



The
Insurance
Institute

How to ensure your compliance.

A guide for Grandfathered and Qualified Persons

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1. WHAT IS A QUALIFIED / GRANDFATHERED PERSON?

To be classified as a 'Qualified Person' you must have completed a designated insurance qualification.

These qualifications include (but are not limited to):

- Professional Certificate in Insurance (APA)
- Professional Diploma in Insurance (CIP)
- Advanced Diploma in Insurance (ACII)*
- Fellowship of the CII (FCII)*
- DLA
- DLDU
- DLDC

*For detailed information on how to maintain your CII designation please visit www.cii.co.uk

To be classified as a 'Grandfathered Person' you must meet all of the following conditions as stipulated in the MCC.

- On 01.01.07 you were dealing with retail financial products or the specified function you are grandfathered in.
- Between 01.01.99 and 01.01.07 you amassed four years' experience in that specified function.
- You were assessed by a regulated firm for grandfathering purposes before 31.12.12 and the results documented.
- Your compliance with the experience requirement was then certified by a regulated firm.
- You have complied, and continue to comply with, all CPD requirements necessary to maintain your status.

1.1 ACCREDITED ROLE

You work in an accredited role if you perform any of the following functions:

- Give advice to consumers.
- Assist consumers in making claims under contracts of general insurance

- Determine the outcome of consumer claims arising under contracts of general insurance.
- Adjudicate on any consumer complaints.

1.2 WHAT IS THE MINIMUM COMPETENCY CODE?

The Central Bank of Ireland's Minimum Competency Code, 2011 (MCC) enhances the minimum professional standards for everyone who provides consumers with financial advice on products or undertake certain specified functions.

These standards protect consumers and in turn the reputation of the industry.

Anyone working in an accredited role or engaged in a specified function must be compliant with the requirements of the MCC.

These include:

- holding recognised qualifications
- being grandfathered in respect of a specific function
- being trained or supervised by a qualified or grandfathered person
- being fit and proper
- undertaking relevant Continuing Professional Development (CPD)

1.3 WHAT IS A DESIGNATION AND WHY IS IT IMPORTANT?

The term designation refers to the letters a graduate is entitled to use after their name following successful completion of a qualification i.e. Jane Smith, CIP.

It's important because it indicates to customers, colleagues etc, that the holder is a compliant insurance professional who has maintained the currency of their knowledge through ongoing learning and is effectively 'fit to practice'.

Qualifications on the other hand, demonstrate a level of technical knowledge achieved at a particular moment in time.

Designations can be removed if the holder fails to comply with certain conditions such as maintaining membership of The Insurance Institute and meeting the relevant annual CPD requirements.

2. WHAT ARE MY CPD REQUIREMENTS?

Meeting your annual CPD requirements is necessary to ensure compliance with the MCC and maintenance of your designation or grandfathered status.

The requirements are as follows:

- Complete 15 hours of CPD per calendar year.
- This must include 1 hour of ethics and 1 hour per function fulfilled.
- Ensure the content of the CPD is directly relevant to your functions.
- Participate in The Insurance Institute's CPD scheme.
- If you are grandfathered or hold a CII designation, you can participate in any CPD scheme operated by a relevant professional body (including The Insurance Institute). Alternatively retain a written log of your CPD activity.

CPD activity can include:

- Successful completion of Insurance Institute exams.
- Online e-learning through Connect.
- Insurance Institute face to face CPD lectures and headline events.
- External training courses and exams accredited by The Insurance Institute.
- CPD may also be awarded for the preparation and delivery of a CPD lecture (subject to approval by The Insurance Institute).

See page 8 for information on CPD for ACII/FCII holders.

3. HOW CAN I ENSURE MY COMPLIANCE?

CPD is continuous and so it's important not to leave everything until the last few stressful weeks in December. There are three key steps to ensure you meet your CPD requirements – plan, record, submit.

3.1 PLAN YOUR CPD IN ADVANCE

Completing 1 to 1.5 hours of CPD each month will ensure that you meet your target of 15* hours by year end.

Looking through lecture and e-learning options in advance also lets you highlight which content will cover your ethics and specified function requirements.

E-learning content available through Connect is filtered based on your designation, if you're a Qualified Person. This ensures that you only have access to the content appropriate to your compliance requirements. If you're Grandfathered you will have access to all content, so you will need to decide which CPD is relevant to your role and Grandfathered Status.

Review your progress against your plan

The MCC requires that your employer monitors your CPD progress at least once within the first nine months and at least six weeks before the end of the year. It's a good idea for you to do this too, just to check that you're on track.

Your line manager is responsible for regularly reviewing your CPD which may also be audited by the Insurance Institute, if you record with us. In all cases CPD is monitored for hours completed and relevance of content.

Find more information on CPD options available at iii.ie/CPD.

*See page 8 for information relevant to ACII/FCII holders.

3.2 RECORD YOUR CPD

Holders of Insurance Institute designations or grandfathered persons who are members and recording CPD with us, must retain a log of CPD activity and submit an annual return via our CPD compliance tool. If audited, you must be able to present evidence of attendance at all events listed on your annual return.

CPD Compliance tool

This is a tool that allows insurance professionals to plan and monitor their CPD. You are ultimately responsible for managing your CPD and ensuring that you are compliant with your regulatory requirements.

- Attendance at an Insurance Institute event (provided you swipe or sign in in) or e-learning completed through Connect is automatically added to your portfolio.
- Any non-Insurance Institute events e.g. in-house through your employer, must be added manually with accompanying evidence of completion.
- ACII/FCII holders who attend our events need to log into our CPD compliance tool post-event to include the reflective statement required by the CII (see pg 8-9 for more).

3.3 SUBMIT YOUR CPD RETURN

All CPD activity has to be completed by 31 December, however you have until 31 January to submit your annual return via our CPD compliance tool.

Completing and recording CPD isn't the full process. The final step is reviewing your record and then clicking 'submit' to file the return with the Member Services team. Failure to submit your return can result in disciplinary action.

3.4 HOW IS CPD MONITORED?

Our Member Services team monitors the CPD compliance of our active members who hold Insurance Institute designations, those who are grandfathered and others who have signed up to our CPD compliance scheme.

Monitoring CPD effectively consists of:

- An ongoing review of members' online CPD portfolios for hours and relevance.
- An end-of-year review to check that 15 hours have been completed (including ethics and specified function CPD).
- A more detailed audit of randomly selected portfolios for supporting evidence. This takes place in the first quarter of each calendar year.

It's important to note that the MCC also stipulates that regulated firms must monitor the CPD of their employees at least once within the first nine months and again within six weeks of the end of each year.

4. WHAT HAPPENS IF I DON'T COMPLETE MY CPD?

If you fail to complete 15 formal hours in any calendar year you can make up the shortfall by the end of the following year. This is categorised as a 'first fail'.

If you fail to complete 15 hours formal CPD for a second time in any 5 year period – a 'second fail' – you will lose your designation and you will be removed from The Insurance Institute's Register of Compliant Persons.

We will inform your employer of this and you may also be removed from their Register of Accredited Persons as a result.

It's important to note that any breach of CPD requirements must be held on a regulated firm's records. Further breaches may result in the removal of your professional designation or grandfathered status.

Members who fail to meet their CPD requirement at year end and/or fail an audit, are subject to the procedures as outlined on pages 17–18 of The Insurance Institute's CPD Rules, available to download in the Member Area of www.iii.ie.

Points to note

- Those found to have submitted false or misleading material, will be referred to the Professional Standards Committee (PSC) and may be subject to disciplinary procedures including possible loss of designation.
- The Insurance Institute reserves the right to contact any of the organisations listed in a member's online portfolio to verify attendance and/or course completion.
- CPD is monitored not just for hours completed but also for relevance of content.

4.1 CAN I BE RESTORED TO THE INSURANCE INSTITUTE'S REGISTER OF COMPLIANT PERSONS?

Qualified Persons

In most cases it is possible to be restored to our Register of Compliant Persons once you have completed your outstanding CPD hours and maintained your compliance with all other aspects of the MCC. However, each instance of non-compliance is adjudicated on its own merits.

Grandfathered Persons

Removal from our Register of Compliant Persons is a result of incurring a 'second fail'. Another consequence of a 'second fail' is that grandfathered status is suspended.

The successful completion of all outstanding CPD hours within the next calendar year is required to restore the grandfathered person to the Register of Compliant Persons. It is important to note that you cannot offer advice until your status is restored.

For more information on disciplinary action and restoration to the register, please download the CPD Rules in the Member Area.

5. INFORMATION FOR ACII/FCII HOLDERS

All CII qualified members, whether based in the UK or outside the UK, are required to fulfil the following CPD requirements:

- Complete a minimum of 35 hours compulsory CPD within a 12 month period. At least 21 of these hours must be structured CPD.
- 35 hours is the minimum required by the CII; in practice, the figure may exceed this as the actual requirement is determined by a professional's individual development needs throughout the year.
- For an activity to be eligible as CPD it must be a minimum of 15 minutes in duration (a batch of different activities of less than 15 minutes each undertaken to meet a specific learning outcome can be combined and recorded together).

If you are CII qualified and work in a regulated role in Ireland, you must also comply with the Central Bank of Ireland's CPD requirements as defined by the MCC.

For more information regarding the 35 hours and for definitions of structured and unstructured CPD, visit the CII website www.cii.co.uk/cpd and click on the link to the 'Guidance for CII members' document.

5.1 RECORD YOUR CPD

All CPD activity should meet specific learning outcomes designed to match your personal development needs.

To demonstrate this, the CII requires that you provide the following information when recording structured and/or unstructured activity:

Development need: Identify the CPD topic selected and the individual development need you hope it will satisfy (e.g. develop understanding of a recent legislative change).

Activity Description/Learning outcomes: Provide an overview of what the CPD activity involves and what you hope to learn from it.

Reflective statement: Provide a reflective statement evaluating the efficacy of the CPD undertaken, including the following information:

- Did the activity meet your development need – yes/no & how?
- Was the delivery method effective?
- How did you benefit professionally from the CPD completed?

5.2 USING THE CPD COMPLIANCE TOOL

As a dual member of The Insurance Institute and the CII you have the option of recording your CPD using our CPD compliance tool.

CPD e-learning: Once you have completed an e-learning session, it will automatically appear on your CPD record with a 'planned' status. Click on 'planned' and select the 'completed' option. This will allow you to log and save the relevant information.

CPD lectures: You can continue to swipe in to CPD lectures and these will automatically be added to your CPD record with a 'planned' status.

In your CPD record, click on 'planned' and select the 'completed' option. This will allow you to log and save the relevant information.

You'll be prompted to include reflective statements etc. when recording all other types of CPD before you can complete your entry.

5.3 SUBMITTING YOUR CPD RECORD

If you choose to submit a CPD return at the end of the year through our CPD Compliance system, you will be unable to do so if any of the learning outcome fields are empty.

5.4 CII CPD AUDIT

If the CII select your CPD record for audit, you will not be deemed compliant with your requirements unless you have recorded all the relevant information as outlined above (either in hard or soft copy) to their satisfaction.

6. CONTACT US

As your membership organisation, we are always happy to receive your questions or feedback.

Membership, CPD and qualification queries

Please contact our Member Services team on 01 645 6670 or memberservices@iii.ie

CPD Accreditation

If you have any queries about the accreditation of CPD please contact Accreditation Manager Maria McGeever on 01 645 6670 or cpdaccreditations@iii.ie