



Mixed assessment pilot candidate guidelines

(M92) Insurance business and finance



CII

Contents

2 Introduction

The coursework assignment

The MCQ exam

Mixed assessment timeline

Study support

4 Section 1 – Coursework

Completing the coursework assignment

Ensuring the originality of submitted work

Accessing and submitting coursework assignments

6 Section 2 – MCQ exam

Completing the MCQ exam

7 Appendix 1

Plagiarism

Quotations

Paraphrasing

Collaboration

Referencing

Breach of the assessment rules – penalties and sanctions

Mixed assessment – introduction

M92 mixed assessment is a pilot available for enrolments until the end of 2014. It offers an alternative to assessment purely by examination for unit (P92) Insurance business and finance (a compulsory unit for the Diploma/Advanced Diploma in Insurance).

The mixed assessment pilot is a self-study course, including the relevant study text with updates.

To complete successfully, you must pass one coursework assignment and one multiple-choice question (MCQ) exam within 18 months of enrolment.

Important notes:

The M92 pilot covers the same syllabus as unit P92, and candidates passing both versions would only be awarded one set of credits.

As this is a pilot course, candidates may not be able to re-enrol on mixed assessment for this unit if both the coursework and exam are not completed and passed within the 18 month period. In this case we will contact you to discuss your options – you may need to complete P92 by examination, paying the appropriate exam entry fee as necessary.

The coursework assignment

This is submitted online via RevisionMate. It consists of 10 questions which range between 10 and 30 marks and which sequentially follow the syllabus learning outcomes. You will have to gain 120 out of 200 marks to pass this component.

This assignment must be submitted within the first 6 months of the enrolment period.

Section 1 covers all you need to know about completing the coursework assignment.

The MCQ exam

This is completed at one of the CII's online centres (or at a written exam centre for candidates outside the UK). The exam will include 50 MCQs, (25 stand-alone MCQs and 5 mini case-studies followed by 5 MCQs each). The nominal passmark for this component is 65%.

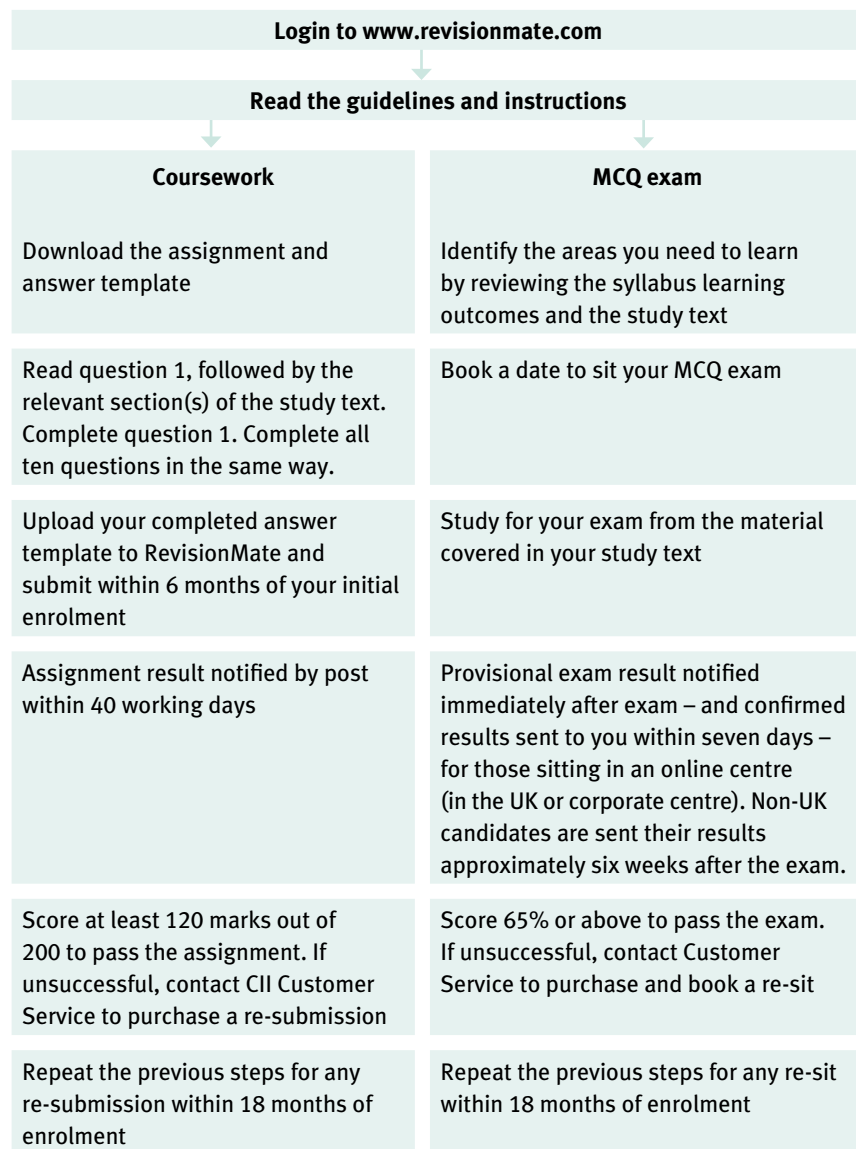
The MCQ exam must be passed within the 18 month enrolment period.

The format is in line with the CII's other MCQ exams, taken at Certificate level. If you're not familiar with MCQ exams however, you can read more in Section 2.

Should you fail to **submit** or pass the coursework assignment within 6 months from the date of purchase you will be able to purchase a re-submission from Customer Service. Any re-submissions must be completed and passed within your 18 month enrolment period.

Should you fail the MCQ exam you can purchase another exam entry from Customer Service. Any exam re-sit must be passed within the 18 month enrolment period.

Mixed assessment timeline



You are encouraged to submit your assignment and sit your exam well before the deadlines to ensure that you complete the course in time. If you have passed both components you will receive a pass in the unit and this will be credited to your learning statement.

Study support

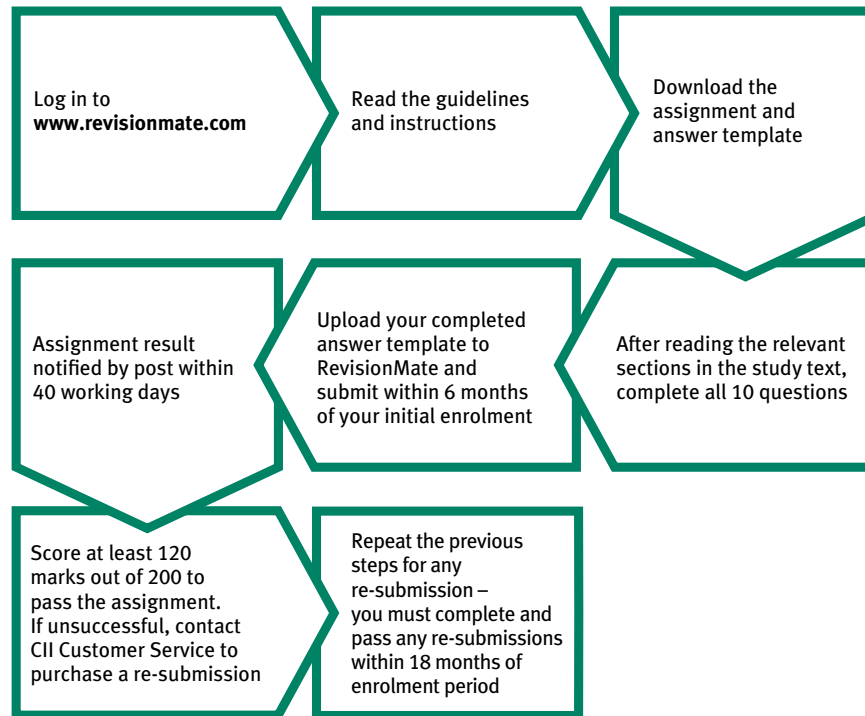
As part of the study enrolment you will gain access to the following study support:

- **Exam unit syllabus** – this sets out the learning outcomes that will be assessed in the coursework assignment and exam and lists other published material in the form of additional reading, reference works and periodicals.
- **Study text** – this breaks down the exam syllabus into concise sections, with each chapter containing clearly defined learning outcomes and a series of self-test questions.
- **Study text updates** – updates for 18 months from the date of purchase.
- **Specimen coursework assignment and answers** – guide as to the style and format of coursework questions and the depth and breadth of answers sought by examiners.
- **Specimen MCQ exam and answers** – guide as to the style and format of MCQ questions.
- **Discussion forums** – discuss issues relating to the unit content with other students using the online discussion forums. You may not discuss the content of assignments on this forum.
- **Study calendar** – a tool to help you plan your studies and the timely completion and submission of the assignment and exam.

With the exception of the hardcopy study text, all of the above are accessible online at www.revisionmate.com the CII's online study tool.

Section 1 – the coursework assignment

The process for submission of your coursework assignment is outlined below:



All ten questions must be submitted together on completion.

Notification of your result for the coursework assignment will take up to 40 working days from the date of submission. Your result notification will be mailed to you, along with feedback for each question. Please ensure that the CII has your correct email and postal address. It is important that your email address is correct so that you can receive reminders regarding your coursework assignment deadline.

In the event that you fail the coursework assignment, you have two options:

1. Submit a reworked assignment. During 2014 the additional fee for a re-submission is £122 member/£164 non-member. You will receive the results of your re-submission within 40 working days. **Two re-submissions per assignment may be made.** Re-submissions must be completed by the end of your 18 month enrolment period.

2. Request a review of the marking of your assignment within the 18 month enrolment period. The assignment is restricted to one review. During 2014 the fee for a review of marking is £81 and a 35 day review period applies. Details are available at www.cii.co.uk/courseworkpolicies

Completing the coursework assignment

The questions follow the learning outcomes of the syllabus sequentially. These are mapped to the CII study text for the unit which will form the foundation for your studies (the learning outcomes covered are detailed at the front of each chapter of the study text), although you will need to supplement your knowledge with application.

The questions have been designed to allow you to find, interpret and apply information within the context of the question asked. Depending on the nature of the question, it may be necessary to include relevant examples in your answers.

Look at the mark allocated for each question as this will guide you as to how much information is required in your answer. Ensure that your answer contains sufficient content points for the right number of marks to be allocated.

If you quote directly from the study text or another relevant source, you must ensure that your work is correctly referenced.

We recommend that you study the specimen coursework assignment question and answer paper that is available for this unit. This can be found in the coursework assignment centre on RevisionMate – details on how to access this can be found on page 5. This indicates the style of question that will be asked and the depth of answer required.

We recommend that you use headings, bullet points, graphs and diagrams where relevant to enhance the quality of your work.

The assignment must be your own work and, in submitting it you are declaring the originality of your work. For this reason important rules apply to the referencing of your coursework and in respect of possible plagiarism. Full details are provided on the following page and in Appendix 1.

Ensuring the originality of submitted work

CII coursework is assessment undertaken outside of an examination environment in ‘open book’ conditions. This means that, as you prepare your answer, you can draw upon available learning and use reference material. However, the work you submit must be your own. You must not copy work from other sources and, where you draw on other work, you must fully reference this. Your answer must be your own work. Failure to comply with these requirements will result in penalties being applied. These can range from being excluded from the exam unit in question through to being excluded from all CII exams. Names of those found guilty will also be published. The exact penalty to be applied will depend upon the exact nature of the transgression. Details of the CII’s standard policy on these matters can be found at www.cii.co.uk/courseworkpolicies

Please note all assignments will be subject to plagiarism software checks.

Read Appendix 1 for full details on plagiarism and how to use quotations, paraphrasing and referencing in your work.

Accessing and submitting coursework assignments

Coursework assignments are accessed and submitted online.

Follow this four-step process to login:

1. Go to www.revisionmate.com
2. Use your CII Permanent Identity Number (PIN)* as your login name
3. Use your surname as your password (all in lower case and omit any hyphens or apostrophes)
4. Click ‘Login’

* You can find your CII PIN on any communication sent to you by the CII or by calling CII Customer Service on +44 (0)20 8989 8464. Your M92 course will be found on your homepage. When selected, this has two sections: Information and Coursework assignment centre.

Information

In this section you will find:

A diagrammatical overview of coursework – A diagrammatical overview of the coursework process from enrolment to completion of the online assessment.

Guidelines and instructions – An online copy of the information contained in this document.

Frequently asked questions – A list of frequently asked questions about assessment.

Discussion forum – this forum is continuously monitored by the CII (it is not permitted to discuss the content of any online assignments on this forum).

Sample MCQ exam and answers – A sample of multiple choice questions and answers to help you gauge the MCQ exam requirements.

Coursework assignment centre

In this section you will find:

Sample coursework assignment and answer – A sample coursework assignment and answer to help you gauge the depth and breadth of answers sought by examiners.

Assignment – The compulsory coursework assignment for the unit.

Answer template – The template document that you must use to type your coursework answer on.

Assignment submission area – The area provided for you to upload your completed assignment and confirm you wish to submit them for marking by the assessor.

Help using the online system

Each of the features listed above is accompanied by further instructions online. However, if you have any difficulty gaining access to the site, or questions relating to site functions, please contact revisionmateadmin@cii.co.uk or use the ‘contact us’ button on site. General assignment queries should be directed to CII Customer Service at customer.serv@cii.co.uk. These sources of help are available from Monday to Friday between 9.00 am and 5.00 pm (GMT).

Section 2 – the MCQ exam

The CII has 80 centres, most of which offer weekly MCQ sittings. Paper based versions will also be available 6 times annually for candidates outside the UK who work for corporate organisations with in-house exam centre arrangements. All other non-UK candidates will still have the choice of sitting the MCQ component in April and October. If you didn't book your exam date when enrolling for M92, you can do so by contacting Customer Service.

The nominal passmark for the MCQ exam is 65%. The actual passmark may vary from one exam sitting to another, depending on the level of difficulty, to ensure that the pass standard remains constant.

In the event that you fail the MCQ exam you will need to re-sit. During 2014 the fee for a re-sit is £119 member/£160 non-member. There is no limit on the number of times that you re-sit the MCQ exam. This must be passed within the 18 month enrolment period.

We advise sitting the exam as early as you feel comfortable with, allowing plenty of time to complete any re-sits within your 18 month enrolment period.

Completing the MCQ exam

A multiple choice question consists of a problem followed by four options, labelled A, B, C and D, from which you are asked to choose the correct response. Each question will contain only one correct response to the problem posed.

One mark is awarded for each correct response identified by you. No marks are awarded or deducted if you choose an incorrect response.

You are permitted to use calculators during the examination. If you bring a calculator into the exam room, it must be a silent battery or solar-powered non-programmable calculator. The use of electronic equipment capable of being programmed to hold alphabetic or numerical data and/or formulae is prohibited. You may use a financial or scientific calculator, provided it meets these requirements.

You are permitted to make rough notes. You are **not** permitted, under any circumstances, to remove any papers relating to the exam from the exam room.

The best approach to multiple choice exams is to work methodically through the questions.

The questions are worded very carefully to ensure that all the information required is presented in a concise and clear manner. It cannot be emphasised too strongly that understanding the precise meaning of the question is vital. If you miss a crucial point when reading the question it could result in choosing the wrong option.

You should carefully read through the question and all the options before attempting to answer.

You should pay particular attention to any words in the question which are emphasised in bold type, for example, **maximum, minimum, main, most, normally** and **usually**. Negative wording is further emphasised by the use of capital letters, for example **NOT, CANNOT**.

You should not spend too much time on any one question. If you cannot make up your mind, you should leave the question and come back to it later.

When all of the questions have been answered, use any remaining time to go through each question again, carefully, to double-check that nothing has been missed. Altering just one incorrect response to a correct response could make the difference between passing and failing.

For those sitting in an online centre (in the UK or corporate centre), provisional exam results are notified immediately after the exam – and confirmed results are sent to you within seven days. Non-UK candidates are sent their results around six weeks after the exam.

Individual feedback on your performance is automatically provided and will indicate the result achieved and, for each syllabus learning outcome, the percentage of marks available that were gained.

Appendix 1 – plagiarism

It is important to understand what plagiarism is and how it can be avoided. The Joint Council for Qualifications (JCQ) defines plagiarism as: “Unacknowledged copying from published sources (including the internet) or incomplete referencing”. The following also constitute plagiarism:

- Copying or amending sections of work from a friend/colleague.
- Having a friend/family member dictate something to you.
- Copying and pasting from the internet without citing the source.
- Copying or using directly from a study text quotation without citing the source.
- Paraphrasing without including reference to the source of the paraphrase.
- Working with another person, or using another person’s work to write your assignment.

Within the text of your assignments you should use the following formats to attribute work to its author(s).

Quotations

When using quotations from books, websites or journal articles you should cite the author and the year of publication then use the quote in quotation marks, as below:

As Crystal (2006) points out: “Learning vocabulary is always a matter of building up fields of words.”

If, however, you would like to use a longer example than your sentence allows, use the author(s) name, year of publication, indent the quotation and place the page number of the quotation, at the end:

As Crystal (2006) points out:

Learning vocabulary is always a matter of building up fields of words. And we do that by comparing words with other words. That is how parents teach children. (Crystal, 2006, p29)

Paraphrasing (This does not apply to other candidates’ work)

Paraphrasing is where you encapsulate another person’s original idea, argument or conclusion in your own words. It is still necessary to attribute those ideas to the author, and you can do this by using the formatting outlined above for direct quotations, taking care to include the author’s surname and the year of publication.

“There are several methods you can adopt. Try them all a few times. You’ll soon find out which ones work best for you.

1. Read small sections of your notes or the text you are studying (say a paragraph at a time). Cover your notes and then write the section in your own words
2. For every sentence of text you want to paraphrase write two of your own. Remember it often helps if you identify the main idea then give an example of your own and then explain how your example fits with the main idea.
3. Take a small section (again say a paragraph). Write down the key words. Cover the original and then use the key words to help you write a paragraph in your own words. Don’t change any technical words, numbers or mathematical or scientific formulae. However feel free to change the everyday words to those of your own.
4. Remember to include a reference to the person who first wrote what you have paraphrased.

If you can’t paraphrase the source then you may need to think about putting the idea in as a quotation.”

(Using sources. A guide for students: Find it – Check it – Credit it, p 16–17. Ofqual, 2010.)

Collaboration

We acknowledge that you may undertake joint study with colleagues or as part of a formal training programme. However, working with another person to write assignments is not acceptable. Your answers must be your own and in your own words. Under no circumstances should you allow another individual access to any of your assignment answers.

Referencing (How to reference material in your assignment)

When writing your assignment, you must acknowledge other people's ideas and work.

You can do this in the following ways:

1. Incorporate a reference within the assignment itself, for example: Foss, B & Stone, M (2002) said that increasing sophistication in telephone and Web management allows providers to differentiate the service provided to customers, such as shorter waiting times for higher-value customers.
2. Quote from a book or paper by putting the comment in "..." and cite the page as well as the author and date, for example: "As banks become more sophisticated in telephone and web management of customers, they will be able to deliver a more varied segment management to the market, starting with the issuing of different numbers to different customer groups and delivery of different point-of-contact service. A simple example might be a longer waiting time for mass-market customers who call very rarely." (Foss et al, 2002, p209)

Whatever references you use, ensure that you include a full and complete list of them at the end of your assignment as a reference list. If you have used information from the internet, list the web page and the date it was accessed.

The references should be in alphabetical order and written as follows:

Books:

Foss, B & Stone, M (2002) CRM in financial services Kogan Page Ltd.

Edited books:

Flynn, R (2006) Counter-terrorism Risk Management. In D.Hillson(Ed) The Risk Management Universe – A Guided Tour BSI Business Information.

Journals and Reports:

Porter, M. E. (1996) "What is strategy?" Harvard Business Review, November–December, pp61–78.

Internet sites:

Chartered Insurance Institute, Code of Ethics Source: <http://www.cii.co.uk/code> [accessed 31 October 2012]

Breach of the assessment rules – penalties and sanctions for malpractice

In submitting your assignment you are acknowledging that you have read the rules in these candidate guidelines and that this is your own work. All assignments are run through plagiarism software which checks with other students and also other published sources. If a match is found then this will be fully investigated and the appropriate action taken depending on the severity of the case.

We acknowledge that you may undertake joint study with colleagues or as part of a formal training programme. However, your answers must be your own work and in your own words. Working with another person to write assignments, allowing another person access to any of your assignment answers or copying or amending another person's assignment answers is not permitted under any circumstances and will result in sanctions being applied.

Sanctions include being excluded from the exam unit in question through to being excluded from all CII examinations. The exact sanction to be applied will depend upon the exact nature of the transgression.

Disciplinary action may be taken against any candidate found guilty of dishonourable or unprofessional conduct, or committing a breach of the assessment rules. Details of the CII's disciplinary procedures and rules as well as sanctions guidance can be found at www.cii.co.uk/about/professional-standards/disciplinary-and-appeals.

The names of candidates, along with their employers, found to be in breach of the rules are also published on the CII website.