

CII Regulatory Qualifications and Competence Framework

Providing solutions
to the financial
services market

2007/8 | Overview brochure

“

With the Retail Distribution Review the market is entering a new era, in which many advisers will have to move beyond the current minimum required levels of qualification. In this context, the Diploma and Advanced Diploma qualifications are an essential way for individuals to develop the necessary advanced technical and planning skills. Through the corresponding designations, including Chartered status, they also provide a public badge of competence and true professional standing. As we increase our skills-base, the dividend will be a reduction in the regulatory burden, accompanied by an increase in the quality of service provided to customers.


”

Paul Dawson
Head of Sesame Learning
Sesame

sesame®

The Framework delivers...

- **The broadest range of market-led services** – reflecting the commercial and regulatory requirements of the industry
- **An unrivalled range of qualifications** – meeting the needs of a broad spectrum of individuals working in both advisory and administrative roles, from new entrants through to experienced professionals
- **Alignment with the FSA Retail Distribution Review (RDR)** – CII qualifications help individual advisers and firms to raise standards of technical knowledge and professional capability in line with themes expressed in the RDR
- **Quality assured qualifications** – included within the Financial Services Skills Council (FSSC) list of appropriate examinations
- **Market-leading designations and Chartered status** – acquiring CII qualifications satisfies the educational requirement of a range of recognised and respected professional designations and titles, including Chartered Financial Planner
- **A comprehensive portfolio of learning and revision materials** – enabling candidates and organisations to build bespoke learning programmes to suit their particular needs
- **Flexible examination options** – an unrivalled UK-wide network of public exam centres. This includes the facility to sit multiple-choice questions online, with candidates receiving instantaneous results. The online exam service allows candidates to choose the date of the exam sitting and enables companies to run sittings in-house
- **Competitive pricing** – learning materials and examination entry are available at market-competitive prices, with additional discounts available to members
- **Leading competence solutions for qualified staff** – including the market's premier online technical learning, assessment and compliance platform: ed.ASSESS®



“The Regulatory Qualifications and Competence Framework addresses the Financial Services Authority (FSA) regulatory examination requirements and the appropriate examination standards of the Financial Services Skills Council (FSSC).

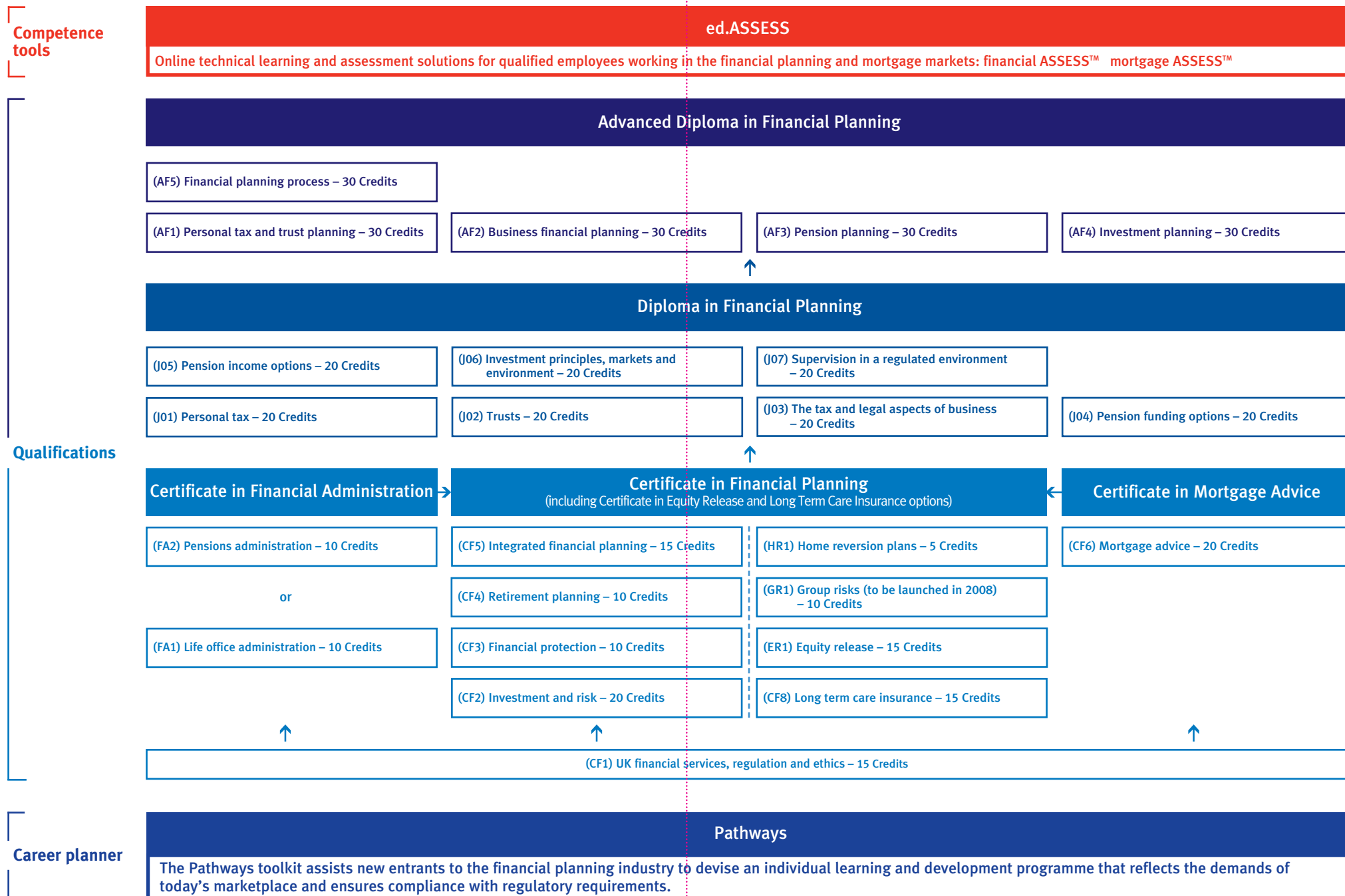
The Framework provides the most comprehensive learning and competence programme in the market. As the debate surrounding the FSA Retail Distribution Review places ever greater emphasis on the need for professional, skilled advice, the Framework will enable advisers to develop the skills and understanding required to meet regulatory requirements and to achieve commercial success.”

See overleaf for diagram ►

CII Regulatory Qualifications and Competence Framework

Qualifications have a vital role to play in helping individuals and organisations to meet regulatory requirements and to demonstrate technical and ethical knowledge and understanding – crucial in the era of the FSA Retail Distribution Review. With lifelong learning now a prerequisite, qualifications are an important measure of professionalism, which is why the learning Framework has been structured to cater for individuals throughout their careers.

The CII's unrivalled Qualifications and Competence Framework meets the needs of all, from new entrants through to experienced, qualified professionals. The following pages provide an overview of these services.



Qualifications and designations

Qualification	Designation*
Certificate in Financial Planning	CertPFS
Certificate in Financial Planning and Long Term Care Insurance	CertPFS
Certificate in Mortgage Advice	Cert CII (MP)
Certificate in Equity Release	Certs CII (MP & ER)
Certificate in Financial Administration	–
Diploma in Financial Planning	DipPFS
Advanced Diploma in Financial Planning	APFS/Chartered Financial Planner

* Note: Membership and Continuing Professional Development requirements apply to the use of designations.

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**The Chartered Insurance Institute (CII)
Professionalism in practice**



As the premier professional body for the financial services profession, the CII promotes higher standards of integrity, technical competence and business capability.

With over 90,000 members in more than 150 countries, the CII is the world's largest professional body dedicated to this sector.

Success in CII qualifications is universally recognised as evidence of knowledge and understanding. Membership of the CII signals a desire to develop broad professional capability and subscribe to the standards associated with professional status.

The CII works with businesses to develop bespoke, company-wide solutions that ensure competitive advantage by enhancing employees' technical and professional competence.

Individually, CII's members are able to drive their personal development and maintain their professional standing through an unrivalled range of learning services and by adhering to the CII's Code of Ethics & Conduct.

Further information on the CII and its wide range of products and services can be found at www.cii.co.uk

The knowledge, and how

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CII: Supporting compliance, competence and capability

The Regulatory Qualifications and Competence Framework addresses the Financial Services Authority (FSA) regulatory examination requirements and the appropriate examination standards of the Financial Services Skills Council (FSSC).

The Framework provides the most comprehensive learning and competence programme in the market. As the debate surrounding the FSA Retail Distribution Review places ever greater emphasis on the need for professional, skilled advice, the Framework will enable advisers to develop the skills and understanding required to meet regulatory requirements and to achieve commercial success.

Specific qualifications within the Framework are designed for financial advisers and mortgage advisers. In both cases, options exist for those seeking to develop their knowledge beyond the basic regulatory requirement.

There are also dedicated qualifications for life and pensions administrators and options for the many other individuals in related roles throughout the financial services industry.

The qualifications are underpinned by further learning and development tools. These include the Pathways initiative, which helps position qualifications within an overall career development plan, and ed.ASSESS, an online service that keeps technical knowledge up-to-date.

The suite of products is available to individual candidates and corporate purchasers. Organisations have access to dedicated Business Development Managers who can help develop bespoke packages to fit their particular requirements.

The Framework and the associated products and services cater for all levels of experience, from those starting out in their career to experienced, qualified advisers seeking to maintain and enhance their knowledge.

In many instances, success in CII qualifications enables individuals to apply to use particular designations and titles, including Chartered status, demonstrating their achievement to employers, peers and clients.

“

These are challenging times for the financial services sector. The Retail Distribution Review and the move towards principles-based regulation increase the need for professionalism in every business and at every level. This is why we encourage our people to use qualifications to develop and maintain their professionalism. The CII qualifications Framework gives them the technical capability they need at different stages of their careers and ensures that, as a company, we have the right skills and knowledge in place to benefit from the opportunities that lie ahead. The breadth and depth of the CII Framework makes it a natural choice for many businesses.

”

Keith Hunt
Qualifications and Competence Manager
Human Resources
Standard Life



Reflecting professional, commercial and regulatory requirements

Qualifications are at the heart of the UK's financial services regulatory regime, and the CII is dedicated to providing solutions that are relevant, up-to-date and practical.

In addition to delivering an unrivalled programme of qualifications, the Framework is responsive to individual requirements. If and when a practitioner identifies a gap in their knowledge (perhaps as a consequence of new responsibilities, regulatory developments or changes in market practice), he or she can develop their knowledge as required. This can be done either by studying for an overall qualification or by simply choosing a particular unit on a standalone basis.

The Framework delivers in-depth coverage of a broad range of subjects. This reflects the growing desire of many practitioners to enhance their awareness of sector specialisms once they have laid a foundation of general market knowledge via qualifications such as the Certificate in Financial Planning and the Certificate in Mortgage Advice.

Obtaining qualifications and aligning them with general career development can deliver genuine business benefits.

They can help provide a competitive advantage, assist with regulatory compliance, support entry to new markets and enhance the range and quality of advice that can be provided.

The suite of qualifications now includes:

- **Certificate in Financial Administration**
- **Certificate in Mortgage Advice**
- **Certificate in Equity Release**
- **Certificate in Financial Planning** including the option of:
 - Certificate in Financial Planning and Long Term Care Insurance
- **Diploma in Financial Planning**
- **Advanced Diploma in Financial Planning.**

The CII has also recently introduced corporate 'Chartered Financial Planners' status for qualifying financial advice firms. This is an extension of the individual 'Chartered Financial Planner' title for those businesses which demonstrate their adherence to the highest standards of professional practice. Further details can be found on page 10.

Corporate Chartered status is one more way in which the CII is helping boost the professionalism and prestige of the financial advice sector.

We would recommend that the following sections are read in conjunction with the diagram which appears on the cover flap at the front of this brochure.

Qualifications

Certificate in Financial Administration

Recognising achievement in administrative functions

This provides a targeted learning route for those involved in administrative support functions within life and pensions operations.

This is the only specific qualification of its type. Importantly it also meets the FSA's statutory examination requirements for overseers of life and pensions administration.

Upon completion, holders have the option to continue their studies by taking additional Framework units and completing the Certificate in Financial Planning.

Certificate in Mortgage Advice

A dedicated solution for the regulated market

Candidates seeking to meet the FSA's regulatory examination requirements for mortgage advisers must take two units: CF1 and CF6. Holders of the Certificate in Mortgage Advice are eligible to apply to use the designation '**Cert CII (MP)**'.

Upon completion, those wishing to continue their studies can build on this foundation by taking additional units and progressing towards the Certificate in Financial Planning.

Mortgage advisers providing advice on insurance products such as household cover or payment protection policies may also study CII insurance qualifications. Holders of the Certificate in Mortgage Advice automatically receive credits which can be used to complete these qualifications.

Certificate in Equity Release

Promoting excellence in home reversion and lifetime mortgage advice

This new qualification from the CII is relevant for anyone seeking to advise on equity release products (both home reversion plans and lifetime mortgages), and for those who work in a support role in this sector.

Holders of the Certificate meet the regulatory examination requirements required to advise on this class of business.

The Certificate in Equity Release is available to study as a standalone qualification for individuals entering the industry, with a total of three units requiring completion. It is also available as a top-up for existing qualified advisers (Certificate in Financial Planning-holders who also hold the Mortgage advice unit, as well as Certificate in Mortgage Advice holders). These individuals only need to complete one additional unit.

Holders of the Certificate in Equity Release can apply to use the designation '**Certs CII (MP & ER)**'. They are also eligible to become 'Certificate' level members of the Society of Mortgage Professionals.

Certificate in Financial Planning

The building blocks of a professional career

The Certificate in Financial Planning is the market's most popular financial planning qualification.

It was developed in consultation with leading individuals and organisations from both the company and intermediary sectors and can justifiably lay claim to being the most effective, practical and comprehensive financial planning qualification in the market.

Completion of units CF1 to CF5 (inclusive) satisfies the FSA's examination requirements for financial advisers and leads to the award of the Certificate in Financial Planning.

In addition to these core units, the following optional units cater for specialists working in these areas:

- CF6 – Mortgage advice
- CF8 – Long term care insurance

Those completing CF1 to CF5 (inclusive) and CF8 will be awarded a 'Certificate in Financial Planning and Long Term Care Insurance'.

Holders of the Certificate in Financial Planning are eligible to apply to use the designation '**CertPFS**'. They also receive recognition, in the form of 70 credits, towards the 140 required to complete the Diploma in Financial Planning.

Diploma in Financial Planning

Confirming your status, enhancing your potential

The Diploma in Financial Planning develops advanced technical knowledge and understanding across a broad range of key advisory areas:

- Personal taxation
- Trusts
- Business taxation
- Pension funding
- Pension income
- Investment
- Supervision in a regulated environment

Modular in structure, with no compulsory units, the Diploma allows candidates to develop a learning programme that reflects their job role and career requirements.

The Diploma recognises prior learning undertaken in respect of the Certificate in Financial Planning, FPC or equivalent (both within and outside CII qualifications), by providing credits that count towards completion of the Diploma. For instance, Certificate in Financial Planning holders receive 70 credits towards the 140 required to complete the Diploma in Financial Planning.

Upon completion, candidates will be awarded the Diploma in Financial Planning and be eligible to apply to use the designation '**DipPFS**'.

They will also receive recognition, in the form of at least 140 credits, towards the Advanced Diploma in Financial Planning leading to higher-level designations and Chartered Financial Planner status.

Advanced Diploma in Financial Planning

Putting professionalism into practice

The Advanced Diploma supports professional advisers in developing specialist planning capabilities. It builds on existing skills and technical knowledge gained through workplace training and previous study undertaken, typically completion of the Diploma in Financial Planning or the first completion level of the AFPC, both of which carry the designation DipPFS.

On completion of the Advanced Diploma candidates will be better prepared to offer a sophisticated and comprehensive approach to financial management.

The Advanced Diploma covers topics key to all financial planners:

- Personal tax and trust planning
- Business financial planning
- Pension planning
- Investment planning
- Financial planning process

Importantly, previous study such as FPC, AFPC, the Certificate or Diploma in Financial Planning or equivalent from other professional bodies is recognised through the provision of credits that can be used towards completion of the Advanced Diploma.

Upon completion of the Advanced Diploma candidates will also be eligible to apply for the designation '**APFS**' and for '**Chartered Financial Planner**' status, the premier title for the professional financial adviser. Those wishing to continue their studies can also work towards Fellowship of the Personal Finance Society.



Key facts at a glance

	Certificate in Financial Administration	Certificate in Mortgage Advice	Certificate in Equity Release
Level of qualification	Introductory	Core	Core
Number of available units	3 Certificate units	2 Certificate units	4 Certificate units
Compulsory units	2 units <ul style="list-style-type: none"> • (CF1) UK financial services, regulation and ethics • (FA1) Life office administration; or • (FA2) Pensions administration 	2 units <ul style="list-style-type: none"> • (CF1) UK financial services, regulation and ethics • (CF6) Mortgage advice 	3 units <ul style="list-style-type: none"> • (CF1) UK financial services, regulation and ethics • (CF6) Mortgage advice And <ul style="list-style-type: none"> • (HR1) Home reversions (where unit CF7 already held); or • (ER1) Equity release
Credits required to complete (existing credits carried forward)	25	35	50 or 55 Dependent on route taken
Credits per unit	CF1 <ul style="list-style-type: none"> • 15 credits FA1/FA2 <ul style="list-style-type: none"> • 10 credits 	CF1 <ul style="list-style-type: none"> • 15 credits CF6 <ul style="list-style-type: none"> • 20 credits 	CF1 <ul style="list-style-type: none"> • 15 credits CF6 <ul style="list-style-type: none"> • 20 credits ER1 <ul style="list-style-type: none"> • 15 credits HR1¹ <ul style="list-style-type: none"> • 5 credits
Combination of units at any level allowed?	Not applicable	Not applicable	Not applicable
Exam format	CF1 <ul style="list-style-type: none"> • Online, 2 hours • 100 multiple choice questions FA1/FA2 <ul style="list-style-type: none"> • Online, 1 hour • 50 multiple choice questions 	CF1 <ul style="list-style-type: none"> • Online, 2 hours • 100 multiple choice questions CF6 <ul style="list-style-type: none"> • Online, 2 hours • Multiple choice/case study questions 	CF1 <ul style="list-style-type: none"> • Online, 2 hours • 100 multiple choice questions CF6 <ul style="list-style-type: none"> • Online, 2 hours • Multiple choice/case study questions ER1 <ul style="list-style-type: none"> • Online, 2 hours • Multiple choice/scenario based questions HR1 <ul style="list-style-type: none"> • Online 1 hour • Multiple choice/case study questions
Average study time per unit	CF1 <ul style="list-style-type: none"> • 60 hours FA1/FA2 <ul style="list-style-type: none"> • 40 hours 	CF1 <ul style="list-style-type: none"> • 60 hours CF6 <ul style="list-style-type: none"> • 70 hours 	CF1/ER1 <ul style="list-style-type: none"> • 60 hours CF6 <ul style="list-style-type: none"> • 70 hours HR1 <ul style="list-style-type: none"> • 20 hours
Availability of exam sessions (Details shown apply to the UK. Outside of the UK tests/exams are offered twice-yearly)	Year-round Availability varies from centre to centre, but typically exams can be sat weekly	Year-round Availability varies from centre to centre, but typically exams can be sat weekly	Year-round Availability varies from centre to centre, but typically exams can be sat weekly
Entry requirements?	None	None	None
Credits available for prior learning?	Yes	Yes	Yes
Record of Achievement issued for each exam pass?	Yes	Yes	Yes
Completion Certificate/ Diploma awarded?	Yes Certificate in Financial Administration	Yes Certificate in Mortgage Advice	Yes Certificate in Equity Release
Designation	No	Cert CII (MP)^a Eligible to apply on completion	Certs CII (MP & ER)^a Eligible to apply on completion
Qualification and Curriculum Authority (QCA) approved? Note: funding may be available for approved examinations	Yes Level 3	Yes Level 3	Yes Level 3

Certificate in Financial Planning	Diploma in Financial Planning	Advanced Diploma in Financial Planning
Core	Technical	Professional
5 Certificate units Additional non-compulsory units exist for candidates seeking to top up their knowledge on specialist subjects	7 Diploma units Plus access to Certificate units	5 Advanced Diploma units Plus access to Diploma and Certificate units
5 units • (CF1) UK financial services, regulation and ethics • (CF2) Investment and risk • (CF3) Financial protection • (CF4) Retirement planning • (CF5) Integrated financial planning	None	1 unit (AF5) Financial planning process
70	140 Minimum 80 credits at Diploma level	290 Minimum 120 credits at Advanced Diploma level and 40 at Diploma level or above
CF1/CF5 • 15 credits CF2 • 20 credits CF3/CF4 • 10 credits	20	30
Not applicable	Yes Subject to completion requirements but only at Certificate/Diploma level	Yes Subject to completion requirements
CF1/CF2 • Online, 2 hours • 100 multiple choice questions CF3/CF4 • Online, 1 hour • 50 multiple choice questions CF5 • 2 hours • Written case studies	2 hours Written short answer questions	AF1-AF4 • 3 hours • Case study questions AF5 • 3 hours • Client scenario
CF1 • 60 hours CF2/CF5 • 70 hours CF3/CF4 • 40 hours	100 hours	120 hours
CF1 – CF4 • Year-round Availability varies from centre to centre, but typically exams can be sat weekly CF5 • 8 times a year	Twice yearly April/October	Twice yearly April/October
None	None²	Yes Certificate in Financial Planning, or equivalent ³
Yes	Yes	Yes
Yes	Yes	Yes
Yes Certificate in Financial Planning	Yes Diploma in Financial Planning	Yes Advanced Diploma in Financial Planning
CertPFS⁴ Eligible to apply on completion	DipPFS⁴ Eligible to apply on completion	APFS/Chartered Financial Planner⁴ Eligible to apply on completion
Yes Level 3	Yes Level 4	No Application in progress

Notes:

- 1 If you already hold a pass in the withdrawn unit CF7 – Lifetime mortgage activities you should complete HR1 rather than ER1. Please note those who complete ER1 and HR1 will only receive credits for ER1 due to the extent of syllabus overlap.
- 2 Although there is no entry requirement, the Diploma will only be awarded to candidates who have completed the Certificate in Financial Planning, or equivalent.
- 3 The Diploma in Financial Planning provides the essential technical knowledge required when completing the Advanced Diploma. For this reason candidates are advised to sit the Diploma first or to study the Diploma and Advanced Diploma simultaneously, typically following subject streams such as pensions.
- 4 Membership, Continuing Professional Development and Code of Ethics and Conduct requirements apply.

How does the Framework operate in practice?

To see how the Framework works in practice, we've put together a few examples showing how qualifications are relevant to different roles in the industry. The Framework is sufficiently flexible and comprehensive to satisfy the requirements and aspirations of individuals from a diverse range of sectors and roles. These examples are illustrative and by no means definitive.

Example 1 – Certificate in Financial Planning

Karen, a multi-tied adviser, holds the Certificate in Financial Planning and, as a member of the Personal Finance Society, uses the designation CertPFS.

She decides to enhance her knowledge by pursuing additional learning options at Certificate level. She completes CF8, the Long term care insurance exam (when combined with the other units she holds, this results in the award of the 'Certificate in Financial Planning and Long Term Care insurance').



(CF1) – UK financial services, regulation and ethics 15 credits	(CF2) – Investment and risk 20 credits	(CF3) – Financial protection 10 credits	(CF4) – Retirement planning 10 credits
(CF5) – Integrated financial planning 15 credits	(CF8) – Long term care insurance 15 credits		

Should Karen want to continue her studies at any point, she will be able to build on her existing credits when working towards the Diploma in Financial Planning.

Example 2 – Diploma in Financial Planning

John, a multi-tied adviser within a network, holds the Financial Planning Certificate. He has a total of 70 credits relating to his existing examinations, including 20 at Diploma level in respect of CF2 (pre-2007 passes attracted Diploma credits but note that post-2006 credits attract Certificate credits). The same rule applies to Certificate units CF6 and CF8).

His credits are accumulated as follows:



(FP1) – Financial services and their regulation 16 credits (Certificate level)	(FP2) – Protection, savings and investment products 16 credits (Certificate level)	(FP3) – Identifying and satisfying client needs 18 credits (Certificate level)	(CF2) – Investment and risk 20 credits (Diploma level)
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He now requires a minimum of 70 additional credits, including at least a further 60 at Diploma level or above, in order to complete his Diploma.

John passes the following units:

(J02) – Trusts 20 credits (Diploma level)	(J04) – Pension funding options 20 credits (Diploma level)	(J06) – Investment principles, markets and environment 20 credits (Diploma level)	(CF8) – Long term care insurance 15 credits (Certificate level)
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John therefore passes the 140 credit requirement, including obtaining the required 80 Diploma level credits, and completes his Diploma (he is also awarded the 'Certificate in Financial Planning and Long Term Care Insurance' having also met the completion criteria for this qualification). As a member of the Personal Finance Society, he is invited to apply to use the designation DipPFS.

He now has the option to build on these credits by working towards the Advanced Diploma in Financial Planning and, ultimately, Chartered Financial Planner status.

Example 3 – Advanced Diploma in Financial Planning/Chartered Financial Planner

Sue, an IFA, holds the Financial Planning Certificate, Certificate in Financial Planning unit (CF2) Investment and risk (topping-up her knowledge of a subject identified by the FSA, among others, as an area of weakness for many advisers), and the Diploma in Financial Planning. She is also a member of the Personal Finance Society (PFS) and uses the designation DipPFS, reflecting her educational and professional achievements.



She is keen to complete the Advanced Diploma in Financial Planning and achieve Chartered Financial Planner status.

Sue has 150 credits from the examinations she already holds:

(FP1) – Financial services and their regulation 16 credits (Certificate level)	(FP2) – Protection, savings and investment products 16 credits (Certificate level)	(FP3) – Identifying and satisfying client needs 18 credits (Certificate level)	(CF2) – Investment and risk 20 credits (Certificate level)
(J01) – Personal tax 20 credits (Diploma level)	(J02) – Trusts 20 credits (Diploma level)	(J04) – Pension funding options 20 credits (Diploma level)	(J05) – Pension income options 20 credits (Diploma level)

To complete the Advanced Diploma she needs a further 140 credits, with a minimum of 120 at Advanced level including a pass in the compulsory unit (AF5) – Financial planning process. She now sits:

(AF1) – Personal tax and trust planning 30 credits (Advanced level)	(AF3) – Pension planning 30 credits (Advanced level)	(AF4) – Investment planning 30 credits (Advanced level)	(AF5) – Financial planning process 30 credits (Advanced level)
(J06) – Investment principles, markets and environment 20 credits (Diploma level)			

Sue meets the 290 credit requirement, completing the Advanced Diploma, and is invited to become a Chartered Financial Planner. As a member of the PFS she is also invited to apply to use the designation APFS.

Sue would need a further 60 credits should she wish to progress to Fellowship of the PFS.

In all cases the credits will count towards further study for professional-level financial planning qualifications for those choosing to pursue their studies.

Chartered status: the mark of professionalism for financial planners and their firms

To support leading individuals and firms in the financial advice sector, and to recognise their adherence to the highest standards of professional practice, the CII has secured agreement from the Privy Council for them to be designated 'Chartered'.

Chartered status is of major significance. It reinforces the importance of professionalism in a fast-moving and competitive market. It also helps place the financial advice sector on a par with other professions, such as accountants and solicitors and distinguish holders from their competitors and peers.

Chartered status is increasingly being recognised by consumers (both individuals and businesses) as a mark of professionalism.

Introduced in 2006, the individual 'Chartered Financial Planner' title is now held by more than 1,000 advisers, making it the premier title for financial advice professionals.

The corporate 'Chartered Financial Planners' title was introduced in summer 2007 and already more than 70 firms have now gained this title, with many more committed to achieving this.

These titles are available to individuals and/or firms who are carrying on business as providers of financial planning advice or related activities.

To gain the individual title the following criteria must be met:

- Hold 290 examination credits in total, having completed the Advanced Diploma in Financial Planning (or having 180 credits at AFPC level).
- Have five years' relevant industry experience (not necessarily post-qualification).
- Adhere to the CII's Code of Ethics and Conduct.
- Demonstrate three years' existing Continuing Professional Development (CPD) and commit to maintaining this activity.

To gain the corporate title the following criteria must be met:

- A minimum of 50% of Executive Directors or Partners need to be Chartered title-holders (other awarding bodies Chartered titles may be recognised as comparable though at least one Executive Director/Partner must personally hold the CII Chartered Financial Planner title).
- One of the firm's Executive Directors or Partners (who, as an individual, holds the Chartered Financial Planner title), must assume the role of Responsible Member. This person will have responsibility for submitting the firm's application for acceptance and annual renewal, and for ensuring compliance throughout the intervening period.
- A minimum of 90% of customer-facing staff must be members of the Personal Finance Society/CII.

The Chartered titles awarded by the CII are steeped in history but they are just as relevant in today's market because genuine professionalism has never been so valued – or necessary. They remain the "gold standard" of excellence and integrity.

To access the full acceptance criteria applicable to each title please visit: www.cii.co.uk/chartered



Join the Personal Finance Society and enjoy extra benefits to support your studies

If you are new to the financial services industry or are progressing your studies, belonging to the Personal Finance Society (PFS) enables you to accelerate your career development. As a PFS member you can gain the competence, knowledge and understanding required to succeed. You will also enjoy additional benefits through automatic membership of the CII.

CII statistics for 2006 examinations showed that on average PFS members were 15% more likely to pass their exam than non-members.

As a PFS member you will enjoy:

Help in passing your exams

- Loan copies of textbooks recommended for additional reading
- In depth, regularly updated online fact files to complement your coursebooks
- Online technical dictionaries to help you with unfamiliar terminology
- Free access to examination-related learning and revision materials and an online resource centre (www.thepfs.org/knowledge)

Help in developing your career

- Industry recognised designatory letters and titles – CertPFS, DipPFS, APFS, FPFS and Chartered status – available exclusively to qualified members on application helping you to demonstrate your professionalism and make your CV stand out from the crowd
- Enjoy automatic membership of three PFS Faculties once qualified to ‘DipPFS’ level
- Regular email bulletins to keep you up to date, relevant to your role in the industry
- Online access to a career support centre (www.thepfs.org/careersupport) to help you plan your career

Membership may cost less than you think

Discounts are available on learning materials, exams, seminars, study and revision days meaning membership is likely to pay for itself. And if you live in the UK and pay your membership from your earnings you can claim tax relief from HM Revenue and Customs.

There’s never been a better time to be a member

In 2006 the CII launched the Chartered Financial Planner title. Available to suitably qualified members of the PFS, this is a significant milestone in the development of an internationally-recognised financial advice profession characterised by the highest ethical standards and technical competence. The new title is drawing the best talent providing fresh momentum to the further development of the profession. Members can also participate in a packed programme of meetings held across our regional network, providing the opportunity to meet fellow professionals.

To find out more about the full range of PFS member services visit www.thepfs.org or call Customer Service on +44 (0)20 8530 0852.

Competence tools

ed.ASSESS

In today's market, training and development can never be considered at an end.

Qualifications are only the first step on the path of ongoing learning. Statutory regulation places heavy emphasis on individuals being fit to perform their job role throughout their working lives.

In response, the CII, has developed competency solutions for the financial planning and mortgage markets:

financial ASSESS™ **mortgage ASSESS™**

Available online, these offer an unbeatable range of technical training and assessment tools that keep users up-to-speed with regulatory requirements and enhance their skill-sets. Full details can be found at www.ed.cii.co.uk

Documentation

To support the qualifications and services listed in this brochure, we have a range of literature available that provides full information, including available learning material, exam entry, pricing and details on how to buy. These are available online at www.cii.co.uk or can be ordered by contacting Customer Service.

- Certificate in Financial Administration
– Ref: ICF007 (10/07)
- Certificate qualifications for the advice sector (including the Certificate in Financial Planning, Certificate in Mortgage Advice and Certificate in Equity Release) –
Ref: ICF013 (10/07)
- Diploma/Advanced Diploma in Financial Planning –
Ref: ICF014 (10/07)
- Pathways – Ref: PAT502 (09/05)
- Society of Mortgage Professionals –
Application form – Ref: SMP007 (09/06)

Career development service

Pathways – Financial Services Career Guide

A concerted and ongoing effort needs to be made to recruit and retain the best talent for the financial services industry.

To support this, the CII, in partnership with leading industry organisations has developed the 'Pathways' concept.

Pathways provides a 'toolkit' that assists new entrants and their employers with the creation of individual learning and development programmes that reflect commercial reality and meet with regulatory requirements.

A comprehensive and practical service, it focuses on technical and ethical development as well as essential soft skills.

Full details can be found at www.pathways.cii.co.uk



Contacting the CII

The CII is committed to delivering a first-class service to its members and customers and, to this end, we welcome feedback on any aspect of your relationship with our organisation.

Please forward any views you may have on the service you receive, whether they are positive or otherwise.

We take all such comments seriously, answer them individually, and use them to help ensure that we continually improve the service we provide.

If you have any queries regarding anything contained in this brochure or on any other service provided by the CII please contact Customer Service by calling, emailing or writing to us at:

Customer Service

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Consumer research consistently shows the importance attached to the professionalism and independence of financial advisers. We are keen to encourage these qualities, especially as the Retail Distribution Review is sharpening the focus on levels of knowledge and expertise in the advice sector.

The CII's Financial services Qualifications and Competence Framework play an important part in supporting advisers and equipping them with the requisite skills. It also provides objective measures that advisers can aspire to and that provide confidence to consumers that their adviser is a recognised, competent professional.

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Fay Goddard
Deputy Director General
AIFA



