Chartered
Insurance
Institute
英國特許保險學院

Qualification Framework

Certified Insurance Professionals Induction Course

Standards. Professionalism. Trust.

Programme Overview

The programme aims to equip insurance practitioners with knowledge of insurance, financial planning and related investment products. It will also cover business ethics and regulations for insurance, financial and investment planning in Hong Kong market.

Essentials

- **Duration:** 3 months
- **Start Date:** 29 July 2026
- **Time:** 9:30am - 12:30nn
- **Fee:** HKD8,000
- **QF Level:** 4
- **Accreditation:** 15 CPD Hours

Special Announcement

Students will be granted

(i) Study guides; and
(ii) exam kits,

from Chartered Insurance Institute upon registration

Syllabus

Hong Kong Market Insurance Principles and Practices

- Nature and main features of risk and insurance
- Structure and main features of the insurance market
- Main legal principles governing insurance contracts
- Main regulatory and legal principles applicable to the transaction of insurance business
- Key aspects of ethics, corporate governance, and internal controls

The Importance of Customer Services in Insurance

- Customer requirements in the insurance sector
- Importance of customer feedback to improve service in the Insurance sector
- Importance of good communication to maintain and build client relationships in the insurance industry
- Resolving conflict within an insurance environment
- Record keeping and confidentiality
- Managing workload and time to meet business requirements and timescales
- Achieving team and organizational objectives
- Sales process and sales activities

Financial Planning and Oversight of the Financial Planning Profession in Hong Kong Market

- Client's needs
- Fact-finding process
- Good practice
- Protection products
- Savings and investment products
- Retirement products

Investment Planning Regulatory Framework and the Importance of Business Ethics

- Main macro-economic factors that impact upon investment returns
- Cash deposits, government securities and corporate bonds
- Equity-based investment and property investment
- Collective investment products and alternative investments
- Risks faced by investors and the importance of asset allocation
- Concept of business ethics and its importance
- Being the Trusted Professional
- Developing ethics behaviour
- Ethics and the insurance principles

Contemporary Issues and Case Studies

- Insurance and risks
- Financial planning
- Investment planning

Learning Outcome

- Explain basic principles of insurance and related legal rules;
- Deliver insurance service to clients in a professional manner with good customer service;
- Provide planning to clients by using appropriate financial and investment product knowledge; and
- Identify and abide by codes of conduct and business ethics.

Assessment & Award

- 3-hour examination consists of 100 Multiple Choice questions
- Upon successful completion of the programme and achieve at least 70% of attendance, students will be awarded within the HKU system through HKU SPACE a “Certificate for Module(Certified Insurance Professionals Induction Course)”.

Entry Requirements

- Gained in the HKDSE Level 2 or above in 5 subjects including English Language and Mathematics; or
- Gained in the HKALE Grade E in 2 AL subjects; and
- Gained in the HKCEE Grade C or above in 3 subjects including English Language and Mathematics

Applicants with other qualifications will be considered on individual merit.