



Chartered
Insurance
Institute

Standards. Professionalism. Trust.

August 2024

Qualification and Assessment rules



Please note that claims of being unaware of, or not understanding, the qualification and assessment rules will not be considered grounds for complaint and are not grounds for formal appeal. If you are in any doubt about, or need assistance to understand, the rules please contact customer.serv@cii.co.uk.

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Qualifications

Completion requirements

The qualification completion rules for each qualification can be found in the CII qualifications brochure, on the [CII qualifications pages of our website](#) and in the qualifications specifications. Qualifications cannot be awarded unless the completion rules have been met in full within any specified timescales.

Using prior learning towards CII qualifications

You cannot complete a CII qualification wholly through prior learning, even if you receive exemptions from all CII units. In all cases, the unit(s) you pass through direct CII assessment must be at the level of the CII qualification or above. [Recognition of Prior Learning scheme rules apply](#)

Rules for exams (including the exam element of mixed assessment units)

By entering an exam with the Chartered Insurance Institute (CII), you agree to be bound by these rules and policies. Any breach of the following rules or policies may result in your disqualification, not only from the examination you are taking and any assessment you have already taken, but also from all future assessments, either for a period or years of indefinitely.

Syllabuses

Assessments are based on the published syllabuses; you can find syllabuses on the unit shop page of the [CII website](#).

Entry

Please note some units and qualifications have restrictions on entry. Units and qualifications specified as non-UK or indicated as for a specific region (such as Hong Kong) cannot be awarded to UK residents. If you do take a unit or qualification for which you are not entitled to enter, the CII will void any results and awards of units and qualifications achieved as a result.

Exam documentation and software

On the [Supporting exam documents page](#), you can find copies of additional information which is provided to you in your examination and details of additional information sent to you before your examination.

For on-screen multiple-choice exams, please familiarise yourself with the [multiple choice assessment platform](#) you will be using.

For on-screen written exams, please familiarise yourself with the [on-screen written assessment platform](#) you will be using.

Booking Exams

[Important deadlines](#) for on-screen and paper-based written exams, including closing dates for entries and examination sitting dates, can be found on our website. For on-screen multiple-choice exams, you will only be able to book an exam that is more than two days ahead of the current date, subject to availability. You will not be able to book an exam beyond your enrolment period.

Exam Durations

The duration of your exam can be found on the unit shop page of the [CII website](#).

Liability

The CII's liability is limited to a complete refund of the fee paid for the assessment concerned. Nothing in these conditions excludes or limits the liability of CII:

- (a) For death or personal injury caused by the negligence of CII
- (b) For any matter which it would be illegal or unlawful for CII to exclude or attempt to exclude its liability.

Legislation

Learners should refer to the syllabus and the CII updates on the unit shop page of the [CII website](#) for the general testing position and the latest information on changes to legislation and industry practice including when they will be assessed.

In all instances, the CII employs best endeavours to ensure that assessments meet the specified criteria.

Technical changes

Assessments are based on the published syllabuses which are available online on the unit shop page of the [CII website](#). It is important that you keep yourself informed of any changes which may affect the units you are studying by using material suggested in the reading lists on the syllabuses.

The CII will do all it can to provide learners enrolled on a study programme with updated materials as soon as legislative changes become known, but it cannot guarantee this in time for any particular assessment. Learners should refer to the CII updates, via the link on the unit shop page of the [CII website](#), for the latest information on changes to law and practice including when they will be assessed.

Disciplinary action

Disciplinary action may be taken against any learner found to have engaged in conduct that is in breach of assessment rules as defined in the CII Assessment rules or related policies or professional standards as defined in the CII's [Code of Ethics](#). Penalties may be imposed for falsification of documents, cheating or enabling others to cheat or have an unfair advantage or disadvantage in relation to an assessment. The CII reserves the right to notify the relevant regulatory body of any disciplinary action taken.

You should also note that the CII must only issue results where there is sufficient evidence of a learner reaching the pass standard. In rare cases, it is possible that there is evidence of a likely breach of the assessment rules, but it is not possible to determine conclusively those who are directly involved or the level of impact on their exam performance. If such a suspected breach involves your exam, the CII will be unable to issue your results in order to protect the integrity of the qualification. In these cases, you may be asked to undertake additional assessment tasks or re-take your exam.

Identification

Please check your personal details on [MyCII](#) are up to date and correct as your identification will be matched to these details.

For all examinations, you will need to supply a form of identification.

Forms of identification do not have to be in English, however, all identification must be written in the modern Latin alphabet (in addition to any other language/alphabet used) and match the details held on [MyCII](#).

Acceptable forms of identification are:

- a current passport
- a valid driving licence containing both, your photograph and signature
- a national identity document containing both your photograph and signature - this excludes UK National Identity Cards.

All forms of identification should be presented in their original form and photocopies will not be accepted.

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 permitted to take your exam.

Security checks

A check of your ears will be undertaken before you take your exam, to verify that you are not using earphones, ear buds or similar.

If you wear a headscarf for religious purposes, you will be required to show your ears, but you do not need to remove your headscarf.

You may be asked to display your wrists to check for smart watches or similar devices.

At test centres, you may be required to undergo a metal detection wand inspection as part of the security check.

If you require a reasonable adjustment for a security check to be undertaken e.g. due to a medical condition or device, to ensure it is undertaken by a female invigilator and/or in a private area, please apply for an adjustment prior to your exam, following the [Qualifications accessibility and special circumstances policy and guidance](#).

Preparing for Exams

If your exam is at a centre:

It is important that you know how to find the exam centre and allow yourself enough time to get there. You should arrive at the centre at least 30 minutes before the exam is due to start. You may not be allowed to take your exam if you arrive late.

If you are taking your exam via remote invigilation:

Download

Before the exam day, you will have received a confirmation email containing a link to the Bookings and Results section of your MyCII Dashboard. On the exam day 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.

Logging in

If you log in more than 15 minutes after your scheduled start time, you will not be allowed to take your examination.

Your environment

The lighting in your room should be of daylight quality and overhead lighting is preferred. If overhead lighting is not possible, please make sure that your light source is not directly behind you as it will make it difficult for your invigilator to observe you.

Ensure that your exam is held in a well-lit, quiet and private location and that no one else is allowed in the room. Rooms with glass walls and doors are not suitable for exams if people are visible through the glass.

Your connectivity and equipment

You must ensure your equipment meets the minimum system operating requirements as detailed in the appropriate [appropriate preparation section on our website](#). Request members of your household to avoid or refrain from heavy use of the internet during your exam. Streaming video content, online gaming and similar activities can heavily impact your Wi-Fi performance or internet connectivity speed. Where possible connect directly to the router via an Ethernet cable. Make sure that you perform the system setup and checks on the same laptop or PC on which you will take the exam. Make members of your household aware that you must not be disturbed when taking your exam.

Close all programs, applications and websites unless instructed to open them by the invigilator for the purpose of taking the exam.



Room scan and mirror check











Your webcam must allow you to do a 360-degree scan of the room and needs to be easily lifted and moved throughout the room. Please note, in addition to the room scan, you will be requested to show your screen, the edges of your screen and keyboard as demonstrated in this [mirror check video](#). If your webcam is not portable (i.e. cannot be removed from your screen to show your computer and surroundings), you will need to bring a portable mirror to do this check. Please ensure you have a small mirror so you can display the screen, webcam, keyboard and edges of your monitor/ screen when requested.

Invigilators

You must at all times follow the directions and rulings of the examination invigilators.

Permitted and prohibited materials and devices

Table 1 – This table gives an overview but is not an exhaustive list and should be read in conjunction with the supporting text below (= permitted, =   prohibited)

	Test Centre	Remote invigilation
Ear plugs		
Ear “buds” or headphones		
Silent battery or solar-operated non-programmable calculator		
Electronic devices (other than a Silent battery or solar-operated non-programmable calculator)		
Belongings		

	Test Centre	Remote invigilation
Reference materials	✗	✗
Food	✗	✗
Drink a bottle of water or similar, liquid must be in a clear, transparent vessel with any labels removed.	✓	✓
Hearing aids - ONLY when requested prior to the sitting. Please see the Qualifications accessibility and special circumstances policy and guidance . Medical evidence will be required.	✓	✓
Notes	✓ A whiteboard or pen and paper is provided at the centre.	✓ 2 sheets of blank A4 paper.
Wrist Gear (including watches) please note that thread/ twine/fabric friendship bracelets that are not easily removed and bracelets / bangles worn for religious purposes can be left on.	✗	✗
Hats and sunglasses	✗	✗

Ear plugs

In an examination centre, whilst every effort is made to ensure the examinations are conducted in a quiet environment, other learners and general activities in the examination centre and outside may on occasions cause minor distraction. Please note you are permitted to wear standard ear plugs (you are not permitted to use earphones, buds or headphones) if you so choose.

If you are taking your exam by remote invigilation neither ear plugs nor earphones may be worn when taking your examination.

Hearing aids

Hearing aids are only permitted when requested prior to the sitting. Please apply for this adjustment following the guidance in the [Qualifications accessibility and special circumstances policy and guidance](#). Medical evidence will be required.

Calculators

For on-screen exams, an on-screen scientific calculator will be provided.

For all exams (both on-screen and paper-based) you are allowed to bring and use your own silent battery or solar-operated non-programmable calculator

The use of all other electronic devices is prohibited.

Electronic devices

Mobile phones (including iPhones/smartphones) smart watches, smart glasses and similar devices, headphones and electronic equipment capable of communicating or being programmed to hold alphabetic or numerical data and/or formulae are prohibited. Remove from your person and the environment any tablets, smart watches, smart glasses, mobile phones, smart phones, iPhones.

Remove from your person and the environment any computers, electronic devices or laptops that are not connected with the live exam.

Remove from your person and the environment any non-permitted calculators (non-programmable physical calculators are permitted).

Reference materials

All required reference materials will be provided for you. Rates of tax, tax bands, allowances and exemptions for Income Tax, Inheritance Tax and Capital Gains Tax are provided for all relevant units. Ensure that you are familiar with the navigation of your on-screen exam, including the location of provided reference materials.

You must not take into the examination room any unauthorised materials or items or consult in any way, any book, paper, document or other written, typed or printed matter or any material from the internet or material generated by artificial intelligence (except your admission permit for paper-based exams). Unauthorised materials include, for example, tax tables, tax guides, electronic devices, leaflets, non-transparent lids or cases, or any other items specified by the invigilator.

Notes

Notes may be made using the whiteboard or pen and paper provided at the centre.

For exams delivered via remote invigilation, you can provide and use 2 sheets of blank A4 white paper on the day to make notes and an additional sheet or Post-it® with the on-the-day support numbers (you should place this additional sheet of paper or Post-it®, with the support numbers on it, out of immediate sight / reach). You will need to show both sides of the A4 white paper during the room scan or when requested by the invigilator. You can also take in a pen to make notes. At the end of the exam, you will need to destroy any notes you have made in front of the camera witnessed by the invigilator before exiting the exam.

You must not store or share any information relating to the content of a CII assessment, this includes but is not limited to notes, videos and photographs.

Belongings

All backpacks, handbags, books, revision notes and other personal belongings must be left in a cloakroom or as specified by the invigilators at a centre.

For remotely invigilated exams, your environment should be clear of belongings and electronic devices, all mobile phones, backpacks, handbags, books and revision notes must be locked away or left outside the room in which you are taking the examination.

Food and drink

You must not consume any food while taking the examination.

Drinks: you are allowed a bottle of water or similar, but the clear liquid must be in a clear, transparent vessel with any labels removed.

If you require a reasonable adjustment to this e.g. due to a medical condition, please apply for an adjustment prior to your exam, following the [Qualifications accessibility and special circumstances policy and guidance](#).

Wrist gear

No watches or fitness trackers are allowed to be worn and should be locked away or left outside the room in which you are taking the examination.

An on-screen, or if your exam is on paper, in-room clock is provided. Non-religious wrist gear (e.g. a bracelet) is not allowed to be worn (please note that thread/twine/fabric friendship bracelets that are not easily removed and bracelets / bangles worn for religious purposes can be left on).

Hats and sunglasses

No hats or sunglasses are permitted.

Communication

You must not communicate with, or willingly receive communication from any person about the content of a live CII assessment other than the invigilator at any time before, during or after an assessment. Any attempt on the part of another person to communicate with you must be reported to an invigilator or the CII.

You must not read or attempt to read or copy any information from any other person.

You must not store or share any information relating to the content of a CII live assessment. This includes, but is not limited to, notes, photographs and videos.

Conduct

You must not behave in a rude, discourteous or disruptive manner. The invigilators have the authority to exclude learners who behave in this way.

You must not act in an unprofessional manner. Disciplinary action may be taken against any learner suspected of unprofessional conduct or committing a breach of these rules (see the Disiplinary section above).

If you need assistance, are being distracted, or experiencing difficulty, you should report the matter to the invigilator by asking for their assistance or messaging them (if taking the exam via remote invigilation).

For exams taken via remote invigilation please be aware you will be asked to stop any actions which could be interpreted as an attempt to communicate with others or an attempt to consult unauthorised resources (you may be required to undertake additional room scans). Examples of such actions include, but are not limited to, talking aloud, moving your hands in front of your face and moving out of the line of sight of your webcam. If these actions continue after you have been asked to cease, your exam may be terminated and in all cases the CII reserves the right to withhold your result. If you have a need for an adjustment to be made to this test situation (e.g. for medical reasons) please do let us know in advance, following the process detailed in the [Qualifications accessibility and special circumstances policy and guidance](#).

Toilet breaks

For exams lasting fewer than 3 hours toilet breaks are not permitted. Please ensure you take adequate precautions prior to your exam.

For exams lasting 3-hours or more and in the event of urgent necessity, you may take a short toilet break.

In the case of exams taken at a centre, you must be accompanied by an invigilator.

In the case of exams by remote invigilation, you must inform the invigilator. Lengthy breaks could invalidate your exam. All toilet breaks will be reported to the CII. The CII will review each case and reserves the right to withhold results.

If you require an adjustment to this rule, please apply following the guidelines in the [Qualifications accessibility and special circumstances policy and guidance](#).

At the end of your exam

On-screen timers, indicating time to the end of the test, are shown for all on-screen examinations.

No extension of time can be given (unless previously agreed by the CII).

At a centre you may leave in accordance with instructions given by the invigilators.

Once you have finished and have been allowed to leave, you will not be allowed back into the room.

If taking your exam via remote invigilation, at the end of the exam you will need to destroy any notes you have made in front of the camera witnessed by the invigilator before exiting the exam.

For paper-based exams, you must hand the answer book and question book to the invigilator before you leave the exam room. If you do not, your book or form will not be marked, and you will be prevented from entering this exam in the future.

Issues encountered

Please ensure that before your exam you are familiar with what to do should you encounter an issue affecting your assessment. Our requirements and policy are set out in the [Qualifications accessibility and special circumstances policy and guidance](#). If you encounter an issue when taking the exam in a test centre, you must speak to the invigilator immediately to request assistance and that an incident report is completed. For all types of exam, you must apply for special consideration to online.exams@cii.co.uk within five working days of the examination.

Issues at a centre

In the unlikely event of an emergency or technical or infrastructure issue in an examination centre (e.g. a loss of electricity or broadband), you will be expected to follow instructions given by centre staff. This may include safety instructions for the building or contingency arrangements. If significant delays occur or contingency arrangements are implemented at the discretion of the CII, such as alternative formats (e.g. a paper-based alternative to an on-screen examination), the potential for disruption will be considered in the marking process through '[special consideration](#)'.

Issues when using remote invigilation

If an issue occurs during your attempt to access your exam or during the course of your remotely invigilated exam, please seek immediate support from your invigilator or using the contact methods provided in your preparation materials, if time permits, and depending on whether or not the invigilator is able to monitor you sufficiently, the invigilator and/or technical support will attempt to help you restart the exam. If the time delay is too long, or the invigilator was unable to monitor you, it may be necessary to reschedule the test.

You may lose some assessment responses if there is a system or internet connectivity error during your assessment.

The CII is not liable for issues with the completion of an assessment caused by any failure or fault with learners' equipment or internet connection, and/or any subsequent impact on an assessment at any stage of an assessment. However, if you encounter problems with your equipment, please call +44 (0)80 8273 9244 for support. For the avoidance of doubt, the CII is not liable for the cost of any of the learners' equipment that fails or becomes damaged during an assessment.

Results, feedback, Records of Achievement, Qualification Certificates and Marking

Please see [Results information](#)

Post results services

Please see [Post results services](#)

Rules for coursework (including the coursework element of mixed assessment) and dissertations

By purchasing any assessment with the Chartered Insurance Institute (CII), you agree to be bound by these rules and policies. Any breach of the following rules or policies may result in your disqualification, not only from the examination you are taking and any assessment you have already taken, but also from all future assessments, either for a period of years or indefinitely.

Syllabuses

Assessments are based on the published syllabuses; you can find syllabuses on the unit shop page of the [CII website](#).

Liability

The CII's liability is limited to a complete refund of the fee paid for the assessment concerned. Nothing in these conditions excludes or limits the liability of CII:

- (a) For death or personal injury caused by the negligence of CII
- (b) For any matter which it would be illegal or unlawful for CII to exclude or attempt to exclude its liability.

Legislation

Learners should refer to the syllabus and the CII updates on the unit shop page of the [CII website](#) for the general testing position and the latest information on changes to legislation and industry practice including when they will be assessed.

In all instances, the CII employs best endeavours to ensure that assessments meet the specified criteria.

Technical changes

Assessments are based on the published syllabuses which are available online on the unit shop page of the [CII website](#). It is important that you keep yourself informed of any changes which may affect the units you are studying by using material suggested in the reading lists on the syllabuses.

The CII will do all it can to provide learners enrolled on a study programme with updated materials as soon as legislative changes become known, but it cannot guarantee this in time for any particular assessment. Learners should refer to the CII updates, via the link on the unit shop page of the [CII website](#), for the latest information on changes to law and practice including when they will be assessed.

Disciplinary action

Disciplinary action may be taken against any learner found to have engaged in conduct that is in breach of assessment rules as defined in the CII Assessment rules or related policies or professional standards as defined in the CII's [Code of Ethics](#). Penalties may be imposed for falsification of documents, cheating or enabling others to cheat or have an unfair advantage or disadvantage in relation to an assessment. The CII reserves the right to notify the relevant regulatory body of any disciplinary action taken.

If your assignment or dissertation has matching content to another assignment, you may be asked to provide an explanation as to where that content comes from and provide sources used. This applies to all units.

Failure to comply with such requests, or to satisfactorily account for content which appears in another learner's assignment, may result in disciplinary action being taken.

You should also note that the CII must only issue results where there is sufficient evidence of a learner reaching the pass standard. In rare cases, it is possible that there is evidence of a likely breach of the assessment rules, but it is not possible to determine conclusively those who are directly involved or the level of impact on their performance. If such a suspected breach involves your submitted work, the CII will be unable to issue your results in order to protect the integrity of the qualification. In these cases, you may be asked to undertake additional assessment tasks, re-submit your assignment or dissertation or re-take your exam.

RevisionMate

For coursework (including the coursework element of mixed assessment) and dissertations all guidelines and instructions on RevisionMate form part of the rules and must be adhered to.

Mixed assessment -exam element

For mixed assessment, please also see the exam rules which are also applicable.

Entry

Please note some units and qualifications have restrictions on entry. Units and qualifications specified as non-UK or indicated as for a specific region (such as Hong Kong) cannot be awarded to UK residents. If you do take a unit or qualification for which you are not entitled to enter, the CII will void any results and awards of units and qualifications achieved as a result.

Identification

Please check your personal details on [MyCII](#) are up to date and correct as your identification will be matched to these details.

For coursework (including the coursework element of mixed assessment) and dissertations if you fail to produce proof of identity when requested, the CII reserves the right to withhold your result.

Forms of identification do not have to be in English, however, all identification must be written in the modern Latin alphabet (in addition to any other language/alphabet used) and match the details held on [MyCII](#).

Acceptable forms of identification are:

- a current passport
- a valid driving licence containing both, your photograph and signature
- a national identity document containing both, your photograph and signature - this excludes UK National Identity Cards.

Authenticity of work

[Rules relating to authenticity of work in CII assessments \(PDF\)](#)

Group work

Never write your assignment in groups – all assignment material should be your own unique content or referenced published sources. Group work is acceptable for going through syllabus and study text, discussing concepts and furthering understanding of the topic however, assignments test individual understanding and should be written as an individual.

Acceptable group study	Unacceptable group study
Reviewing and studying the syllabus together	Producing assignment answers together
Reviewing and studying concepts together	Sharing assignment content from current or previous questions
Reviewing and studying study text together	Using unedited notes from study groups or tutors
Reviewing and studying specimen exemplars together	Reviewing draft assignments together

Safeguarding your assignment

Candidates must take care to appropriately safeguard their work. Assignments saved on servers or shared drives must be password protected with a complex password known only to you.

The safest way to ensure content from your assignment does not appear in a plagiarism detection database is to never share your assignment. However, if you choose to allow a person or use AI to proof-read your assignment, you must adhere to the guidance (see below) on acceptable use and the requirement to keep a log of use. We also give important notes on the limitations of the technology which you should consider.

You must keep copies of your assignment / dissertation drafts which show the progression of your assignment / dissertation from initial draft to final submitted version.

Where there are grounds to question the authenticity of your submitted assignment / dissertation the more evidence you can provide to show you composed the original content of your assignment / dissertation yourself, the better. Therefore you should retain your drafts as you construct your assignment / dissertation. As well as keeping these drafts, if you are using any kind of AI writing tool such as Grammarly, you should keep a full "clean" draft of your assignment / dissertation prior to using the AI writing tool.

In the event of an allegation or evidence that may challenge the authenticity of your submitted assignment / dissertation, you will be asked for and must provide copies of your drafts.

You should also note that in some cases where a breach of the assessment rules is suspected, it is possible that the evidence may be inconclusive, and the instigator of the breach cannot be determined. If such a suspected breach involves your work, the CII will be unable to accept your work or issue your results in order to protect the integrity of the qualification. In these cases, you will be asked to re-draft and resubmit your assignment.

The use of AI

What AI can and can't be used for in CII assessments?

When we talk about AI we include, among other things, grammar and spelling tools, search engines, online thesauruses, Large Language Models & generative AI or Chat AI tools. For ease of reference, we will refer to Large Language Models, generative AI and Chat AI bots and tools as Chat AI.

Important: You must not use AI tools to generate content (any part of an assignment response, question response or essay) and submit it as if it was your own work.

As with any content which is not your own original material, you should make it clear where such content appears (by putting it in italics) and citing where it has come from - but please be aware that citing from a Chat AI will not gain credit in the same way that citing a primary source and commenting upon it would, as it does not demonstrate your own research or understanding.

We explain below the acceptable use of AI **but we are not endorsing any particular tools nor recommending the use of any such tools by learners.** There are many evolving tools available at any given time. If you feel any of the tools available would benefit you and you do decide to use them, we recommend you do so with caution, ensure you stay within the rules and make full use of the guidance on how to write your assignment provided in RevisionMate.

Please note: You must ensure you keep a log of what you have input to generative Chat AI and what has been produced by generative Chat AI.

Most generative Chat AI programs keep a log of prompts and responses. Ensure that you make a copy of these for your records as we may ask to review these for authenticity purposes.

AI detectors don't differentiate between generative Chat AI, such as Chat GPT, and writing tools such as Grammarly – especially when using premium re-phrasing functionality, beyond just checking for punctuation and grammar.

Please note: You must keep copies of your draft before writing tools such as Grammarly were used, an unedited assignment written entirely in your own words and phrasing. It is strongly recommended that you write an assignment in its entirety and only then check for grammar and readability so that you have a 'clean' copy of your assignment.

This will provide you with evidence that your assignment was original material before any edits suggested by an AI writing tool were applied.

If considering using AI, please bear in mind that:

- **you must not use AI tools to generate content (any part of an assignment response, question response or essay) and submit it as if it was your own work,**
- **the Dept of Education (March, 2023) advises any data entered into Chat AI should be considered released to the internet,**
- **words and ideas generated by some Chat AI tools may make use of human authors' ideas without referencing them, which is a form a plagiarism,**
- **Chat AI tools may reflect and perpetuate stereotypes, biases and particular perspectives,**
- **Chat AI tools may give suggestions and generate content which may lead to unintended rule infringements and / or be detrimental to your assignment content,**
- **the aim of these rules is to give guidance to ensure the assessment is consistent for all learners, reflects a learner's abilities and maintains the validity of CII qualifications. As such, please do not attempt to circumvent these in any way – as an example, if an AI check of grammar and phrasing throws up new content you had not previously considered then do not include it. Instead, take a note of it, research it; then, if you feel it is suitable, author your own content and analysis.**

As a rule of thumb, if you can paste the AI content into your assignment then you should not use it.

Assignment content should be written by you, not by another person or an AI.

Please note that claims of being unaware of, or not understanding, the assessment rules will not be considered grounds for complaint and are not grounds for formal appeal. If you are in any doubt about, or need assistance to understand, the rules please contact customer.serv@cii.co.uk.

You can use AI to...		
✓	Check spelling and punctuation	Using tools to check your spelling and punctuation is fine. Example of permitted use: When writing her assignment, Vinupriya uses the in-built spell checker within a word processing app to check spelling.
✓	Check grammar and phrasing	Using tools to check grammar and phrasing (as you can do with a grammar book or thesaurus) is fine. Example of permitted use: Ibrahim uses the Editor feature within MS Word to check grammar and clarity.
✓	Get ideas for background research and further reading	Chat AI can give you ideas for further reading and help you build on your own ideas but you should be aware, as a large language model, it can be inaccurate, reflect biases and make things up (as long as they conform to language patterns). Because a large language model is only interested in generating likely language, any ideas it presents will need to be verified and cross-referenced from an original source. Due to their unreliability, Chat AI tools, are not a source that when referenced would gain credit in the same way that citing a primary source and commenting upon it would. Example of permitted use: David asks Chat AI "How does an insurance product affect profitability?". Chat AI gives a 10 point list in response. David evaluates the responses and picks five points which appear plausible and relevant to the assignment question. David researches these following the guidance available in the Support Course on RevisionMate. David finds two of the points do not stand up to verification and dismisses these. He then researches the remaining three, writes his own content based on what he has found, and cites and references the independent (non Chat-AI) sources he has used.

You must not use AI...		
✗	<p><i>To generate content (responses to questions, sentences, paragraphs) and pass it off as your own work.</i></p>	<p>In order for the assessment of your learning to be accurate, all work submitted as your own must be your own. Use of tools to generate content reduces your opportunities to provide your own analysis. You should make it clear where such content appears (by putting it in italics) and citing where it has come from - but please be aware that citing from a Chat AI will not gain credit in the same way that citing a primary source and commenting upon it would since it does not demonstrate your own research or understanding.</p> <p>Example of NON-PERMITTED use: Francis uses Chat AI to generate the introduction to his assignment and does not indicate clearly where this material began or ended and did not cite or reference the Chat AI. This is NOT permitted.</p>
✗	<p>As a source of information without verifying and cross-referencing the information yourself.</p>	<p>You should always check the information ChatAI provides – any ideas it presents will need to be verified - and cross-referenced from an original source. Chat AIs are essentially very sophisticated predictive text generators. The information they provide may not be accurate or relevant. They are not reliable sources of information. They can be used as a source of ideas for learning and research but these ideas need to be verified and referenced from a different source. If you do use any AI generated material you should make it clear where such content appears (by putting it in italics) and citing where it has come from. This means you will not be passing off sourced material as your own - but please be aware that citing from a Chat AI will not gain credit in the same way that citing a primary source and commenting upon it would since it does not demonstrate your own research or understanding.</p> <p>Example of NON-CREDIT WORTHY use: Anouska uses chat AI to generate ideas on the origins of fire insurance. She uses the information provided in her assignment. Although she cites and references the Chat AI tool she used, marks are not awarded for this content. She should have verified this information, cross referencing to other sources and cited and referenced these.</p>

You must not use AI...

✗	To structure or re-structure your assignment	<p>Chat AI will often re-word as well as re-structure. It can also take well-structured work and make it less well structured. Exemplars and other support materials are available on RevisionMate to guide you and help with structuring your assignments.</p> <p>Example of NON-PERMITTED use: Aaron asks Chat AI "How does an insurance product affect profitability?". Chat AI gives a 10 point list in response. Aaron uses that 10 point list as the structure within his assignment. This is NOT permitted.</p>
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Using a proof-reader for your assignment

Who can be a proof-reader?

There are some restrictions on who can be used as a proof-reader.

- The proof-reader should NOT be anyone who is working in the sector or is planning to work in the sector in future.
- The proof-reader should NOT hold a qualification in insurance or financial services or intend to do so, they should not have taken or intend to take, any insurance or financial services related courses.

Please be aware, if this guidance is not followed and your proof-reader submits parts of your work as their own, you will still be part of an investigation.

Evidence requirements when using a proof-reader:

Please keep a record and evidence of the proof-reader (keep any email correspondence, name and contact details). Please record when the assignment's content was provided to them and evidence that you instructed them not to use or share your work and only to provide guidance as detailed below.

What advice can the proof-reader give?

You can use a proof reader to...

✓	Check spelling and punctuation	<p>Using a proof-reader to check your spelling and punctuation is fine.</p> <p>Example of permitted use: Dermot's assignment is checked by a proof-reader who notes typographic, spelling and punctuation errors.</p>
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You can use a proof reader to...

✓	Check grammar and phrasing and point out poor structure	<p>Using a proof-reader to check grammar and phrasing (as you can do with a grammar book or thesaurus) is fine. A proof-reader is permitted to identify unclear language. A proof-reader is permitted to point out what they believe is poor structure (but not suggest alternatives).</p> <p>Example of permitted use: Momo is writing her assignment. English is her second language. She asks her proof-reader for ideas on clarity of communication, to ensure the order and phrasing is likely to be understood. The proof-reader suggests that it is not easy to follow and suggests she refers to the support materials on RevisionMate.</p>
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You must not use a proof reader...

✗	To generate content (responses to questions, sentences, paragraphs)	<p>In order for the assessment of your learning to be accurate, all work submitted as your own must be your own. You should not ask proof-readers to produce ideas for you. A proof-reader should not advise on areas where you need to add more material. A proof reader should not generate any content for you.</p> <p>Example of NON-PERMITTED use: Delma's proof-reader re-writes the introduction to her assignment. This is NOT permitted.</p>
✗	To structure your assignment	<p>A proof-reader should not make suggestions for a revised structure. Exemplars and other support materials are available on RevisionMate to guide you. While a proof-reader is permitted to point out what they believe is poor structure, they should not make suggestions for a revised structure. The best guidance can be gained from exemplars and other support materials which are available on RevisionMate.</p> <p>Example of NON-PERMITTED use: Travis is writing their assignment. They ask their proof-reader for ideas on structure. The proof-reader suggests moving certain aspects from the introduction to the first paragraph. This is NOT permitted.</p>

Using a training provider

Please keep dates and records of handouts and materials provided by the trainer.

Verifying Authenticity

We may contact you, following submission of your assessment, to verify your identity and ensure that it has been written by you. You must participate and cooperate with any interview or investigation to establish your identity and/or the authenticity of your work.

If you are determined to be passing off AI-generated output or the work of others as your own work, then disciplinary action may be taken against you. Disciplinary action may result in:

- a) Your assessment being withdrawn.
- b) Exclusion from future assessment for a period of time.
- c) Your name and/or employer's name being published if a sanction is imposed. Details on the [disciplinary process](#) can be found on our website.

You should also note that in some cases where a breach of the assessment rules is suspected, it is possible that the evidence may be inconclusive, and the specific instigator of the breach cannot be determined. If such a suspected breach involves your work, the CII will be unable to accept your work or issue your results in order to protect the integrity of the qualification. In these cases, you will be asked to re-draft and resubmit your assignment.

Guide for trainers of coursework and the coursework element of mixed assessment

[Guide for Trainers](#)

Enrolment period

Coursework

Learners must complete and pass three written assignments, including any resubmissions, during the 12-month enrolment period to achieve a pass in the unit. Each unit has specific deadlines for each assignment. It is your responsibility to note and comply with the assignment and resubmission deadlines for your course which can be found on your RevisionMate dashboard.

Mixed assessment

Learners must pass one coursework assignment and one multiple-choice question (MCQ) exam within the 18-month enrolment period to achieve a pass in the unit. Each unit has specific deadlines. It is your responsibility to note and comply with the assignment and resubmission deadlines for your course which can be found on your RevisionMate dashboard.

Dissertations

Learners must complete and pass a dissertation within the 18-month enrolment period to achieve a pass in the unit. It is your responsibility to note and comply with the deadlines for your course, which can be found on your RevisionMate dashboard.

Resubmissions

If a coursework or mixed assessment coursework assignment is failed, or a dissertation is failed a resubmission can be purchased in the bookings and results section of [MyCII](#) and submitted within the original enrolment period.

Please note, a learner must have an active enrolment to be able to upload a resubmission.

Return of submitted work

You will not have online access to any submitted files once your course enrolment expires so please ensure that you have backed up your work securely. We are unable to return your work to you after your enrolment has expired.

Publication of results

The CII reserves the right to publish coursework, mixed assessment and dissertation assessment results, whether a pass or failure. Pass lists are published only after results have been issued to learners.

Results, feedback, Records of Achievement, Qualification Certificates and Marking

Please see [Results information](#)

Post results services


Please see [Post results services](#)

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Ref: AR02