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At the heart of the CII's values is providing innovative services and seeking excellence when providing the best possible exam experience for candidates, ensuring a calm and professional test environment. It is equally important that the CII can offer a wide range of opportunities for candidates globally seeking to book an exam sitting for their insurance and financial planning qualifications.

In the past, exam options with the CII have been somewhat restricted, with sittings twice a year – in April and October – although some overseas locations were able to run exams online via our previous assessment solutions provider. The recent lockdown restrictions in many countries allowed a period of reflection and were the catalyst for wide-ranging modernisation.

To meet strategic objectives of improving the learner experience using cutting-edge technology within the UK and internationally, the CII has entered into partnership with a leading third-party assessment solutions provider. This agreement will see the CII using the third-party's cloud-based test platform, to provide a multi-channel approach that will combine both live online proctored exams and online delivery via its worldwide network of test centres.

Our partner, a global leader in workforce solutions, has more than 70 years' experience, delivers more than 15 million successful assessments annually and in more than 160 countries (often in local languages), helping people achieve success in their academic, personal and work lives. They have a rigorous 'onboarding' process to ensure that the venues and testing areas meet robust criteria, to ensure candidates health and safety while offering a smooth, secure and even enjoyable exam experience.

What does this mean for Africa? Change. With the third-party assessment platform and extensive network of testing locations, for the first time candidates throughout the continent will have the opportunity to immerse themselves into the fast-paced world of online testing, allowing for frequent exam sittings, and immediate access to results, anywhere and anytime.

For example, whereas the CII previously used just 15 paper-based testing locations, our partnership gives candidates potential access to more than 70 testing centres, in more than 40 cities across Africa. In addition, there is now capability for remote invigilation, enabling candidates to book exams at home or at their place of work, removing the need to travel to a physical testing centre.




Another benefit of this partnering is that the exam booking experience for candidates becomes more streamlined – with the potential for a comprehensive self-service using the 'MyCII' profile/dashboard.

Once a candidate has purchased an exam package via the CII website, they will have an 'exam voucher' added to their CII dashboard. The candidate will be able to access this and select whether they want to sit the exam at an online testing centre or by remote invigilation. The candidate should then proceed with the prompts to complete the booking, whereupon a confirmation will be displayed on their CII dashboard. Going forward, admission permits (as our candidates know them today) will cease to exist. Once an exam is booked through PSI, candidates will receive an email confirming their booking along with centre detail or information on launching a remote invigilated exam – depending on the candidate's choice of exam delivery.

Importantly, the changes to the booking process also allow candidates to amend their existing booking up to 48 hours before the initial sitting, without incurring an administration fee – so long as it's occurred during the enrolment period. Candidates will also be able to cancel an exam up to 48 hours before a sitting, whereupon the exam voucher will be reissued for a candidate to book another exam (again, the exam must be booked within the enrolment period).

Extensive video information has been made available to support candidates in making the most of these opportunities. This covers booking your test centre, booking remote invigilation and amending details. Please refer to www.cii.co.uk/learning/qualifications/assessment-information/before-the-exam/exam-booking-guidance

The CII's vision for the next decade is a bright one: all candidates will have the opportunity to sit examinations more frequently, and become qualified more quickly – benefiting both their employers and the wider African economies.

It is with thanks to the business operations, learning solutions, awarding body, professional standards, legal and information services/development teams within the CII that have made this transition possible and happen so quickly. The CII will be working with our partner to complete the full transition process by the end of 2021. 

Checklist of testing locations in Africa

As at 31 July 2020

Country	City
Benin	Cotonou
Botswana	Gaborone
Cameroon	Douala Yaounde
Cote d'Ivoire	Abidjan
Democratic Republic of the Congo	Kinshasa
Ethiopia	Addis Ababa
Gabon	Libreville
Ghana	Accra
Kenya	Mombasa Nakuru Nairobi
Mali	Bamako
Mozambique	Maputo
Namibia	Windhoek
Nigeria	Abuja Enugu Ibadan-Oya Kaduna Lagos
Rwanda	Kigali
South Africa	Berea Bloemfontein Boksburg Cape Town Durban Gauteng Johannesburg Nelspruit Polokwane Port Elizabeth Potchefstroom Pretoria Randburg Stellenbosch
Tanzania	Dar es Salaam
Zambia	Lusaka
Zimbabwe	Harare

Table shows public exam centres only; does not include in-house company centres