

Award in Customer Service in Insurance (non-UK) (W04)

Unit/assessment information

Designed for customer-facing insurance practitioners working outside the UK, this single-unit qualification is ideal for those starting their careers in the insurance sector, or needing some formal training on customer service issues. It helps develop the skills and knowledge to deliver excellent customer service in the insurance sector. This unit can only be awarded to non-UK residents.

Assessment

- 90 minute exam
- 50 multiple choice questions based on 10 case studies
- 70% nominal pass mark

Recommended study hours: 50

Qualification documents

- [Exam Guide](#)
- [Syllabus](#)
- [Syllabus changes](#)

Recommended pre-requisite(s)

- None

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 the above exam period. Once this exam period has ended these materials will not be valid for future examinations and you **will no longer have access** to any materials via RevisionMate (the CII content system).

If you are sitting your examination after this date you can do so without an additional enrolment (you will still enable you to sit an exam), but if you would like access to the study materials for that session you will need to purchase an update to the next edition.

A new version of the unit will be available to purchase after the current version ends, and you may prefer to wait until that has begun if the end date is approaching.

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](#)