

# Certificate Qualification

*The CILA Certificate is an entry level qualification which is open to any member of the Institute. Successful attainment of this qualification will provide you with an excellent foundation in claims handling and will also allow you to progress to the CILA Diploma exams.*

In attaining the CILA Certificate qualification you will also hold an Edexcel BTEC Level 3 Certificate in Insurance Claims Handling (QCF). The CILA Certificate is recognised on the Qualifications and Credit Framework (QCF) at Level 3.

## What will I learn?



**CH1:**

### *Introduction to the Insurance Industry*

Risk and risk transfer, parties in the insurance industry, contract law, legal liability, insurable interest, indemnity, proximate cause, contribution, subrogation, regulation of the insurance market and the Data Protection Act 1998.



**CH2:**

### *Claims Handling*

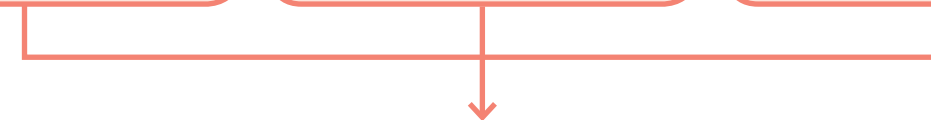
Elements of an insurance policy including policy conditions and warranties, definitions of the insurance perils with supporting case law, claims validation, mitigation of losses, reasonable care, gradually operating cause, the Fraud Act 2006 and aspects of policy application.



**CH3:**

### *Advanced Claims Handling (Handling Claims for Specific Losses)*

Basics of business interruption, alternative accommodation claims, basic building elements, common buildings damage, Construction (Design & Management) Regulations, catastrophe or surge claims handling, reserving for personal injury claims and an overview of the Civil Procedure Rules.



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

The CILA has produced learning materials to help you study for the CILA Certificate qualification. The material was written by Loss Adjusters and includes practical examples to help explain the learning points. We estimate:



**CH1: Hours of study:**

**40-60hours**



**CH2: Hours of study:**

**40-60hours**



**CH3: Hours of study:**

**60hours**

## How will I be assessed?

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

### 1. CH1 – Introduction to the Insurance Industry



45 multiple choice questions

Duration:

60mins

### 2. CH2 – Claims Handling



45 multiple choice questions

Duration:

60mins

### 3. CH3 – Advanced Claims Handling (Handling Claims for Specific Losses)



45 multiple choice questions

Duration:

90mins

## How much will it cost?

The learning material and entry for each Certificate exam are purchased together at a cost of:



CH1

£190



CH2

£190



CH3

£195

## 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 membership via the CILA website: <http://www.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 learning material and exam voucher

You will then be able to purchase the learning material and exam voucher/s for the exam/s 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 before this date. Should you be unable to sit the exam before the expiration date you may request an extension by emailing [info@cila.co.uk](mailto:info@cila.co.uk)

## Sitting the exam



### Schedule your exam

When you feel ready to take an exam, you can schedule a date, time and location 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

The Chartered Institute of Loss Adjusters  
20 Ironmonger Lane London EC2V 8EP

tel +44 (0)20 3861 5720

email [info@cila.co.uk](mailto:info@cila.co.uk)

[www.cila.co.uk](http://www.cila.co.uk)

