Integrity
(Personal Finance)

Chartered
Insurance
Institute

Standards. Professionalism. Trust.

Contents

About Integrity

Demonstrates high levels of integrity, is honest, takes responsibility for their actions, is confidential in their dealings, knows the limits of their capabilities, exhibits courage and leads by example.

Learning by bands

This section outlines the Integrity competency standards for each of the four professional bands, together with links to relevant CPD learning, qualification units and other learning to help you prioritise and access your skills development.

The bands

The Professional Map is structured into 4 bands of experience, each describing the different level of impact professionals have in the work they do.

	Band 1	Band 2	Band 3	Band 4
Typical job roles	Front line staff, administrative and entry level roles	First line managers, team leaders, regulated and specialist roles	Middle managers, and senior technical roles	Senior leaders and business owners
Nature of work	Tactical, focusing on the day to day	Operational, with some complexity	Complex, with challenging requirements	Strategic, with a significant level of complexity and challenge
Sphere of influence	Line manager, immediate colleagues and customers/clients	Managers, colleagues, customers/ clients and external professionals	Wider range of stakeholders, both internal and external	Senior stakeholders from across the profession, customers, suppliers and regulators
Focus of activity	Deliver immediate and short-term outcomes	Directly create short-term value, contribute to longer-term value	Create medium to long-term value	Create long-term value
Focus of thinking	Gather and use information	Contribute to the thinking and analysis of information	Critically question information and evaluate it to make informed judgements and decisions	Develop evidence-based thinking, using qualitative and quantitive data to shape the future activity
Focus of knowledge	Knowledge of the principles of personal finance	Broad understanding of personal finance practice	Deeper understanding of the concepts of personal finance, with specialism in a functional area	Deep technical knowledge in an area, or an excellent understanding of the broader environment
Where time is spent	Customer/client services, providing information, handling data, following procedures	Issue identification, analysis and evaluation, proposal and delivery of solutions to agreed standards, and within agreed limits	Understanding the wider business context and risk, bringing strands of activity together, innovating	Developing strategies and plans, making complex judgements, considering the organisation and sector position
Breadth of focus	Team	Department	Area or responsibility/Organisation	Organisation/Profession/Wider society

Band 1

Competency standards

- I can be relied on to do what I say I will do and am truthful in my business dealings
- I admit when tasks are beyond my level of capability and I seek advice when needed
- I take responsibility for my own performance and behaviour and I own up to my mistakes
- I demonstrate consistency in what I say and do
- I handle personal and business information sensitively and confidentially

Band 1 learning resources

Member CPD	Assess corporate e-learning[*]	Training and courses	Qualification units
	Fundamentals	For more details on CII Training, please visit our website: www.cii.co.uk/learning/training/	Supervision in a regulated environment J07 Senior management and supervision AF6

[*]Content held on the Assess platform is available to those with a corporate licence. Click on the links to find out more about the features and benefits of a corporate Assess licence or request a free trial.

Band 2

Competency standards

- I provide explanations for the choices and decisions I make
- I know the limits of my capabilities and I escalate issues when needed
- I am not afraid to ask questions of and challenge others at all levels of the business
- I seek to build relationships based on trust
- I understand the importance of careful handling of personal and business information

Band 2 learning resources

Member CPD	Assess corporate e-learning[*]	Training and courses	Qualification units
Client Conversations That Build Trust at Speed	Workplace skills Fundamentals	For more details on CII Training, please visit our website: www.cii.co.uk/learning/training/	Supervision in a regulated environment J07 Senior management and supervision AF6

*Content held on the Assess platform is available to those with a corporate licence. Click on the links to find out more about the features and benefits of a corporate Assess licence or request a free trial.

Band 3

Competency standards

- I consistently role model professional principles, values and personal integrity in order to build trust
- I proactively seek feedback in areas where I know I lack appropriate expertise, and help others to identify the limits of their capability
- I take responsibility for my decisions even when they are challenged, and encourage others to ask questions - making it clear I am open to challenge
- I have the courage to stand by my convictions
- I role model and uphold the standards of confidentiality and support the systems and processes to ensure regulatory compliance

Band 3 learning resources

Member CPD	Assess corporate e-learning[*]	Training and courses	Qualification units
Are You Walking Your Talk?	Mortgage Home Finance Workplace skills	For more details on CII Training, please visit our website: www.cii.co.uk/learning/training/	Supervision in a regulated environment J07 Senior management and supervision AF6

*Content held on the Assess platform is available to those with a corporate licence. Click on the links to find out more about the features and benefits of a corporate Assess licence or request a free trial.

Band 4

Competency standards

- I role model and promote ethical leadership and professional principles and values in the organisation and the wider profession
- I work within the limits of my own and the organisation's capability and know when to stop, question or challenge
- I take collective responsibility for agreed decisions
- I create a culture where staff are not afraid to challenge or admit to mistakes
- I actively promote trust in the business and the profession

Band 4 learning resources

Member CPD	Assess corporate e-learning[*]	Training and courses	Qualification units
How to build the perfect support team in 2023		For more details on CII Training, please visit our website: www.cii.co.uk/learning/training/	Supervision in a regulated environment J07 Senior management and supervision AF6

*Content held on the Assess platform is available to those with a corporate licence. Click on the links to find out more about the features and benefits of a corporate Assess licence or request a free trial.

Member CPD

Here you will find links to Member CPD available related to this competency.

Webinar: <u>Are You Walking Your Talk?</u>

Webinar: <u>Client Conversations That Build Trust at Speed</u>

Webinar: <u>How to build the perfect support team in 2023</u>

Assess corporate e-learning

Assess is the Corporate Learning Management System from CII, including hundreds of digital learning units on technical insurance, regulatory and compliance content, together with a wide range of wider business skills.

If you already have an Assess licence through your employer, you should be able to access the following modules relevant to this competency.

If your organisation does not have an Assess licence and would be interested in acquiring one, you can sign up for a free trial here: ciigroup.wufoo.com/forms/k17wqe99089pcpi/

Here you will find Assess corporate e-learning listed under the Learning by bands section in one place.

Governance, Risk and Compliance

Fundamentals

Mortgage and Home Finance

Mortgage Home Finance

Workplace Skills

Workplace skills

Training and courses

The diversity of our course programme and breadth of corporate services makes us a one stop-shop training provider. We work in partnership with employers to develop relevant and cost-effective training solutions that are driven by business needs and deliver lasting results.

CII Training

For more details on CII Training, please visit our website:
www.cii.co.uk/learning/training/

Qualification units

Here you will find all Qualification units listed under the Learning by bands section in one place.

If you are a current member you can also view non-printable PDFs of each study text here:

www.cii.co.uk/learning/support/cii-study-texts (PIN required to login).

Advanced Diploma in Financial Planning

Senior management and supervision (AF6): https://shop.ciigroup.org/senior-management-and-supervision-af6-af6.html

Diploma in Financial Planning

Supervision in a regulated environment (J07): https://shop.ciigroup.org/supervision-in-a-regulated-environment-j07--j07