

# CII Qualifications Training Programme

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

### QUESTIONS & ANSWERS

#### Introduction

The CII's Qualification Training Programme aims 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 x half-day** online workshops for the full Programme.

### 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 two cohorts delivered during 2024:



**Cohort 1 – Insurance pathway - Claims / Underwriting - 21 May 2024 to 11 December 2024**

**Cohort 2 – Broker pathway 23 October 2024 to 16 April 2025**

**Cohort 1** begins with a **virtual 'Kick-off session': Tuesday, 21 May 2024, at 3pm (UK)**  
Subsequent tutorial dates will be:

**IF1 Insurance Legal & Regulatory - 4 x half-days of training**

Tuesday, 4 June 2024 – 09:00-12:30 (UK)  
Tuesday, 18 June 2024 – 09:00-12:30 (UK)  
Wednesday, 3 July 2024 – 09:00-12:30 (UK)  
Tuesday, 16 July 2024 – 09:00-12:30 (UK)  
Gap for Students to sit IF1 exam: 16 July 2024 - 17 September 2024

**IF3 Insurance Underwriting Process - 3 x half-days of training**

Wednesday, 18 September 2024 – 09:00-12:30 (UK)  
Wednesday, 2 October 2024 – 09:00-12:30 (UK)  
Wednesday, 16 October 2024 – 09:00-12:30 (UK)  
Gap for Students to sit IF3 exam: 16 October 2024 - 12 November 2024

**IF4 Insurance Claims Handling Process - 3 x half-days of training**

Wednesday, 13 November 2024 – 09:00-12:30 (UK)  
Wednesday, 27 November 2024 – 09:00-12:30 (UK)  
Wednesday, 11 December 2024 – 09:00-12:30 (UK)  
Gap for Students to sit IF4 exam: from 11 December 2024 onwards

**Cohort 2 – Broker pathway 23 October 2024 to 16 April 2025**

**IF1 Insurance Legal & Regulatory - 4 x half-days of training**

Wednesday, 23 October 2024 – 09:00-12:30 (UK)  
Wednesday, 6 November 2024 – 09:00-12:30 (UK)  
Wednesday, 20 November 2024 – 09:00-12:30 (UK)  
Wednesday, 4 December 2024 – 09:00-12:30 (UK)  
Gap for Students to sit IF1 exam: from 4 December 2024 – 15 January 2025

**IF2 General Insurance Business - 3 x half-days of training**

Wednesday 15 January 2025 – 09:00-12:30 (UK)  
Wednesday 29 January 2025 – 09:00-12:30 (UK)  
Wednesday 12 February 2025 – 09:00-12:30 (UK)  
Gap for Students to sit IF2 exam: from 12 February 2025 – 19 March 2025

**I10 Insurance Broking Fundamentals - 3 x half-days of training**

Wednesday 19 March 2025 – 09:00-12:30 (UK)  
Wednesday 2 April 2024 – 09:00-12:30 (UK)  
Wednesday 16 April 2025 – 09:00-12:30 (UK)  
Gap for Students to sit IF2 exam: from 16 April 2025 onwards

## Diploma in Insurance

The duration of the Training Programme will span over a period of **12 months**, between **14 October 2024 to 21 October 2025**.

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

Subsequent tutorial dates will be:

### **M05 Insurance Law - 5 x 2.5-hour sessions of training**

Monday, 14 October 2024 – 09:30-12:00 (UK)

Monday, 28 October 2024 – 09:30-12:00 (UK)

Wednesday, 13 November 2024 – 09:30-12:00 (UK)

Wednesday, 27 November 2024 – 09:30-12:00 (UK)

Monday, 9 December 2024 – 09:30-12:00 (UK)

Gap for students to sit M05 exam: 9 December 2024 - 13 January 2025

### **M92 Insurance Business and Finance - 4 x 2.5-hour sessions of training**

Tuesday, 14 January 2025 – 09:30-12:00 (UK)

Tuesday, 28 January 2025 – 09:30-12:00 (UK)

Tuesday, 11 February 2025 – 09:30-12:00 (UK)

Tuesday, 25 February 2025 – 09:30-12:00 (UK)

Gap for students to sit M92 exam: 25 February 2025 - 7 April 2025

### **M93 Commercial Property and Business Interruption Insurance - 4 x 2.5-hour sessions of training**

Tuesday, 8 April 2025 – 09:30-12:00 (UK)

Tuesday, 29 April 2025 – 09:30-12:00 (UK)

Tuesday, 13 May 2025 – 09:30-12:00 (UK)

Tuesday, 27 May 2025 – 09:30-12:00 (UK)

Gap for students to sit M93 exam: 27 May 2025 - 8 September 2025

### **M96 Liability Insurances - 4 x 2.5-hour sessions of training**

Tuesday, 9 September 2025 – 09:30-12:00 (UK)

Tuesday, 23 September 2025 – 09:30-12:00 (UK)

Tuesday, 7 October 2025 – 09:30-12:00 (UK)

Tuesday, 21 October 2025 – 09:30-12:00 (UK)

Gap for students to sit M96 exam: from 21 October 2025 onwards

## 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 x half-day (Certificate) / 17 x 2.5 hours (Diploma) interactive training sessions;**
- **tutor support provided via email throughout the program;**
- **access to recordings of each live training session;**
- **digital study text;**
- **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

### 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://www.ciigroup.org)

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

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