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Insurance  
Institute

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# Recognition of prior learning

Terms and conditions

[ciigroup.org/prior-learning](https://ciigroup.org/prior-learning)

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## The Chartered Insurance Institute

The Chartered Insurance Institute (CII), is a professional body dedicated to building public trust in the insurance and financial planning professions. Our 125,000 members commit to high professional standards and continuing professional development.

Success in CII qualifications is universally recognised as evidence of knowledge and technical expertise.

Our members are able to drive personal development and maintain their professional standing by adhering to our Code of Ethics and by accessing an unrivalled range of learning services.

Find out more at: [ciigroup.org](https://ciigroup.org)



## Contacting the Chartered Insurance Institute

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

We are 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

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website: [ciigroup.org](https://ciigroup.org)

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# Introduction

## Overview

The CII operates an extensive recognition of prior learning scheme and recognises certificated learning for both academic and professional qualifications that you have completed, which are sufficiently similar to CII qualification units ('units').

The CII awards credits and/or exemptions towards the CII qualifications framework in recognition of prior learning for non-CII qualifications.

## Value for the student

Recognition of prior learning by the CII avoids duplication of study and enables students to achieve CII qualifications within a shorter study period and therefore at a reduced cost compared with an 'exclusively by CII unit' route.

## Governance

The CII recognition of prior learning scheme is overseen by an independent body which reports into the CII Board. This independent body is the Education and Learning Committee whose members work within academia and the insurance and financial services sector. The members are not employed by the CII and provide independent judgements based on industry and academic practice.

The CII is an awarding body, recognised by the Office for Qualifications and Examinations Regulation (Ofqual).

## Awards

The principle of CII recognition of prior learning is to recognise duplicate learning by awarding credits in the CII qualification frameworks; this means that in practice the CII awards an exemption for the closest matching CII qualification unit.

If there is not a close match then the CII may, on occasions, consider a discretionary 'non-unit specific credit award' to recognise non-CII qualifications that match CII insurance or personal finance qualifications that partially meet the CII learning outcomes across a range of CII units and the assessment is of an equivalent standard.

# CII recognition of prior learning scheme standards

In order to be eligible for recognition of prior learning, the non-CII qualification must be 'certificated learning' and must match a current CII qualification unit. Certificated learning means that there has been a formal assessment and the awarding organisation must be recognised by a national qualifications regulator.

## Recognition of prior learning for qualifications awarded by professional bodies and CII-affiliated institutes

1. The qualification must match the learning outcomes of the CII qualification unit.
2. The assessment method must be of a similar standard, scope and rigour to the CII qualification unit.
3. The qualification must be at the appropriate level in a UK national framework, for example, **RQF** (Regulated Qualifications Framework), QCF, NQF, SCQF, CQFW or FHEQ or the awarding body must be recognised by **UK ENIC** if located outside the UK. Alternatively, the awarding body must be recognised for its qualifications by the market regulator if outside the UK.
4. Applications are accepted for fully-completed and awarded qualifications. It is only where qualifications are based on common sets of standards, for example, the UK Financial Services regulatory exam standards, where part-completed qualifications may be accepted.
5. The awarding body must operate to similar standards of integrity and governance to the CII.

## Recognition of prior learning for academic and other qualifications

1. The qualification must have been completed within the last 10 years.
2. The qualification must match the learning outcomes of a current CII qualification unit.
3. The assessment method must be of a similar standard, scope and rigour to the CII qualification unit.
4. The qualification must be at the appropriate level in a UK national framework, for example, **RQF** (Regulated Qualifications Framework) NQF, SCQF, CQFW or FHEQ or the awarding body must be recognised by **UK ENIC** if located outside the UK. Alternatively, the awarding body must be recognised for its qualifications by the market regulator if outside the UK.
5. Applications are only accepted for fully completed and awarded qualifications.
6. The awarding body must operate to similar standards of integrity and governance to the CII.

# Scheme operating rules

1. A fully completed CII application must be submitted for each qualification. This must include certified copies of the certificate of completion and the qualification results transcript. Where a fully completed application has not been made, this will be classed as an enquiry and any indication of award will not be definitive and is subject to change without notice. By completing the application the applicant expressly consents for the CII to contact any awarding body to verify the applicant's qualification status.
2. The award decision will be based upon the scope and standard of information submitted at the time of the application and for each individual application, it is based on the recognition of prior learning standards in place at the time of the application. The date and time of the application shall be Greenwich Mean Time with no allowance for daylight saving time.
3. The applicant is responsible for submitting all necessary documents with the application in a timely manner for processing. For example, where the CII asks an applicant for detailed syllabus and / or assessment information for their non-CII qualification, that applicant shall have 3 months from the date of CII's request to provide that information. If the applicant provides such requested information within the timeframe and applies for a second time for the same non-CII qualification within 30 days of CII notifying the applicant that they may be eligible to a prior learning award, the application shall be treated to have been received in full on the original application date for the purpose of determining the prior learning award. If the CII does not receive all the requested information within the above timeframe, the CII reserves the right to base the prior learning award on the date on any subsequent application. This may result in a lower prior learning award or no prior learning award. The CII will not reimburse costs associated with the provision of any information required to support applications.
4. The CII may request original documentation to be provided. Where original documents are submitted, the CII accepts no liability for any loss and/or destruction of original documents. The CII therefore strongly advises applicants to submit certified copies of originals to prevent such loss or destruction. If you have difficulty in obtaining certification of your documentation please email Customer Service so that we may consider what alternative arrangements can be put in place to assist with your application.
5. Where the CII makes a discretionary recognition of prior learning award based on benchmarking against other qualifications (for example, where the applicant is unable to provide syllabus and assessment material for CII to review) and the applicant is subsequently able to provide this material, no consideration of the award will be given or made unless the material is received by the CII within 3 months of the date CII confirms the applicant's eligibility to the original recognition of prior learning award.
6. Applications must be made in English. Where the original language of the documentation is not English, the CII may request official translations into English before a review is completed.
7. Save for rule 5 (benchmarking) and rule 21 (appeals) the decision or award made will be final.
8. Unless otherwise authorised in these rules, once an award eligibility decision has been made and (if applicable) awards claimed, no subsequent application or request for a change in the award for the same examination/qualification will be considered.
9. Awards will not be made for prior learning exemptions awarded by other awarding organisations. The CII will, however, review the potential for an award based on the original qualification.
10. Awards will be made for units that are a) within the CII qualifications framework and b) meet the recognition of prior learning eligibility criteria in place at the time of the application decision.
11. A maximum of 210 credits may be awarded for qualifications from a single awarding body, with a maximum of 260 credits awarded for prior learning in total. Where an applicant's qualification(s) would make them eligible to a figure in excess of the limit, the CII will not make partial allocations of credits. For example, an applicant with 200 credits for prior learning from a single awarding body who passes an additional exam with the same body attracting 20 credits, would not be eligible to claim just 10 of the credits. Where an applicant's potential award exceeds these limits, CII will award core units and exemptions as appropriate before non unit-specific credits.
12. A maximum credit limit is available to recognise equivalent technical learning, for example business, law and mathematics. These credit limits are:
 

Credits recognising	Maximum RPL credits
Business, accounting, finance, economics, management, financial services	60
Marketing	30
Law	55
Mathematics, statistics, actuarial and investment analysis	30
Risk management	60
13. Recognition of prior learning does not alter the CII qualification completion rules (including any rules around qualification units treated as equivalent) which must be complied with in order to be awarded a CII qualification. These rules apply irrespective of how many credits your existing qualifications might provide through recognition of prior learning.

## Scheme operating rules continued

14. Recognition of prior learning will be withdrawn if fraudulent documentation or misleading information is submitted; and this may result in disciplinary action from the CII.
15. The applicant is solely responsible for providing accurate and complete information and entering details of his/her non-CII qualification within the application form and providing accurate, complete, correctly certified and legible supporting evidence in accordance with the Terms and Conditions. The CII reserves the right to amend the fee charged where the incorrect qualification details are provided and/or the supporting evidence is deemed by CII to be insufficient and to close the application(s). The CII may require or invite the applicant to re-apply by providing the correct qualification details and compliant supporting evidence. This may result in the applicant paying a different fee.
16. Recognition of prior learning will be withdrawn in the event that an awarding organisation: does not ensure that its qualifications are up-to-date or comply with regulatory requirements (for example, education regulator or market regulator); misrepresents qualifications or professional designations; or does not follow the CII's eligibility criteria, guidance or scheme standards.
17. CII policy is to award exemptions from units that are within the CII qualifications framework at the time of application. In order to ensure flexibility to candidates we allow applications up to three months after withdrawal of a CII unit. For example, for candidates applying for credits in respect of a unit where the last exam sitting is scheduled for October 2022, we will no longer award credits for applications made after 31 December 2022.
18. Where the CII launches a new unit, the first date of a recognition of prior learning application that may be eligible for an exemption is the date of the first exam sitting/assessment.
19. Where the applicant has applied for prior learning and enrolled for the assessment or purchased learning material of a CII unit for which they are eligible for an exemption or an equivalent unit, the CII will not be liable for a refund.
20. The CII may amend or withdraw credits previously awarded for prior learning at any time and without monetary compensation. The CII cannot accept liability for special losses or special damages of any kind arising out of the award or withdrawal of credit awards for prior learning. Please see the final question on our [FAQs page](#) for further details.
21. The [recognition of prior learning scheme appeals process](#) is intended for consideration of circumstances that materially affect a candidate's recognition of prior learning outcome where all other routes for enquiries have been exhausted, for example, [the CII complaints process](#).
22. These rules update, supersede and extinguish all previous versions of the rules of the CII's recognition of prior learning scheme.
23. The CII is not liable for inaccurate or obsolete statements relating to prior learning, qualifications or designations made by organisations other than the CII.
24. The CII recognition of prior learning scheme is governed by the law of England and Wales.

## Fees

An administrative fee is required to contribute to the review work. This includes:

- assessment and validation of the application
- assessment of the award eligibility and issuing confirmation
- processing application payments
- maintaining the Exemptions Database.

The fee band is based on the category of your non-CII qualification.

Details of the fee(s) payable appear on the CII [website](#).

Some applicants receive less than the maximum award because, for example, they have already passed the CII unit to which they would otherwise be awarded an exemption. In this instance, they would receive exemptions from the units they had not previously passed.



# The application process

1. **Check your eligibility:** Check whether we have recently reviewed your qualification by entering your qualification details into the exemptions search tool.
2. **Get your supporting documentation certified:** Make copies of your supporting documents and show them, together with the original documents, to the person certifying them as true copies.  
The person certifying them must be either a **current** member of the CII or Personal Finance Society (PFS), a public notary, solicitor or representative of the awarding organisation. If the CII / PFS member's membership has lapsed we will not accept the evidence. If your application is incomplete, we will invite you to make a new application, subject to the recognition of prior learning rules at the time, once you have collated all the material we require. You can use the CII member search facility to identify whether an individual's membership status is current. Please visit [ciigroup.org/membersearch](https://ciigroup.org/membersearch)  
Your application must include:
  - A certified copy of your qualification completion certificate (eg graduation certificate)
  - A certified copy of your results transcript confirming your exam passes
  - A certified copy of the official document showing your change of name, eg marriage certificate or deed poll (where appropriate).If the person certifying is a CII member or PFS member, they must write their name and CII PIN number, together with their signature on the copy of each document. Solicitors and public notaries should include their contact details (including employer name, work address and telephone number) in place of the CII PIN number. It is the applicant's responsibility to ensure this is legible.
3. **Make your application on-line:** Enclose scanned, certified copies of your supporting documentation.
4. **CII verifies your supporting evidence and confirms next steps:**
  - a) We **have** previously determined an award for candidates holding your non-CII qualification:
    - If we have an award for your qualification on our exemptions database, you will be directed to make payment
    - Your application will then be vetted, this will take up to 15 working days in most instances
    - The 15-day service level shall commence from the date CII receives cleared funds into its bank account
    - We will confirm the eligibility decision by email
    - If your application is successful, we will add your prior learning to your CII learning record and you will be able to view this via your CII learning statement
    - if you have completed a CII qualification, your completion certificate will be issued without you needing to request it.
  - b) We **have not** previously determined an award for candidates holding your non-CII qualification (or the same version of your non-CII qualification):
    - If we do not have a current award for (the version of) your non-CII qualification on our exemptions database, we will not normally ask you to make payment at this stage. If we do request payment and are unable to make an award based on the qualification material you have provided within your application, we will refund your payment during the vetting stage.
    - Your application will be vetted, this will take up to 15 working days in most instances
    - We will identify whether we require additional qualification material (replacement supporting evidence or detailed qualification material eg full details of the learning outcomes (syllabus), assessment criteria, learning content and assessment method, including specimen exam questions and answers) within 3 months. We will also advise on our timeframe to revert to you
    - Once we have added your non-CII qualification (award eligibility and price band) to our exemptions database, if you are eligible to a prior learning award, we will invite you to re-apply and make payment
    - If you wish to obtain any allocated award, payment must be made in full to the CII before such award is made.
5. Where CII requests further information from the applicant, the applicant has 3 months to submit all requested information to the CII. Should the applicant not submit this further information before the deadline expires, the CII reserves the right to cancel the application.
6. CII reserves the right to refuse the application for any reason, as explained to any applicant should this circumstance arise.
7. If you are not eligible for a prior learning award. We will provide an explanation and refund any funds paid.

# The application process continued

## Cancellation and refunds

In accordance with The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, an applicant has the right of cancellation in respect to the services sold by the CII under these Terms and Conditions. Such right shall expire fourteen calendar days from the date the applicant receives their recognition of prior learning outcome notification from the CII.

If an applicant wishes to cancel and receive a refund for all monies paid by the applicant to the CII, subject to compliance with the above timescale, an email must be sent by the applicant to [customer.serv@cii.co.uk](mailto:customer.serv@cii.co.uk) and contain Refund Request within the title.

Any refunds requested by the applicant will be sent within fourteen days of the CII receiving notice of cancellation by the applicant.

The CII reserves the right to cancel, suspend or vary the operation of its obligations to the applicant if events occur which are beyond the reasonable control of CII, including (but without prejudice to the generality of the foregoing) fire, flood, storms, plant breakdown, strikes, lockout, riot, hostilities, non-availability of material suppliers or any other event outside our control; and the CII shall not be held liable for any breach of contract or in tort resulting from such an event.

An applicant may not cancel their application themselves via their MyCII or My Dashboard webpage where their application status is 'payment pending'. Applicants must contact CII and ask to cancel on their behalf.

## Changes to the CII qualifications framework

The CII qualifications framework is evolving in response to the regulatory environment, changes in education regulation standards and customer need. As a consequence prior learning awards and criteria change.

## Confirmed application outcomes

If a prior learning application has been declined or an award has already been made, confirmed in writing and the relevant fee(s) have been paid within the stipulated timeframe, the decision or award stands regardless of subsequent changes to the CII qualification frameworks or recognition of prior learning awards.

## Enquiries

If you have any queries please consult the following [FAQs](#).

If you cannot find the answer to your query, please do contact our Customer Service team who will be pleased to assist you. Their contact details are:

Telephone: UK +44 (0)20 8989 8464

Email: [customer.serv@cii.co.uk](mailto:customer.serv@cii.co.uk)

## Appeals

Should you wish to appeal against the outcome of an accreditation award, further details about the grounds for appeal, process and fee can be found [here](#).

## Complaints procedure

Applicants have the right to make a complaint about the service they have received throughout the recognition of prior learning process. If an applicant wishes to make a complaint, information on how to do this, along with the CII's Complaints Policy, can be found at [ciigroup.org/en/about-us/contact-us/](https://ciigroup.org/en/about-us/contact-us/).