and to help you pass your examinations, towards achieving the Certificate in Insurance qualification. You will only receive your qualification after successfully passing each unit exam within the qualification framework.

## Are you offering Training for any other subjects?

We intend to add new courses to our Training calendar regularly. Keep an eye out for new courses by visiting our training pages on our website and social channels for updates on new courses.

Visit our website to review our [training pages](#) which will contain up to date information on our latest courses available.

We would be keen to receive any recommendations for future courses which you may like to attend. This form can be used to assist with registering your interest: [Click here](#).

## Feedback after the Programme

We value your comments and suggestions and encourage you to provide us with feedback after attending any of our Training courses. You will receive an email at the end of the course, containing a link to complete an online Evaluation Form, which is reviewed by our Training Team.

## What if I am unhappy or want to make a complaint?

Complaints are to be directed to [complaints@cii.co.uk](mailto:complaints@cii.co.uk), which will be reviewed by the appropriate team.