



Chartered  
Insurance  
Institute

Standards. Professionalism. Trust.

# Briefing document

CII Continuing Professional Development Scheme



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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.

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

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: [cii.co.uk](http://cii.co.uk)




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## 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.

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# What is Continuing Professional Development?

Continuing Professional Development (CPD) is activity undertaken to ensure members' skills and knowledge are up-to-date.

CPD is a common requirement for qualified members of professional bodies and in some instances a regulatory requirement. It reflects the fact that, in today's fast changing world, knowledge gained through qualifications quickly dates and, if you are to remain competent, you must continue to develop and enhance your knowledge.

Equally, eligibility for and use of member qualification designations is not simply an indicator of study completed, but also of a commitment to subsequently keeping this knowledge current and being bound by a Code of Ethics.

CPD helps ensure that, as a Chartered Insurance Institute/Personal Finance Society qualified member, you have the knowledge and skills necessary to succeed in a competitive market. It helps you to:

- build public confidence and credibility;
- adapt positively to change by continuously updating skills;
- support any career goals by focusing on relevant training and development; and
- be more productive and efficient by reflecting on learning and highlighting gaps in knowledge and experience, and planning action accordingly.

Typically, most practitioners, whatever their sector specialism or job role, undertake professional development in the course of their employment. Development needs are often identified in their annual review, as well as when responsibilities change.

The CII CPD scheme provides a practical framework for ensuring development is addressed in a structured way to meet your personal needs, regulatory requirements (where appropriate), the needs of your employer and the requirements of the Chartered Insurance Institute as a Chartered professional body. The scheme is designed to ensure you remain competent and up-to-date and to separate you, as a member of a profession, from the mass of other practitioners.

# Who needs to complete the CII CPD scheme?

It is a requirement of membership that all Chartered Insurance Institute/Personal Finance Society qualified members, whether based in the UK or outside the UK, comply with the CII CPD scheme.

Qualified is defined as those members entitled to use any of the following qualification designations and titles:

## Insurance:

CII (Award); Cert CII (including those entitled to use discipline or sector specific suffixes: London Market; Claims; Health and Protection; Customer Service; Insurance Broking; MP; MP & ER; Life and Pensions or FS)

Cert SMP

Dip CII (including those entitled to use discipline specific suffix: Claims)

ACII

FCII

Chartered Insurance Broker/Insurer/Insurance Practitioner/Insurance Risk Manager.

## Personal Finance:

CertPFS (including those entitled to use discipline or sector specific suffixes: Paraplanning, DM or Securities)

DipPFS

APFS

FPFS

Chartered Financial Planner.

Non-compliance with the CPD requirements will result in the withdrawal of a member's right to use a designation and/or Chartered title. For those members not compliant with the scheme, we will instigate disciplinary proceedings and publish details in our Journal and Personal Finance Professional magazines and on our website.

## Part-time workers

Members who are working in part-time roles have the same CPD requirements as those in full-time employment.

## Members on a career break due to maternity leave, shared parental leave, long-term sickness, unemployment or redundancy

CPD requirements are suspended during a career break. Where a CPD record is selected for validation purposes, the CII will ask for evidence confirming the break in work.

## Retired membership scheme

Members belonging to the Retired membership scheme who are no longer actively working or engaged in any insurance or financial planning business are not required to complete CPD.

Partially retired members who perform consultancy or expert witness roles must comply with the CII CPD scheme in full.

## Left the industry

Members who have left the industry and belong to the Continued membership scheme are not required to complete CPD.

Information regarding our membership schemes can be found at [cii.co.uk/memschemes](http://cii.co.uk/memschemes)

# What does the scheme involve?

The scheme caters for all qualified members, irrespective of their specialism, discipline or geographical location. It also caters for the fact that development needs vary from individual to individual. All Chartered Insurance Institute/ Personal Finance Society qualified members, whether based in the UK or outside the UK, need to:

- complete a minimum of 35 hours' compulsory CPD in a 12 month period
- of which at least 21 hours must be structured CPD
- This figure of 35 hours is the *minimum* required by the Chartered Insurance Institute; in practice, the figure may exceed this as the actual requirement will be determined by an individual's development needs in any 12 month period
- For an activity to be eligible as CPD it must be a minimum of 30 minutes in duration (a batch of different activities of less than 30 minutes each undertaken to meet a specific development need can be combined and recorded together).

**Structured CPD is the undertaking of any formal learning activity designed to meet a specific development need (this is what an individual is expected to know, understand or do as a result of his or her learning). An example would be attending a technical lecture to understand the implications of the Senior Insurance Managers Regime (SIMR).**

Structured learning activities include but are not limited to:

- studying for and sitting an examination;
- participating in seminars (web-based or in person);
- lectures;
- conferences;
- workshops;
- courses; and
- completing appropriate e-learning.

In a minority of cases, activity might also include educational reading, where high quality reading material has been produced to meet the required learning objective.

Unstructured CPD is any activity an individual considers has met a learning objective, but has not been specially undertaken for this purpose.

This might include reading a trade publication which happens to include a technical article on a topic for which they have a development need.

See Suitable CPD activities for a full listing of typical structured and unstructured activities.

To qualify within the parameters of the scheme, all CPD activity must address an individual's personal development needs. It is up to the individual member to determine what these are.

The process by which a development need is met involves four stages:

- identifying learning and development needs and planning activities to address them;
- carrying out activities to meet these needs;
- recording the time spent for each activity and maintaining a verifiable audit trail of these activities; and
- reflecting on the objectives of the CPD activity (answering questions like: "Did the activity meet my learning needs? How has the activity benefitted me professionally?") and including information like how you felt about the activity, what you learnt and the effectiveness of the learning and learning method.

## Notes:

- CPD activities should always be measurable, with 'time spent' being accurately recorded and your reflections documented.
- Verifiable means that, if you are specifically asked by the Chartered Insurance Institute to substantiate a particular activity undertaken, you can provide corroborative evidence, e.g. a training provider's certificate of attendance and the corresponding course syllabus.
- Personal Finance Society members who have opted-in to the Later Life Advice or Retirement Planning specialisms within the online yourmoney adviser register also commit to undertake an additional 10 hours' structured CPD focused on this specialism in each 12 month period.

You need only to submit your CPD record if the CII requests to see it. Typically the Chartered Insurance Institute will randomly sample about 10% of members' records each year to check these have been fully and correctly completed.

# Suitable CPD activities

Detailed below is an indicative list of suitable activities for hours-based CPD purposes. Each contains guidance as to whether these would typically be structured or unstructured. Please note these are only indicative and that other appropriate activities will be accepted.

The CII CPD scheme is self-certifying and development activities should only be recorded if they have assisted your professional development. As a member you

are bound by the CII Code of Ethics to be honest in your declarations.

The list of suitable CPD activities is constantly being refined and updated to reflect evolving development activity. For the most current listing of suitable CPD activities please go to [cii.co.uk/cpd](http://cii.co.uk/cpd)

Development activity	Definition	Types of evidence you should look to keep as proof of completion*	Typically structured or unstructured?
<b>Training courses and workshops</b>	An interactive, participative course provided by your employer or by an external third party which sets clear objectives and learning outcomes.	<ul style="list-style-type: none"> <li>Attendance certificate or written/email confirmation of attendance from the training provider or from your employer</li> <li>Course/workshop outline or agenda which clearly shows what was covered during the session and the learning objectives</li> <li>Any presentation slides sent to you</li> <li>Any reflections on the outcome of the course/workshop.</li> </ul>	<b>Structured</b> This involves activity which: <ul style="list-style-type: none"> <li>Has stated learning objectives, activity designed to address these; and some form of assessment or reflection; and</li> <li>Addresses an identified learning need.</li> </ul>
<b>Conferences, seminars and webinars</b>	An informative presentation, or series of presentations, on topics provided by internal or external subject experts.	<ul style="list-style-type: none"> <li>Attendance certificate, conference badge or some other written/email confirmation of attendance from event provider where possible</li> <li>Event agenda which clearly shows what was covered during the session(s) and learning objectives (if applicable)</li> <li>Any reflections on the outcome of the conference/seminar.</li> </ul>	<b>Structured</b> This involves activity which: <ul style="list-style-type: none"> <li>Has stated learning objectives, activity designed to address these; and some form of assessment or reflection; and</li> <li>Addresses an identified learning need.</li> </ul>
<b>Examination and tests</b>	Any one examination, test or assessment offered by an examining body which is business related, including all related study and time spent in an examination sitting.	<ul style="list-style-type: none"> <li>Copy of qualification certificate or exam/test/assessment entry confirmation (if not Chartered Insurance Institute)</li> <li>Copy of exam/test/assessment syllabus (if not Chartered Insurance Institute)</li> <li>Information received from your employer (if applicable).</li> </ul>	<b>Structured</b> This involves activity which: <ul style="list-style-type: none"> <li>Has stated learning objectives, activity designed to address these; and some form of assessment or reflection; and</li> <li>Addresses an identified learning need.</li> </ul>

\*Please note: if you are selected to have your CPD record audited it is not a requirement for you to send in supporting evidence at the point of audit. However, you should keep evidence of what you have done and be able to produce it if requested to do so in support of your CPD record.

# Suitable CPD activities

Development activity	Definition	Types of evidence you should look to keep as proof of completion*	Typically structured or unstructured?
<b>Formal discussions/ meetings</b>	Discussions facilitated by a third party (internal or external). Participation may include focus groups, research initiatives, committees or technical events. Excludes attendance at social events and client sales/ promotional meetings.	<ul style="list-style-type: none"> <li>• Meeting agenda or any written details of the purpose of the discussion</li> <li>• Official minutes of the meeting/discussion or written confirmation of your participation by the organisers</li> <li>• Written confirmation of your participation by the organisers (if not Chartered Insurance Institute/ Personal Finance Society)</li> <li>• Copies of research results.</li> </ul>	<p><b>Normally unstructured</b></p> <p>This involves activity which does not have stated learning objectives, and supporting activity and assessments designed to reinforce these. Instead these typically cover identified learning points incidentally.</p>
<b>On-the-job training</b>	Interactive and participative discussion and instruction by a subject expert.	<ul style="list-style-type: none"> <li>• Written confirmation from your employer that training has taken place</li> <li>• Broad outline of what has been covered</li> <li>• Any reflections on the outcome of the training.</li> </ul>	<p><b>Structured</b></p> <p>This involves activity which:</p> <ul style="list-style-type: none"> <li>• Has stated learning objectives, activity designed to address these; and some form of assessment or reflection; and</li> <li>• Addresses an identified learning need.</li> </ul>
<b>Internal training</b>	Training which sets clear objectives and learning outcomes and include assessment measures, for example, an internal course and test or exam (includes time spent completing test or exam).	<ul style="list-style-type: none"> <li>• Written confirmation from your employer that training has taken place</li> <li>• Copies of the course outline, learning objectives and learning outcomes</li> <li>• Any reflections on the outcome of the training.</li> </ul>	<p><b>Structured</b></p> <p>This involves activity which:</p> <ul style="list-style-type: none"> <li>• Has stated learning objectives, activity designed to address these; and some form of assessment or reflection; and</li> <li>• Addresses an identified learning need.</li> </ul>
<b>Training for others</b>	Providing interactive and participative discussion, lectures, tutoring and/or instruction for others which involves setting clear objectives and learning outcomes.	<ul style="list-style-type: none"> <li>• Written confirmation from the training organisers or copies of marketing literature for the course showing you as the trainer</li> <li>• Copies of the course outline, learning objectives and learning outcomes</li> <li>• Any reflections on the outcomes of your training work in relation to your learning and development needs.</li> </ul>	<p><b>Structured</b></p> <p>The preparation for the training would be structured. e.g. updating your knowledge on the subjects you are training in; attending courses on developing training skills.</p> <p>The delivery of the training would be unstructured.</p> <p>This involves activity which does not have stated learning objectives, and supporting activity and assessments designed to reinforce these. Instead these typically cover identified learning points incidentally.</p>

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# Suitable CPD activities

Development activity	Definition	Types of evidence you should look to keep as proof of completion*	Typically structured or unstructured?
<b>Self-managed learning</b>	Personal learning on one subject which is formally assessed by a third party subject expert, e.g. distance learning where assignments are sent to tutors for marking.	<ul style="list-style-type: none"> <li>• Confirmation of enrolment (if applicable)</li> <li>• Course outline showing course content, learning objectives and learning outcomes</li> <li>• Copies of tutor marked assignments</li> <li>• Any reflections on the outcome of the learning.</li> </ul>	<p><b>Structured</b></p> <p>This involves activity which:</p> <ul style="list-style-type: none"> <li>• Has stated learning objectives, activity designed to address these; and some form of assessment or reflection; and</li> <li>• Addresses an identified learning need.</li> </ul>
<b>E-learning</b>	Online packages which set clear objectives and learning outcomes and include assessment measures or reflection on learning (includes time spent completing assessments).	<ul style="list-style-type: none"> <li>• Confirmation of the e-learning modules completed (these can be screen printouts).</li> </ul>	<p><b>Structured</b></p> <p>This involves activity which:</p> <ul style="list-style-type: none"> <li>• Has stated learning objectives, activity designed to address these; and some form of assessment or reflection; and</li> <li>• Addresses an identified learning need.</li> </ul>
<b>Examination setting, marking and moderation</b>	Setting and moderating any examination offered by an examining body which is business related.	<ul style="list-style-type: none"> <li>• Details of the examinations you have worked on (e.g. exam name, awarding body and content outline)</li> <li>• Written confirmation from the relevant awarding body of your participation (if not Chartered Insurance Institute)</li> <li>• Any reflections on the outcomes of your examining work in relation to your learning and development needs.</li> </ul>	<p>The examination setting and marking would be <b>structured</b>, e.g. updating your subject knowledge to inform your examining work.</p> <p>The moderation work would typically be <b>unstructured</b>. This involves activity which does not have stated learning objectives, and supporting activity and assessments designed to reinforce these. Instead these typically cover identified learning points incidentally.</p>
<b>Technical authorship</b>	Writing articles, reports, books, instruction manuals, etc which are published for use by others.	<ul style="list-style-type: none"> <li>• Copies of the items you've written and details of the publications they appeared in or who they were distributed to</li> <li>• If you have written a book please provide full details of the publication (e.g. title, publisher, year of publication and ISBN number if applicable).</li> </ul>	<p><b>Structured</b></p> <p>This involves activity which:</p> <ul style="list-style-type: none"> <li>• Has stated learning objectives, activity designed to address these; and some form of assessment or reflection; and</li> <li>• Addresses an identified learning need.</li> </ul>

\*Please note: if you are selected to have your CPD record audited it is not a requirement for you to send in supporting evidence at the point of audit. However, you should keep evidence of what you have done and be able to produce it if requested to do so in support of your CPD record.

# Suitable CPD activities

Development activity	Definition	Types of evidence you should look to keep as proof of completion*	Typically structured or unstructured?
<b>Reading and watching</b>	<p>Technical and trade publications, fact files, bulletins/regular updates, manuals, professional briefs, journals, financial or trade press, podcasts and relevant discussions via social media, e.g. LinkedIn</p> <p>Use of video (DVDs, YouTube, websites, etc), TV, audio and other media.</p>	<p>This category does not require evidence unless you wish to claim it as structured CPD activity (see notes in next column). In which case, please provide details of the learning objectives or research reasons for undertaking this reading or use of other media.</p>	<p><b>Structured</b> if your reading has been done with a specific purpose in mind, e.g. to meet a specified learning and development need or because you are researching a topic for a work-based project and the material used has been produced to meet a specific learning objective.</p> <p><b>Unstructured</b> if the purpose is to keep up-to-date with what is happening in the industry at a general level or the material used has not been produced to meet a specific learning objective.</p>
<b>Mentoring/coaching/shadowing</b>	<p>Providing instruction, guidance and support.</p>	<ul style="list-style-type: none"> <li>• Written confirmation from an employer (if applicable) or the mentee</li> <li>• Any reflections on the outcomes of your mentoring work in relation to your learning and development needs.</li> </ul>	<p>The preparation for certain aspects of mentoring and coaching may be <b>structured</b>, e.g. attending a training course on developing mentoring skills. The actual mentoring or coaching is likely to be <b>unstructured</b> unless the mentor can identify specific learning they have had to undertake in their role. Where shadowing is specifically undertaken for learning purposes e.g. to understand the IT processing of an insurance policy, this would be structured.</p>
<b>Pro bono or voluntary work</b>	<p>Work undertaken (without payment) for the public good using your professional skills and knowledge.</p> <p>It can take different forms e.g. provision of advice, involvement in shaping policy, delivery of training, serving as a school governor or on the board of a charity, etc.</p>	<p>Written confirmation of your participation by the organisers (if not Chartered Insurance Institute/ Personal Finance Society)</p>	<p>May be structured or <b>unstructured</b>.</p> <p><b>Structured</b> where it is being undertaken specifically to address identified learning and development needs e.g. preparatory work to enhance technical knowledge where advice is being given or strategic leadership and management skills in the case of being a school governor.</p>

\*Please note: if you are selected to have your CPD record audited it is not a requirement for you to send in supporting evidence at the point of audit. However, you should keep evidence of what you have done and be able to produce it if requested to do so in support of your CPD record.

# Suitable CPD activities

Development activity	Definition	Types of evidence you should look to keep as proof of completion*	Typically structured or unstructured?
Professional institute/Personal Finance Society regional network or trade body work	Participation in meetings, focus groups, research initiatives, committees or technical events. Excludes attendance at social events.	<ul style="list-style-type: none"> <li>• Written confirmation of your participation by the organisers (if not Chartered Insurance Institute/ Personal Finance Society)</li> <li>• Copies of meeting agendas or meeting minutes.</li> <li>• Copies of research results.</li> </ul>	May be <b>structured</b> or <b>unstructured</b> depending on the nature of your participation and the objectives of the work you have been involved in.
New product development	Developing new business products, systems or corporate strategy.	<ul style="list-style-type: none"> <li>• Written confirmation from employer of your participation in projects</li> <li>• Documentary evidence of the development process and outcomes.</li> </ul>	May be <b>structured</b> or <b>unstructured</b> depending on the nature of your participation and the objectives of the work you have been involved in.

\*Please note: if you are selected to have your CPD record audited it is not a requirement for you to send in supporting evidence at the point of audit. However, you should keep evidence of what you have done and be able to produce it if requested to do so in support of your CPD record.

# Recording your CPD

You will need to record your CPD showing:

- your learning and development needs;
- the activities you have undertaken to meet these;
- whether the activity was structured or unstructured;
- the time you have recorded against each activity; and
- a 'reflective' statement of the objectives achieved (answering questions like: "Did the activity meet my learning needs? How has the activity benefitted me professionally?") and including information like how you felt about the activity, what you learnt and the effectiveness of the learning and learning method.

## Notes:

- The Financial Conduct Authority (FCA) expects individuals to spend at least **30 minutes on any individual CPD activity**. The Chartered Insurance Institute adopts this common sense standard for all its member qualification holders as part of the CPD scheme rules. Different activities, of less than 30 minutes each, undertaken to meet a specific learning objective can be combined and recorded together (please note it is not permissible for structured and unstructured activities to be combined together).
- The reflective statement does not need to be lengthy. For example, the following would suffice: "The example calculations provided within the learning material have helped me develop a better understanding of the methods of calculating premiums. I now feel confident that I have the required technical knowledge in this area."
- It is recommended that you keep any evidence of the activity you have completed (for example, a certificate of attendance) and upload copies to the recording tool, as we may ask to see this if your record is selected for review.

# Acceptable forms of CPD record

You can use any method to record your CPD, but it must provide all the required information. We would recommend electronic recording for ease of updating and submission, but paper submissions may also be made.

Here are details and examples of some of the common means of recording CPD:

## CII CPD Planning and Recording Tool

This simple to use online recording tool enables you to record your hours-based CPD. You will need to enter details of all CPD planned or undertaken, including that completed through the Chartered Insurance Institute, as this is not automatically recorded. The only exception being activity completed on the CII Assess systems (see below) – you will still need to enter your development needs and reflective statements.

## Broker, Insurance, Financial and Mortgage Assess and CPD Essentials

Broker, Insurance, Financial and Mortgage Assess and CPD Essentials (the Chartered Insurance Institute's online learning and compliance systems) incorporates the recording tool described above, and this system automatically logs any learning undertaken (you will still need to enter your development needs and reflective statements). It also enables you to enter details of other CPD activity undertaken outside this system.

## Employer/third-party CPD records

If you record CPD via your employer or a third-party recording tool you can use this as your CPD record. You just need to maintain a record detailing all the required information and provide it on request by the Chartered Insurance Institute.

## Paper record

We have created a printable PDF version of the **CII CPD Recording Tool** allowing you to complete by hand.

**Please note in all instances where your record is requested by the Chartered Insurance Institute you will need to submit it in full as we cannot access your records. This includes records held on the CII CPD Recording Tool, Assess and CPD Essentials.**

# Submission of your CPD record

You only need to submit your CPD record if the Chartered Insurance Institute requests to see it. Typically we will randomly sample about 10% of members' records each year to check these have been fully and correctly completed.

You can be selected at any point during the year to provide your CPD record. We will ask you to provide records for the last 12 months from the point of selection.

**Note: CPD records will not be returned to you after validation.**

## Frequently Asked Questions

For further information, please refer to the Frequently Asked Questions document.

## CPD member support

As part of its membership offering the Chartered Insurance Institute and Personal Finance Society provide access to a range of services to assist you in meeting your development needs, including:

- **Knowledge** – comprising an online knowledge library, that provides unrivalled access to insurance and financial services publications, fact files, market data and journals.
- **Faculties or Societies** that provide access to a dedicated programme of CPD events, technical updates, briefings and topical newsletters. Increasingly these are delivered electronically to ensure all members, wherever they are located, can benefit.
- **Local institutes and PFS regions** – a UK regional network providing local access to seminars, technical events and lectures. Quarterly Personal Finance Society Regional Conferences are free to members and provide dedicated CPD training.

Members also gain discounts on:

- **Qualifications and Training courses** – a framework of qualification or training in General Insurance and Personal Finance, delivered via the CII qualification framework.
- **Online learning service** – our online learning programme, LEARN, helping you increase your competence and skill set.
- A range of third party publications and training services.