

Exam		CILA Certificate CH1
Learning outcomes		Assessment criteria
1	Know the purpose and nature of the insurance industry	1.1 Outline the concept of transfer and risk
		1.2 Describe the roles played by various parties involved in the insurance industry
		1.3 Identify the roles played by the insurance market associations and professional organisations within insurance
2	Understand the general principles of contract law	2.1 Explain the essential requirements concerning contract law
		2.2 Outline the concept of privity of contract
		2.3 Differentiate between expressed and implied conditions of a contract
		2.4 Outline the effects of legislation, case law and regulations concerning unfair contracts
		2.5 Identify factors that may make contracts void and/or voidable
		2.6 Outline the rules of interpretation when there are ambiguous terms within a contract
3	Know the regulatory requirements in the insurance industry	3.1 Describe the current structure of regulation
		3.2 Identify the requirements of the regulator
4	Understand the principles of insurance	4.1 Describe the principles of insurance
		4.2 Apply the principles of insurance to given situations
5	Understand the importance of customer service in	5.1 Explain the importance of customer service for ensuring customer retention in a competitive insurance industry

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	claims handling		
6	Know the requirements relating to data protection	6.1	Outline the extent and purpose of data protection laws and regulations
7	Understand the rights of recovery arising out of legal liability	7.1	Outline how liability may arise generally under the law of torts
		7.2	Explain how liability may arise specifically in the tort of negligence
		7.3	Explain how liability may arise specifically in the tort of nuisance

Glossary of key words

Assess

Evaluate or estimate the nature, ability, or quality of something.

Apply

Explain your understanding of a topic in a particular situation or context.

Describe

Give an account in words (someone or something) including all relevant characteristics, qualities or events.

Explain

To make something clear and easy to understand with reasoning and/or justification.

Identify

Recognise and name.

Outline

Give a general description briefly showing the essential features.

State

Express main points in brief, clear form.

Summarise

Give a brief statement of the main points of (something)