

# Qualification Mentoring Scheme

2017 pilot intake

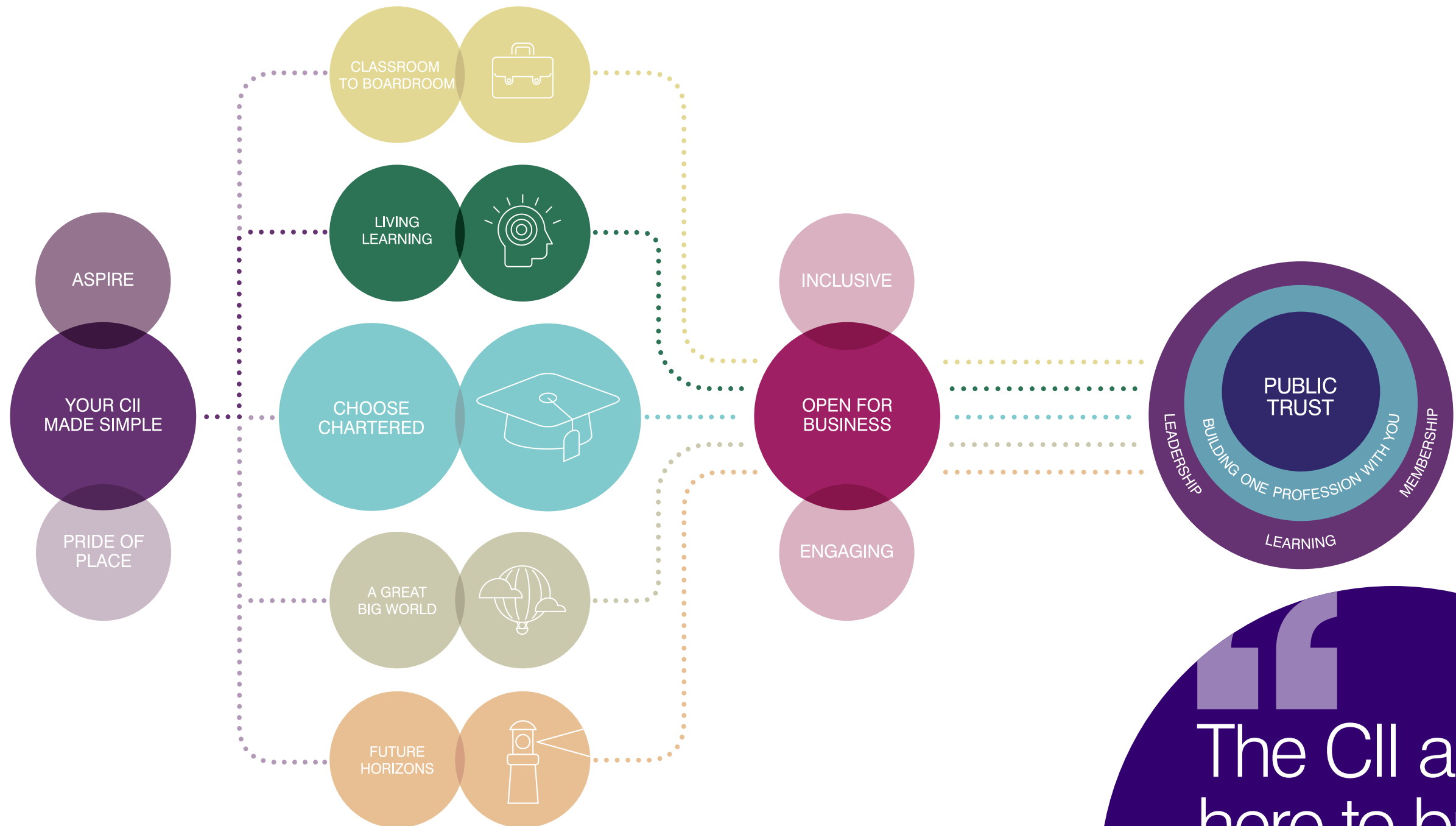
Working together to  
provide qualification  
support and motivation

[www.iilondon.co.uk](http://www.iilondon.co.uk)  
[www.cii.co.uk](http://www.cii.co.uk)

The Insurance Institute of  
London







“

Insurance is essentially a promise. For customers to believe that we will deliver on our promises, they need to trust us as an industry and see that the people we employ are qualified professionals, who are committed to on-going personal development.

”

Sian Fisher ACII, CEO,  
The Chartered Insurance Institute

“

The expertise of the London Insurance Market is recognised across the world. This reputation is thanks, in no small part, to the knowledge and professionalism of those operating within it.

”

Russell Higginbotham FCII, President,  
The Insurance Institute of London

The CII are  
here to build  
public trust  
in insurance

# Where did this scheme come from?

For the London Market to maintain its worldwide reputation as the centre of insurance excellence, we need to ensure that as many people as possible have a strong technical foundation, gained from professional qualifications. This new scheme takes a peer-led, team-based approach to encourage and support members in achieving the Advanced Diploma in Insurance (ACII) – over the course of three years.

## How does the scheme work?

The scheme is entering the second year of a pilot phase which began in 2016 and we are now open for applications to join the 2017 intake.

- There are 32 Mentee and 10 Buddy Mentor places available.
- We promote a ‘team’ structure – four teams with two Buddy Mentors and eight Mentees per team. Wider communication across teams is also highly encouraged, to share knowledge and experiences.
- The scheme includes five educational, motivational and social events per year, to promote networking within the industry and to develop other critical professional skills (see page 6).
- Mentees are expected to attend three compulsory events in the first year; other events are optional and will depend on study progress.

During the pilot phase, there will be no charge to take part in the scheme. The Insurance Institute of London thanks all those individuals and firms who freely give time, expertise and resources to enable us to deliver it free of charge. These partners are committed, and applicants must also demonstrate their commitment to achieving the CII’s Advanced Diploma in Insurance (ACII) within three years, with the support of this scheme.

## Glossary

### Advocate Mentor

A market leader (typically a CEO).

### Buddy Mentor

A CII member in London, who qualified at Advanced Diploma level (ACII) in 2015 or later.

### Mentee

A CII member in London, committed to achieving the Advanced Diploma in Insurance over a three year period.

## Acknowledgements

The Insurance Institute of London would like to thank everyone who has contributed their expertise and facilities. Their generosity enables the scheme to be delivered without charge to students and their employers.

### Participants:

Advocate Mentors, Buddy Mentors, Seminar Presenters

### Supporters:

Allianz, Aon, BLM, Browne Jacobson, CII, Hiscox, Lloyd’s, Marsh, Miller and Swiss Re.

# Information for Mentees

## Why join this qualification mentoring scheme?

Studying can be a lonely experience. It can be daunting to study on top of a busy job and active social life. Some find the array of subjects confusing when it comes to deciding the order in which to take them, others have previously found the step up from Certificate to Diploma level bigger than they were expecting and members can also struggle due to a lack of employer support. This scheme aims to provide motivation, via a peer group and led by a Buddy Mentor – someone who has recently qualified themselves so has fresh first-hand experience of the challenges you will face.

### Benefits include:

- Access to Buddy Mentors who are familiar with the stresses and strains.
- Support with learning and assessment challenges – get the inside track on how best to group subjects together to maximise the credits from your studies.
- Time management, work/study planning and examination/assignment techniques are all useful life skills as well as being essential for examination success. Get top tips from expert tutors, who have market experience themselves.
- Tried and tested content from the CII and Insurance Institute of London (IIL), with a logical scheme structure, experienced presenters plus contacts who can give you extra support.
- As part of your reward for success, your employer agrees it is willing to pay for you to attend the IIL Young Members' Winter Ball in the year you qualify. Currently tickets are £145.
- In addition to the Buddy Mentors, this scheme is supported by a dozen Advocate Mentors, who all hold very senior positions in the market. By joining this scheme, you will have opportunities to network with them in person, in a relaxed social setting, and you can find out how they made it to the top.

## How to apply

Please complete the application form on page 7 and email it together with your CV to [lindsey.maddison@cii.co.uk](mailto:lindsey.maddison@cii.co.uk)

## Next steps

If you would like to find out more about our programme, we will be holding an introductory session on Friday 2 December 2016 at 13:00–14:00. This session will provide an opportunity for you to hear first hand from a current Mentee, Buddy Mentor and Advocate Mentors. To reserve your place, please book online at [www.iilondon.co.uk/qms](http://www.iilondon.co.uk/qms) prior to Friday 25 November 2016.

## The fine print

This scheme isn't:

- An 'easy option' with all the work done for you! The Buddy and Advocate Mentors provide their time for free and the onus is on you, the Mentee, to drive the relationship.
- A 'one-to-one' career/personal coaching programme. If you are looking for career coaching, please contact us for advice and guidance on sourcing services of this nature.
- An alternative to employer coaching or mentoring programmes. This scheme is intended to compliment employer programmes but is focussed solely on insurance qualifications. In due course it is likely that a separate qualification mentoring scheme will be developed for those studying for the Advanced Diploma in Financial Planning (APFS).
- A mechanism for advice on specific assessments or technical learning issues.
- A magic solution if you don't study or attend. You will still need to do the work, contribute, share and give feedback.
- A prison sentence! This is a three-year commitment. We want you to succeed but appreciate that circumstances change. If you cannot continue to participate, just let us know by emailing [allison.potts@cii.co.uk](mailto:allison.potts@cii.co.uk).

Full joining terms and conditions can be found on page 9.

# Information for Buddy Mentors

## Role of the Buddy Mentor

While we are looking to recruit 8–10 volunteers to be Buddy Mentors for our 2017 intake, we are always interested to hear from interested parties who could be Buddy Mentors in subsequent years.

### Buddy Mentors will:

- have qualified at Advanced Diploma level (ACII) in 2015 or later;
- be happy to commit to three years as a Buddy Mentor;
- have sufficient time to follow up attendance and motivation of Mentees. It is envisaged Buddy Mentors will have four Mentees within a team of eight alongside another Buddy Mentor;
- have a working knowledge of CII's RevisionMate and willingness to undergo basic familiarisation with the new learning and assessment programmes; and
- be prepared to attend all of the events listed on page 6.

## Personal qualities required of a Buddy Mentor

### We are looking for volunteers with:

- a positive outlook;
- an interest in leadership;
- an open mind; and
- the ability to work and communicate with people at all ages and stages of their insurance career.

While the onus is on the Mentee to forge and to drive the relationship, Buddy Mentors are expected to be proactive if the need arises and to share the responsibility for motivating Mentees, encouraging their regular engagement and attendance at events.

## Why volunteer?

Perhaps you have reached a stage of your career when you would like to put something back into your professional community, or you would like to make a personal contribution to helping London to maintain its reputation as a world class centre of excellence in insurance and financial services. Volunteering as a Buddy Mentor is a real, practical way of doing both.

You will have the opportunity to build relationships with Advocate Mentors who are drawn from among the leaders of the profession – typically they are CEOs of major firms. This will help to expand your network.

You can also state your mentoring experience on your professional CV.

## The fine print

This is a qualification mentoring scheme, not a career mentoring scheme. Being a Buddy Mentor isn't an opportunity to recruit new staff – the poaching of mentees from their current employer is unacceptable.













## How to apply

Please complete the application form on page 8 and email it together with your CV to [allison.potts@cii.co.uk](mailto:allison.potts@cii.co.uk)

## Next steps

If you would like to find out more about our programme, we will be holding an introductory session on Friday 2 December 2016 at 13:00–14:00. This session will provide an opportunity for you to hear first hand from a current Mentee, Buddy Mentor and Advocate Mentors. To reserve your place, please book online at [www.iilondon.co.uk/qms](http://www.iilondon.co.uk/qms) prior to Friday 25 November 2016.

# Qualification Mentoring Programme 2016–17

Date	Time	Title	Who should attend?	Objectives	Speakers
02 Dec 16	13:00–14:00	Introducing the Qualification Mentoring Scheme	Potential Buddy Mentors, Mentees and their employers	<ul style="list-style-type: none"> <li>The pilot scheme so far</li> <li>What to expect from the scheme</li> <li>First-hand experience from current participants</li> </ul> <p>To reserve your place, please book online at <a href="http://www.iilondon.co.uk/qms">www.iilondon.co.uk/qms</a> prior to Friday 25 November 2016.</p>	<p>Stuart Clark FCII, Chair, Qualification Mentoring Committee</p> <p>Sian Fisher ACII, CEO, CII</p> <p>Tabitha Pike ACII, Underwriter, Hiscox (Buddy Mentor)</p> <p>Charlie Heathcote Dip CII, Risk Executive, Lloyd's (Mentee)</p>
06 Feb 17	15:00–17:00 followed by optional drinks	Launch plus meet your Buddy Mentors and teams	  	<ul style="list-style-type: none"> <li>Welcome and introduction</li> <li>How to get the most out of the mentoring scheme</li> <li>Role of a Buddy Mentor</li> <li>Role of a Mentee</li> </ul>	<p>Russell Higginbotham FCII, Head, Life &amp; Health Products, Swiss Re</p> <p>Anna Wright, Talent Project Manager, Lloyd's</p>
27 Feb 17	13:00–14:30	Pathways to qualification and introduction to RevisionMate	  – if relevant at the time	<ul style="list-style-type: none"> <li>Overview of qualification levels and points required</li> <li>Requirements at Diploma level (Dip CII)</li> <li>Requirements at Advanced Diploma level (ACII)</li> <li>Mixed assessment at Diploma level</li> <li>How to get the best out of RevisionMate</li> </ul>	<p>Linda Prewett FCII, Trainer</p> <p>Simon Graham, Director of Learning and Assessment, CII</p>
06 Mar 17	13:00–14:00	Accelerated learning techniques	 	<ul style="list-style-type: none"> <li>Memory principles</li> <li>Techniques:               <ul style="list-style-type: none"> <li>Number lists</li> <li>Room system</li> <li>Journey system</li> <li>Mind maps</li> </ul> </li> <li>Application to study</li> </ul>	Rob Murray ACII, Trainer
20 Mar 17	13:00–14:30	Mixed assessment and coursework assignment techniques	  – if relevant at the time	<ul style="list-style-type: none"> <li>Using published CII guidance and resources</li> <li>How to deconstruct the question</li> <li>Build a coherent assignment</li> <li>The importance of understanding the CII marking matrix</li> <li>Using your company contacts for source Information</li> </ul>	Mark Butterworth FCII, Trainer
03 Jul 17	17:30–20:00 including food and drinks	Summer social	  	<ul style="list-style-type: none"> <li>Networking</li> </ul>	

# Qualification Mentoring Scheme Application form – Mentee

- Complete the application form and email together with your CV to [lindsey.maddison@cii.co.uk](mailto:lindsey.maddison@cii.co.uk)
- Applications will be accepted from 02 Dec 2016–06 Jan 2017

Mr/Mrs/Miss/ Ms/Other		Surname/ Family name		Forename/ Given name(s)		
Gender	Please tick	Male	Female	Are you a graduate?	Yes	No
Are you an apprentice		Yes	No	Do you hold any CII qualifications?	Yes	No
Date of birth						
CII/PFS PIN (if known)						
Employer's name						
Job title						
Work address						
Postcode			Country			
Home address						
Postcode			Country			
email		Tel		Mobile		
Address to be used for correspondence		Please tick	Home	Work	Linkedin profile URL	
Insurance speciality (eg. Aviation, Property, Reinsurance)						
Area of business:		Broking	Claims	Underwriting	Management	

## Qualification mentee declaration

I declare that all information provided by me on this form is true and correct.

Signature

Date

If selected, I will contribute to the IIL Qualification Mentoring Scheme to the best of my ability and in accordance with the terms and conditions of the Scheme (see page 9).

I will keep in regular contact with my mentor and will inform the IIL in case of any issues.

# Qualification Mentoring Scheme Application form – Mentor

- Complete the application form and email together with your CV to [allison.potts@cii.co.uk](mailto:allison.potts@cii.co.uk)
- Applications will be accepted from 02 Dec 2016–06 Jan 2017

Mr/Mrs/Miss/ Ms/Other		Surname/ Family name		Forename/ Given name(s)			
Gender	Please tick	Male	Female	Are you a graduate?	Yes	No	Date of birth
Are/were you an apprentice		Yes	No	When did you complete the CII Advanced Diploma in Insurance?			
Employer's name				CII/PFS PIN (if known)			
Job title							
Work address							
Postcode				Country			
Home address							
Postcode				Country			
email		Tel		Mobile			
Address to be used for correspondence		Please tick	Home	Work	Linkedin profile URL		CV supplied?
Insurance speciality (eg. Aviation, Property, Reinsurance)							
Area of business:		Broking	Claims	Underwriting	Management		

## Qualification mentor declaration

I declare that all information provided by me on this form is true and correct.

Signature

Date

If selected, I will contribute to the IIL Qualification Mentoring Scheme to the best of my ability and in accordance with the terms and conditions of the Scheme (see page 9).

I will keep in regular contact with my mentee and will inform the IIL in case of any issues.



# Mentoring Terms and Conditions

The Insurance Institute of London (IIL) is committed to providing a mentoring environment where all Buddy Mentors and Qualification Scheme Mentees are treated with dignity and respect. By participating in this mentoring scheme, you agree to abide by this policy.

Please remember that Buddy Mentors are volunteers who have skills and experience and have given up their time to assist Mentees in completing the Advanced Diploma in Insurance.

By joining, Mentees are agreeing to:

- Be a CII member and member of the Insurance Institute of London (or be willing to transfer your CII membership from another local institute).
- Have an active LinkedIn account.
- Share your email address with IIL staff, Buddy Mentors, Advocate Mentors and other Mentees in the scheme for the purpose of communicating details of mentoring events and to exchange opinions and information about the qualification mentoring scheme. This data is not to be used for procuring employment or business.
- Allow IIL staff to share your progress with your employer.
- Attend three mandatory events in the first year.
- Complete feedback forms and surveys from time to time to help fine-tune this pilot scheme.

## 1. Liability

- 1.1 The IIL does not provide mentoring services but has established a pilot mentoring scheme that will enable Buddy Mentors and Qualification Scheme Mentees to meet. Mentees acknowledge that any services provided by a Buddy Mentor during the pilot mentoring scheme are provided free of charge and in good faith.
- 1.2 The IIL takes reasonable steps to ensure the quality and accuracy of the information provided to the parties during the qualification mentoring scheme but neither the IIL, nor its employees, contractors or associated parties, will be responsible for the suitability of the introductions or the framework nor of the completeness or accuracy of any information whether provided by the CII or by a third party. Further, the IIL, its employees, contractors or associated parties will not be responsible for the success or otherwise of any qualification mentoring relationship, nor for any loss, damage, costs, expenses or claims for compensation howsoever arising from the performance or non-performance of the qualification mentoring relationship. Except in respect of death or personal injury caused by the IIL's negligence, the IIL shall not be liable to any Buddy Mentor or Qualification Scheme Mentee by reason of any representation (unless fraudulent) for any indirect, special or consequential loss or any other loss however caused under the qualification mentoring scheme.

## 2. Confidentiality

- 2.1 Certain information may pass between Buddy Mentors and Qualification Scheme Mentees that could be confidential. Buddy Mentors and Mentees agree to keep in strict confidence all and any information of a confidential nature which is obtained about any other party or their work during the mentoring scheme. If you are unsure whether the information you have been provided with is confidential, please confirm the position by asking the person that gave the information to you.

## 3. Data Protection

- 3.1 In the event information passing between Buddy Mentors and Qualification Scheme Mentees contains personal data, you are required to comply with the relevant Data Protection laws. You must ensure that appropriate measures are taken against unlawful or unauthorised processing of personal data, and against the accidental loss of, or damage to, personal data.
- 3.2 Maintaining data security means guaranteeing the confidentiality, integrity and availability of personal data. You must not disclose personal data to anyone without the other party's consent.

## 4. Harassment and Discrimination

- 4.1 You agree not to harass or discriminate against anyone on the mentoring scheme. Harassment is any unwanted physical, verbal or non-verbal conduct that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. A single incident can amount to harassment.
- 4.2 Unlawful harassment or discrimination may involve conduct of a sexual nature, or it may be related to age, disability, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation or transgender status. Harassment is unacceptable even if it does not fall within any of these categories.

## 5. Consequences

- 5.1 You are responsible for complying with this mentoring policy and you will be personally responsible for any breach of it. It is likely that any breach will result in your expulsion from the mentoring scheme. Please therefore act in the professional and courteous manner that you would wish to be treated.
- 5.2 If you have any query about the content of this policy, please speak to a member of IIL staff.