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Helping you to prepare for exam success

Your guide to remote invigilation for on-screen written exams

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1 About on-screen written exams by remote invigilation 03

2 Important notes for your remotely invigilated on-screen written exam 05

3 Before booking your exam 09

IT equipment checklist for remote invigilation 09
Choosing where to sit your exam 09

4 Booking your exam 11

Check exam dates 11
How to book your exam 11
Exam rules, FAQs, and useful information 12

5 Before the day of your exam 13

Preparing your IT equipment 13
Prohibited programs 14
Familiarisation test 15
Identification checklist 16
Mirror check 16
Room set up 17
Things you can take into the exam 17
Things you cannot take into the exam 18
Helpful hints and tips 17
On the day support 17

6 On the day of your exam 21

Exam day checklist 21
How to access your exam 21
Exam day support 22

7 After the exam 25

How to access your results 25
How to access your record of achievement 25
How to access your qualification completion certificate 26
Planning your next enrolment or exam 26

8 Contact us 27

Introduction

Remote invigilation gives you the opportunity to sit your exams at a time and a place that suits you

Using a secure online platform you can take exams remotely using your own computer.

The platform offers a familiarisation test to help build your confidence before sitting your exams.

All you need is the right equipment and a suitable location with a good internet connection and you can take your exam in a way that works for you.

This guide provides all of the information that you need to prepare for an on-screen written exam by remote invigilation. Please read all of the guidance, important information and FAQs carefully before taking your exam.

If you require any further information, please contact us using our online web chat service via your MyCII/MyPFS Dashboard.

⚠ Please note you are strongly advised not to use a laptop provided by your employer as these typically include security protocols that conflict with any remote invigilation software.

Prohibited programs (or software) › Go to Page 14

Identification checklist › Go to Page 16

Mirror checks › Go to Page 16

About on-screen written exams by remote invigilation

1

Flexibility

An online alternative to travelling to an exam centre.

Convenience

Sit your exam in a location that works for you.

Confidence

Use your own equipment and prepare with a familiarisation test.

Trust

Our exams are delivered via a secure browser.

On-screen written exams

On-screen written exams follow the structure set out in the exam guide for your unit. You can access the exam guide via your RevisionMate account or from the relevant unit page on our website.

As candidates submit answers for on-screen written exams using a keyboard, it is easier to check and edit responses. Tax tables, supplementary information, and a scientific calculator are all provided on screen. Physical, non-programmable calculators are also permitted.

The exam is delivered by a secure browser which records and shares your video, audio, screen display and keystrokes with the invigilator as you take your exam. This ensures your actions are monitored accurately and fairly, and exam rules are followed as you would expect at an exam centre.

To make sure that you are fully prepared for your exam, we strongly recommend that you read the information in this guide carefully and make full use of the tutorial and familiarisation test.

Remote invigilation for on-screen written exams

Remote invigilation provides a flexible way to sit on-screen written exams on a secure online platform.

You will be required to download a Secure Browser add-on prior to testing. This is an extra layer of security that will ensure no other application is open during the exam. You can access the download link through the exam scheduling site 30 minutes before your exam.

Please note you are strongly advised not to use a laptop provided by your employer as these typically include security protocols that conflict with any remote invigilation software.

> ⚠ On-screen written exam sittings are scheduled for all candidates on the same day, at the same time. It is therefore vital for you to prepare in advance so that you are relaxed and clear about what to expect on the day.

Important notes for your remotely invigilated on-screen written exam

By following these top tips you will avoid the majority of problems previously experienced by other candidates.

1 **We strongly advise you to use a personal computer (not issued by your employer)** and a private wired internet connection. This removes the two most common causes of technical issues found with remotely invigilated exams.

- In order for remote invigilation software to do its job of ensuring that candidates are taking exams without assistance, they have to check for a large number of 'prohibited programs'. Many background applications and settings including firewalls and VPNs are typically required by employers in normal circumstances that will not be compatible with the core function of the secure browser. Removing or closing these applications will be different in every case, and you may not have administrative or system rights to be able to do this. This will either interrupt or stop you accessing the exam. Also note that company internet access typically has firewall and virus controls that may be separate to programs on your company laptop.
- If you do not have access to a laptop without corporate software and where you have administration rights and technical expertise to be able to close background applications and firewalls, we currently have more than 70 centres in the UK & over 700 Globally where you can use test centre equipment.
- This guidance is common to the majority of remote invigilated exam providers, and will remove the most common causes of delay and stress in taking your exam.

2 **The system check you carry out before the exam will only check that you have a functioning Internet connection, Webcam and Microphone,** it will not detect 'prohibited programs', 'firewalls' or other network restrictions. The system check is generic and not bespoke.

To minimise the chances of these conflicting with your exam, please ensure that you leave plenty of time and you have administrative rights to close any background applications.

System compatibility check

3 **Tutorial.** Once you have booked your exam, you will be able to launch a Tutorial by going to the booking via your MyCII/MyPFS Dashboard. This tutorial can only be accessed three times. The tutorial allows you to experience the launch of an exam as it will be on the day and covers some common FAQs.

4 **Explore the familiarisation test,** it will give you a great feel for how the exam layout works.

Check the familiarisation test here

5 **You will be required to complete a full 360-degree room scan, showing the entire area where you will be sitting for your exam.** This helps provide a complete view of the room to ensure that your testing environment is secure, free of distractions, and complies with exam rules.

- If your webcam is not portable, please obtain one before your exam date.
- Please note that additional room scans may be required during the exam.
- These checks may extend beyond your original start time, but please note that you will still be given the full allotted time for your exam.

6 **Please ensure you have a small mirror or other reflective surface ready so you can display the screen, keyboard, and edges of your monitor/screen when requested.** In the mirror check, you will be required to show your screen or monitor, the edges of your screen or monitor, and the keyboard area.

- If you do not have a portable mirror or other reflective surface, please obtain one before your exam date.
- Please note that additional mirror checks may be required during the exam.
- These checks may extend beyond your original start time, but please note you will still be given the full allotted time for your exam.
- For more information, please view the mirror check video here.

Important notes for your remotely invigilated MCQ exam

7 **You will be asked to confirm your identity using a form of valid photo ID.** Photo ID can be uploaded in advance during the booking process or during exam-day check in. Please check your personal details on MyCII/MyPFS are up to date and correct. If you fail to present an acceptable form of identification during the identification checks, you will not be able to sit your exam.

- Please ensure that you use exactly the same name as you have on your MyCII/MyPFS record. For example, if your MyCII/MyPFS record is Alexander Smith, do not use Alex or Al Smith
- Your ID must also be in date and not have expired.
- Candidates are advised to bring two sets of photo ID to help capture your photo ID with your webcam in case there are lighting or reflection issues.

If these guidance notes are not followed it could affect the outcome of any issues logged against the remote exams process.

Before booking your exam

3

IT equipment checklist for remote invigilation

Before booking your remote invigilation exam, please ensure your computer meets the necessary requirements. To sit your exam by remote invigilation, you will need a laptop computer or desktop PC with one screen only and a webcam. Exams cannot be taken on a tablet, Chromebook, or mobile device.

Minimum system operating requirements

There are minimum system operating requirements to take your online exam.

Click on the link below to see the latest updates for the minimum system operating requirements needed to take your online exam.

Check latest system operating requirements here

Screen monitor display requirements

You are free to use a standalone monitor with a laptop, but the laptop screen must be always closed. To be invigilated effectively, you will need to continuously look at a single screen, rather than looking between two screens. If you choose to use a standalone monitor, you will need to connect a separate webcam. Please ensure that the monitor or laptop screen that you plan to use meets the minimum screen resolution of 1368x769 or higher. We would also recommend that the screen size should be a minimum of 14 inches or 35cm diagonally.

Choosing where to sit your exam

The main benefit of remote invigilation is the flexibility that it provides. If your chosen space meets all of the necessary requirements, you can sit your exam anywhere that suits you. For more information on the required room set up, go to page 16 in this guide.

Familiarisation test

Make sure you try the familiarisation test to see how it will perform. Note that on smaller screens you may find that you need to scroll and zoom to see the whole screen, so you are strongly advised to take time well before your exam to practice zooming and scrolling or to arrange for an alternative monitor if you prefer.

Internet test

We recommend that you carry out an internet test ahead of your exam booking, and on the day of the exam day itself. Contact your internet provider for instructions on carrying out a test and for assistance if your connection is slow.

The following tips will help you maximise the strength of your internet connection.

- Use an ethernet cable, even if you have a wireless connection.
- Turn off all other devices to give your computer network priority.

System compatibility check

Once your equipment has been checked, proceed with a systems check.

We strongly advise you do this before booking your exam, and again at least 48 hours before the day of your exam.

To perform a systems compatibility check, follow these steps:

1. Click this link to go to the PSI System Check website.

   System compatibility check

2. This will automatically run the diagnostic tool to ensure that the computer and browser you intend to use for the exam are suitable. The **system compatibility check** will check your webcam, microphone, internet connection (at the time of the check) and operating system. It does not check for Prohibited Programs and will not guarantee full connection for the duration of your exam. Please ensure that you have administrative rights over the computer and know how to disable background applications if these are identified in your exam. You should also avoid using a corporate Wi-Fi or any other internet connection that may include firewalls that you cannot personally control.

3. Once the check is complete, you will receive a report flagging issues and offering recommendations to improve your system, if required.

Booking your exam

Check exam dates

Book your exam as soon as the exam dates are released to support your preparation.

How to book your exam

Follow the instructions below to book your on-screen written exam by remote invigilation:

Exam rules, policies, FAQs, and useful information

Read the exam rules and support information below carefully to help prepare for your exam.

On-screen written exams are scheduled throughout the year. You can view the exam sitting dates and booking deadlines on our website, click on the link below to find out more.

Important exam deadlines >

How to book

1. Log in to MyCII/MyPFS Dashboard.
2. Go to **'Booking and results'**
3. Click **'view unit'** on the relevant exam voucher
4. Click **'Book exam'** and you will be redirected to the PSI platform
5. Follow the on-screen instructions
6. Photo ID can be uploaded in advance during the booking process or during exam-day check in.

If you require assistance booking your exam, please contact Customer Service via our web chat option on your MyCII/MyPFS Dashboard.

Assessment rules and policies

It is extremely important that you read and familiarise yourself with all of the CII rules and policies, including the exam rules within the Assessment Rules, before taking your exam.

These can be found on our website here:

Rules and policies >

FAQs

Please read through our FAQs related to on-screen written exams by remote invigilation. We regularly update our FAQs online in response to feedback.

View our FAQs for on-screen written exams by remote invigilation.

Important contact information

Technical problems with remote invigilation:

PSI Technical Support team

Email: cii.candidate@psionline.com
T: +44(0)808 273 9244

Exam entry confirmation/General enquiries:

CII Customer Service

T: +44 (0)20 8989 8464
(Go to page 16 for exam-day helpline)

Access arrangements

The CII is committed to creating conditions that encourage candidates to realise their full potential.

For more information about access arrangements, reasonable adjustments and special considerations, and details of how to apply, please read the Qualification Accessibility and Special Circumstances Policy on the rules and policies page.

Useful links

Additional guidance, other FAQs and videos can be found on the Chartered Insurance Institute website.

Key URLs:

On-screen written exams by remote invigilation

System compatibility check

Remote Invigilation FAQs

Access arrangements

Familiarisation test

Results information

Before the day of your exam

5

Preparing your IT equipment

Ensure your computer equipment meets the requirements so you are ready to take your exam.

We strongly advise that you check your IT equipment and perform another system compatibility check at least 48 hours before the day of your exam.

Important: We advise that you perform a second PSI System Check a week before your exam.

The system compatibility check will check your webcam, microphone, internet connection (at the time of the check) and operating system. It does not check for prohibited programs and will not guarantee full connection for the duration of your exam.

To perform the PSI System Check, go to page 10 in this guide.

When planning your exam day, be aware it can take up to 30 minutes for logging in and undertaking the required checks. If you experience technical issues on the day, this can further extend the time.

Tutorial

Once you have booked your exam you will be able to launch a Tutorial by going to the booking via MyCII. This tutorial can only be accessed three times. The tutorial allows you to experience the launch of an exam as it will be on the day and covers some common FAQs.

Prohibited programs

We strongly advise you to use a personal computer (not issued by your employer)

In order for remote invigilation software to do its job of ensuring that candidates are taking exams without assistance, they have to check for a large number of 'prohibited programs'.

This will be certain software or applications that you may have on your computer that may conflict with the PSI Secure Browser. We strongly advise not using a work computer since these are more likely to have certain applications that will not allow which is conflicting with the secure browser.

- Close any other software, including anything that may be in the background – particularly anything listed in the system requirements, such as LogMeIn.
- For Windows, use Task Manager to check and close other programmes.
- For MACs, use 'Force Quit' from the Apple logo, top left of the screen.

Be aware the system checks you carry out before the exam will only check that you have a functioning Internet connection, Webcam and Microphone, it will not detect 'prohibited programs', 'firewalls' or other network restrictions.

To minimise the chances of prohibited programs interfering with your exam, please ensure that you leave plenty of time and you have administrative rights to close any background applications.

If you do not have access to a laptop without corporate software and where you have administration rights and technical expertise to be able to close background applications and firewalls, we currently have over 70 centres in the UK & over 700 globally where you can use equipment provided at the test centre.

Tutorial

Once you have booked your exam you will be able to launch a Tutorial by going to the booking via MyCII.

This tutorial can only be accessed three times. The tutorial allows you to experience the launch of an exam as it will be on the day and covers some common FAQs.

Familiarisation test

Important: Prepare for the exam with the familiarisation test to get used to the platform.

Familiarisation test

Important: To help you prepare for your exam, you can access the familiarisation test at any time. We highly recommend taking the familiarisation test before your exam so that you are comfortable with the exam format and the navigation options.

Although the familiarisation test is modelled on AF1, the example is relevant for every candidate preparing to sit on-screen written exams by remote invigilation. Whilst there might be slight differences in layout, it will make you familiar with navigation and use of the platform.

Follow these instructions to take the familiarisation test.

1. Click here: familiarisation test.
2. Once the test is open, click 'start'.
3. Explore the platform to practice navigation and general functionality.

Top tip

It is very important that candidates take the exam familiarisation test before the day of the exam to minimise possible issues during the exam.

Identification checklist

To ensure the identification details shown in your exam match our records, you must make sure your personal details on MyCII/MyPFS are correct and up to date. Your identification will be exactly matched to these details.

- Check your personal details on MyCII/ MyPFS are up to date and correct.
- You will need one form of any of the accepted identification documents listed below:
  - A current passport.
  - A valid driving licence containing both your photograph and signature.
  - A national identity document containing both your photograph and signature (excluding UK National Identity Cards).
- Your identification documents must be original documents, photocopies will not be accepted.
- Candidates are advised to bring two sets of photo ID to help capture your photo ID with your webcam in case there are lighting or reflection issues.

If you do not hold one of these forms of identification, you will be expected to obtain one before the exam. If you fail to present an acceptable form of identification during the identification checks, you will not be able to sit your exam.

Photo ID

Photo ID can be uploaded in advance during the booking process or during exam-day check in. Please ensure that you use exactly the same name as you have on your MyCII/MyPFS record. For example, if your MyCII/MyPFS record is Alexander Smith, do not use Alex Smith.

Mirror check

Please have a mirror ready so that you can display the screen, keyboard, and edges of your monitor/ screen when requested.

Room scan

You will be required to complete a full 360-degree room scan showing the entire area where you will be sitting your exam. If your webcam is not portable (portable webcams are either built into portable laptops or are detachable from a PC monitor, allowing you to easily show your surroundings) please get hold of one before your exam date. Please note, additional room scans may be required during the exam.

Mirror check

In the mirror check you will be required to show your screen or monitor, the edges of your screen or monitor and keyboard area. If you do not have a portable mirror or other reflective surface, please get hold of one before your exam date. Please note, additional mirror checks may be required during the exam.

Watch **this video** to see a mirror check demonstration.

Before the day of your exam

Room set up

Check if the location you choose to sit the exam meets the necessary requirements.

Things you can take in to the exam

Please read below what you must bring to your exam.

Things you cannot take in to the exam

Please read below what you are prohibited from taking into the exam.

A key benefit to sitting your exam by remote invigilation is being able to choose your ideal location. Providing the space meets the necessary requirements, you can take your exam at home, at work or at any other location of your choice.

Room set up checklist

To see if the location you have chose for your exam is suitable, use the checklist below.

- Is the room secure and private?
- Is it well-lit and uncluttered?
- Is the room free from noise or disturbances?
- Does the room have a door you can close?
- Do you have access to a clear workspace?
- Does your chosen location have reliable internet access?

Important: Use an ethernet cable to connect to the internet, even if you have a wireless connection.

Please note, rooms with glass walls and doors are not suitable for exams if people are visible through the glass.

Items you can take into your exam

You will need the following items to sit your exam:

- Your exam log-in details.
- A mirror to show the area around your computer.
- Your photo ID. Please ensure that you use exactly the same name as you have on your MyCII/MyPFS record. For example, if your MyCII/MyPFS record is Alexander Smith, do not use Alex or Al Smith.
- Candidates are advised to bring two sets of photo ID to help capture your photo ID with your webcam in case there are lighting or reflection issues.
- A web camera and microphone.
- 2 sheets of A4 blank paper and a pen for notes.
- Water in a clear and transparent bottle or vessel with no label.
- A non-programmable physical calculator (there is a computer-based calculator you can use).

Examples of items you cannot take into your exam

- Food.
- Headphones.
- Tablets or mobile phones (including iPhones/smartphones).
- Notes or notebooks (other than 2 blank sheets of paper).
- Watches, smart watches, fitness trackers or other non-religious wrist gear e.g. bracelets (please note that thread/twine/fabric friendship bracelets that are not easily removed and bracelets/bangles worn for religious purposes can be left on).
- Smart glasses and similar devices.
- Electronic equipment capable of communicating or being programmed to hold alphabetical or numerical data and/or formulae.

Before the day of your exam

Helpful hints and tips

More tips to help you on your exam day.

On the day support

Contact information from CII Customer Service and PSI Support below.

Helpful hints and tips

- You will need to show both sides of any sheets of paper in the room scan.
- Prepare your test environment in advance.
- Move items out of reach and tidy things away if you can; this makes it easier for the invigilator to verify the room is secure.
- If you have a mobile device with you for use in case of an issue, make sure it is out of reach.
- Let people in your house or place of work know you should not be disturbed.

Exam day support numbers

For PSI exam technical issues, contact PSI support: **+44 (0)80 8273 9244**.

For exam login or password issues, contact CII Customer Service: **+44 (0)20 8989 8464**

Please note this exam day support number will not be available outside of your exam sitting.

On the day of your exam

Exam day checklist

Check you have the following items ready before taking your exam:

- Your exam log-in details.
- A mirror to show around your computer.
- Your photo ID. Please ensure that you use exactly the same name as you have on your MyCII/MyPFS record. For example, if your MyCII/MyPFS record is Alexander Smith, do not use Alex or Al Smith. Go to **Page 15**.
- A web camera and microphone.
- 2 sheets of A4 blank paper and a pen for notes.
- Water in a clear and transparent bottle or vessel with no label.

Have you checked **prohibited programs** (or software)? > Go to Page 14

Identification checklist > Go to Page 16

Mirror checks > Go to Page 16

How to access your exam

Plan to be ready at your computer 30 minutes before the start of your exam.

Logging in and starting your exam.

You will have received a confirmation email containing a link to the Bookings and Results section of your MyCII/MyPFS Dashboard.

Click the link in your confirmation email 30 minutes before the start of your exam. Use this link to login and then select the "Launch Exam" option beside your scheduled exam.

You will be required to download a Secure Browser add-on prior to your exam. This is an extra layer of security that will ensure no other application is open during the exam.

You will be able to download the required secure browser 30 minutes before the exam. **Please note** if you arrive more than 15 minutes after your scheduled start time, you will not be allowed to take your examination.

1. Click on the link in your confirmation email and then select the 'Launch Exam' link beside your scheduled exam.
2. Click 'yes' to launch the exam.
3. Once the secure browser is launched, it will perform a system check and notify you of any applications that need to be closed.

   Please note you are strongly advised not to use a laptop provided by your employer as these typically include security protocols that conflict with any remote invigilation software.

4. You will be asked to confirm your identity using a valid photo ID. You will then be transferred to a check-in specialist who will help you through the remainder of the check-in.
5. Follow the instructions from your check-in specialist to perform an environment check.
6. Once the check in process is complete, wait for the invigilator to unlock your exam.

   If you are waiting for longer than five minutes, use the web chat support facility to contact with your invigilator.
7. Once the exam is unlocked, you can begin your exam under the supervision of the invigilator.

   If you experience any issues, use the web chat support facility to contact the invigilator.

Exam day support numbers

For PSI exam technical issues, contact PSI support: **+44 (0)80 8273 9244**.

For exam login or password issues, contact CII Customer Service: **+44 (0)20 8989 8464**

Please note this exam day support number will not be available outside of your exam sitting.

On the day of your exam

Exam day support

What to do if you experience technical issues

Problem or issue	What this means	What you can do
Prohibited programs	You have software running on your computer, which is conflicting with the secure browser.	• Close any other software, including anything that may be in the background – particularly anything listed in the system requirements, such as LogMeIn. • For Windows, use Task Manager to check and close other programmes. • For MACs, use 'Force Quit' from the Apple logo, top left of the screen.
Network bandwidth too low	Your broadband is not strong or consistent enough to take the exam.	• If possible, move closer to the Wi-Fi router. • Connect via ethernet cable. • Switch off other devices connected to broadband. • Try resetting your router. • If possible, ask members of your household to stay off the internet or refrain from heavy use during your exam (streaming video content, online gaming and similar activities can heavily impact Wi-Fi performance and internet connectivity speed).
Unable to access/ click your exam or exam not listed	Your exam booking may not have been successfully completed.	• Check your email inbox for confirmation of your exam and click the link to download the secure browser. • Check your email spam folder if not in your inbox. • If you have booked your exam and it is not showing in your MyCII/MyPFS Dashboard, or if you have not received a confirmation email, please contact CII Customer Service by calling +44 (0)208 989 8464.
Could not login to exam site or your password is not working	All exams are single sign-on from your MyCII/MyPFS account.	• If you are unable to log into MyCII/MyPFS, use the reset password function or contact CII Customer Service by calling +44 (0)208 989 8464.
Failure to get past the compatibility check/ system requirement check	Your system may be below minimum software and hardware requirements. Your system date and time may not be correct.	• Perform the **PSI System Check** in advance of your exam date so that you can arrange for alternative equipment if required. • Check the system date and time are correct.
Unable to run installer	You may not have authority to install software on this computer.	• You are strongly advised not to use a computer over which you do not have administrative rights and capabilities (especially one provided by your employer). If someone else has administrative rights to install software, make sure that they are available to support you during the exam.
Keys/button functions not working during exam	This could be a browser caching issue.	• Try to refresh or reload the exam. • Clear your browser cache to remove saved data (this will NOT delete your submitted answers). • Close and relaunch the browser. • If all else fails, uninstall, and reinstall the browser.
Camera or microphone set up issues	There may be driver conflicts, or you may not have the right camera or microphone defaulted.	• Check which camera drivers are listed in Chrome: //settings/content/camera. • Check which camera is set to be the default in Device Manager (Look under either "Camera" and/or "Imaging Device"). • Go to Control Panel> Programs and Features and delete all the camera drivers listed in Chrome except for the default camera driver listed in Device Manager.

Exam day support contact information

While the majority of exam candidates experience no technical issues, if you do happen to experience a problem on the day of your exam, support is available.

Please contact us using the information detailed below.

For PSI exam technical issues, contact PSI support:
T: +44 (0)80 8273 9244.

For exam login or password issues, contact CII Customer Service:
T: +44 (0)20 8989 8464

Please note this exam day support number will not be available outside of your exam sitting.

After the exam

7

How to access your results

How to access your record of achievement

How to access your qualification completion certificate

Planning your next enrolment or exam

You can find your exam results in the Bookings and results section of your MyCII/MyPFS Dashboard.

To access your results:

1. Log on to MyCII/MyPFS.
2. Go to the 'Booking and results' section.
3. Select the relevant unit.

Log on to MyCII/MyPFS Dashboard.

On-screen written exam results are typically released by 09:00 (UK time) on the published release date. You can check the result release date for your specific exam by visiting the 'Important exam deadlines' page on our website.

Visit the Important exam deadlines page here:

Important exam deadlines >

A Record of achievement (ROA) will be issued once you have successfully passed an exam.

For on-screen written exams, the ROA will be made available on the day results are released.

Log on to MyCII/MyPFS Dashboard.

Every time you gain a new qualification you will receive an email explaining how to access and download your certificate via the 'My Certificates' section of MyCII/MyPFS.

The Chartered Insurance Institute digital qualification completion certificate is a high quality, print ready pdf file, digitally signed, and protected which you can use as proof of your achievement.

Whether you are looking to complete a qualification or progress to the next level, now is the perfect time to start.

Prepare for your next qualification, unit or exam by visiting our website or contacting our Customer Service team.

Use these links to continue your learning and further your career.

Click here to visit the qualifications section on cii.co.uk

Click here to download our qualification brochure

Click here to visit the CII shop

Contact our Customer Service team by email to customer.serv@cii.co.uk or telephone: 020 8989 8464.

Contact us

8

If you have any questions about remote invigilation or if you would like to give feedback about your exam experience, please contact our customer service team.

Contact Customer Service

Telephone +44 (0)20 8989 8464
Mon to Fri: 9am – 5pm (UK time)

Email customer.serv@cii.co.uk

Chartered Insurance Institute

E: customer.serv@cii.co.uk
W: www.cii.co.uk

Chartered Insurance Institute

@CIIGroup

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