

# Diploma Qualification

*The CILA Diploma requires you to develop an in depth understanding of the principles of insurance along with comprehensive knowledge of the insurance market. Your growth as a claims professional will also be enhanced by studying the essential subjects of customer service and business ethics.*

## What will I learn?

### DP1 – The Principles of Insurance 1

Utmost good faith, duty of fair presentation, insurable interest, indemnity, onus of proof, acceptance forms, validation of quantum, FCA Handbook, Insurance Fraud Bureau, law of contract, bailment, torts & their defences, risk, perils, moral & physical hazard and legislation.

### DP2 – The Principles of Insurance 2

Transfer of ownership, proximate cause, subrogation, contribution and legislation. Operation of the insurance market including Lloyd's, the Financial Conduct Authority and the Financial Ombudsman Service, plus the role of professional bodies, trade associations & regulatory authorities.

### DP3 – Customer Service & Ethics

Benefits & forms of customer service, measurement & management of service quality, SERVQUAL, Consumer Rights Act 2015, Treating Customers Fairly, ethical theories, building ethical organisations, corporate governance, corporate social responsibility, whistleblowing.

## How will I study and how long will it take?

The DP1 and DP2 exams require you to undertake your own reading and research in preparation for the exams. There is a syllabus for each paper and recommended text books. To help get you started the Institute has also produced a study guide which includes useful tips regarding the syllabus and suggestions for study.

Bespoke learning material on the subjects of customer service and business ethics has been developed to help you study for the DP3 exam.



*We recommend that you allow between*  
**50-60hours**  
*of study for each of these exams.*

## How will I be assessed?

To obtain the CILA Diploma qualification you must pass the following exams:

### 1. DP1 – Principles of Insurance 1



Computer based exam comprising 10 compulsory questions which require short essay style answers.

*Duration:*

**2 hours**

### 2. DP2 – Principles of Insurance 2



Computer based exam comprising 10 compulsory questions which require short essay style answers.

*Duration:*

**2 hours**

### 3. DP3 – Customer Service & Ethics



Computer based exam comprising 10 compulsory questions which require short essay style answers.

*Duration:*

**2 hours**

## How much will it cost?



The exam entry fee for each Diploma exam is:

**£150**



The CILA Diploma qualification is provided by the CILA in conjunction with the exam facilitator Pearson VUE. The exams can be taken at Pearson VUE exam centres throughout the world at a date and time to suit you.

## How do I apply?



### 1. CILA membership

Please note that you can only attain a CILA qualification if you are a member of the CILA. If you are not already a member, please apply for CILA membership via the CILA website: <https://online.cila.co.uk/membership/>



### 2. Create a Pearson VUE account

The next step is to create your own online account with the exam facilitator Pearson VUE: <http://www.pearsonvue.com/cila/> Please note that you will need your CILA membership number in order to create your Pearson VUE account.



### 3. Purchase study material and exam voucher

You will then be able to purchase the study material and exam voucher/s for the exams you wish to sit via the Pearson VUE webstore: <http://www.mindhub.co.uk/> Please note that each exam voucher has an expiry date and you should aim to sit the exam within this date. Should you be unable to sit the exam within the expiration date you may request an extension by emailing [info@cila.co.uk](mailto:info@cila.co.uk)



### Entry requirements

Entry to the Diploma exams is open to CILA members who hold any of the following qualifications: Cert CILA, Dip CII, ACII or FCII. The Institute will also consider entry based on other academic or professional qualifications depending on their relevance and level of study, including professional qualifications which are attained outside of the UK. Enquiries should be submitted by email to [info@cila.co.uk](mailto:info@cila.co.uk) and include full details of the qualifications you would like considered.

## Sitting the exams



### Locate exam centre

The exam centres are provided by the exam facilitator Pearson VUE. We recommend that you check the location of Pearson VUE exam centres via the Pearson VUE website: <http://www.pearsonvue.com/cila/>

If an exam centre is not available in your country, please contact the Institute at [info@cila.co.uk](mailto:info@cila.co.uk) for further assistance.



### Schedule your exam

When you feel ready to take an exam, you can schedule a date, time and location via the Pearson VUE website using your Pearson VUE account: <http://www.pearsonvue.com/cila/>

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