

Claims Practice (M85)

Unit/assessment information

The objective of this unit is to develop knowledge and understanding of the fundamental principles and practices of claims practice.

[Download the 2020/21 syllabus \(PDF\)](#)

[Download the 2020/21 exam guide \(PDF\)](#)

Assessment

- Coursework assignment with 10 compulsory short answer questions; and a 60 minute exam comprising 50 multiple-choice questions (MCQs)
- 60% coursework nominal pass mark
- 65% exam nominal pass mark

Recommended study hours: 80

Mixed assessment includes a study text with updates and is assessed by a combination of coursework and multiple choice exam.

- [Diploma mixed assessment guidelines and instructions](#)
- [Specimen coursework assignment \(PDF\)](#)
- Plagiarism and how to avoid it – [watch the video](#)

This unit can be used as component part to gain the following qualifications

This unit can be used along with other units to enable you to achieve a larger qualification.

For more information about this, you can view the larger qualifications available and their constituent parts on the Financial Academy pages. The qualifications are:

- Certificate in insurance
- Diploma in Insurance

Recognition of Prior Learning:

You may be eligible to claim exemptions for relevant exams and qualifications obtained through other professional bodies or universities. Subject to the published qualification completion requirements these can be used to help you achieve CII qualifications more quickly.

For details on getting your documentation certified as a true copy of the original, [please visit the guidance page](#) of the Chartered Insurance Institute.

For further information and to ensure you fully understand how your credits may be added up please contact our customer service team – customer.serv@cii.co.uk, +44 (0)208 989 8464.

Validity of enrolment period

This unit is the 2020-21 edition (applicable to exams sat 01 May 20 to 30 Apr 21).

Your study materials are valid for 18 months from the date of purchase. Once your 18 months enrollment period has expired, you will **no longer have access** to any materials via RevisionMate (the CII content system).

Points to note

This unit/qualification is designed and assessed by the Chartered Insurance Institute. This unit/qualification is designed and assessed by the Chartered Insurance Institute. Regardless of the language of the learning material and assessment/ exam you are purchasing, all content and communications produced by the CII will be in English.

All prices of CII products purchased in KSA are the same regardless of an individual's membership status. No discount is applied to members. All CII enrolments and exams purchased in KSA must be made through the Financial Academy.

Unit enrolments, exam bookings and re-sits for this unit should all be purchased via the Financial Academy on this website for all KSA based customers. The booking of a specific date, time and venue for an exam will be done via your CII account.

Updates to study materials (if required), Coursework resubmissions, and remarks should all be purchased directly through the CII and can be done using the login details you will receive at point of enrolment.

What should you expect after purchasing an enrolment?

After purchasing an enrolment, you will receive communications from the CII by email within 5 days containing information about how to access your learner materials and other relevant information.

CII policies

- [Exam Policies](#)
- [Coursework Policies](#)