

From: Customer Service <customerservice@xxxxx.co.uk>
Sent: 23 April 2026 15:31
To: Jane Smith <jane.smith@xxxxx.co.uk>
Subject: CII qualifications – certifying my prior learning documentation

Student ID: xxxxx

Dear Jane

I am pleased to enclose your completion certificate and results transcript for your Level 4 Diploma in xxxxx xxxxx.

It contains the name of the qualification you completed and the grade, together with the date you passed each module through direct assessment.

Please take this email as confirmation of the authenticity of these documents and enclose it within your online CII application form.

Kind regards
Customer Service

From: Jane Smith <jane.smith@xxxxx.co.uk>
Sent: 23 April 2026 09:48
To: Customer Service <customerservice@xxxxx.co.uk>
Subject: CII qualifications – certifying my prior learning documentation

Good morning

I am writing to you because I would like to apply for prior learning towards CII qualifications based on the Level 4 Diploma which I completed with you.

CII requires the qualification completion certificate and results transcript / academic summary to be certified as true representations of the originals.

As you can see from www.cii.co.uk/rpl-application-process (step 2C), CII accepts an email from you confirming that these documents are authentic. I enclose these documents and would be grateful for your email confirmation.

Kind regards
Jane