

# Accreditation Policy and Guide



Date: 31/08/2024



*The Insurance Institute*

# Index

1. The Minimum Competency Code (MCC)	01
2. Why must CPD be accredited	02
3. Who can accredit MCC CPD content	02
4. What are the MCC categories	02
5. Types of CPD events that The Insurance Institute can accredit	03
6. CPD topics that The Insurance Institute will accredit	03
7. CPD topics that The Insurance Institute will not accredit	04
8. Ethics	04
9. Guidelines around branding	05
10. Durations we can accredit for	05
11. How to submit an event for accreditation review	06
11.1 Step by step guide to submitting an event for accreditation review	06
11.2 Checklist for submitting	06
11.3 Specific requirements for different types of CPD platforms	07
12. Events already accredited by the LIA/IOB	09
13. Accreditation review response	09
14. Declined Accreditations	10
15. Accreditation Renewals	10
16. Fees for Accreditation services	11
17. Data Protection policy and sharing information with the LIA and IOB	11
18. Hosting/Delivering an Insurance Institute Accredited CPD event	12
18.1 Prior to the event	12
18.2 During the event	12
18.3 After the event	13
18.3.1 Confirmation of attendance/completion certificates and notices for Accredited CPD events	13
18.3.2 Retain sign in sheets/attendance report	14
18.3.3 Why issue confirmation of attendance completion certs emails	14
19. Contact	15
20. Important Documents	15
21. Record of Document updates	15

# 1. The Minimum Competency Code

The Minimum Competency Requirements were introduced on 1 January 2007 and established minimum professional standards for financial services providers, with particular emphasis on the consumer. These requirements were introduced to protect consumers by ensuring that those acting for or on behalf of regulated firms in the provision of advice and associated activities connected to retail financial products, had a minimum acceptable level of competence.

Minimum Competency Code (MCC) 2017 replaces the Minimum Competency Code 2011 with effect from 3 January 2018. Compliance with this Code (where applicable), is one of a number of considerations which may be taken into account in deciding whether a person is of such fitness and probity as is appropriate to the performance of a controlled function or a pre-approval controlled function within the meaning of Part 3 of the Central Bank Reform Act 2010.

The Minimum Competency Code 2017 stipulates that an accredited person must hold a recognised insurance qualification with a professional designation, or have a regulated firm certify that they have been approved as a Grandfathered person.

To maintain accredited status as a Qualified or Grandfathered person, individuals must satisfy the relevant annual Continuing Professional Development (CPD) requirements as outlined in both the [MCC](#) (see Section [2.0 MCC](#)) and the The Insurance Institute [CPD Scheme Rules](#).

**Note;** a person who holds a designation, but is not acting in an accredited role, must also comply with The Insurance Institute [CPD Scheme Rules](#). If you hold a designation with The Insurance Institute that is not recognised under the MCC (i.e. Higher Diploma in Insurance Management – MDI), you must also comply with the CPD requirements set out for the designation by The Insurance Institute and as detailed within the [CPD Scheme Rules](#).

The Central Bank of Ireland (CBI), issued an updated Question and Answer document around MCC and the interpretation of same - [see here for full details of same](#).

## 2. Why must CPD be accredited?

As outlined under section 1.7.2 (CPD Hours) of the MCC (2017), “all CPD hours must be accredited by the provider of a recognised qualification or one of the professional educational bodies providing recognised qualifications that have a CPD requirement”

## 3. Who can accredit MCC CPD content?

For an activity to qualify as CPD it must first be accredited by a body approved by the Central Bank of Ireland – such as The Insurance Institute.

## 4. What are the MCC categories?

We (The Insurance Institute), can accredit CPD events under the MCC retail product categories 1 to 8. The list of MCC categories is detailed below.

- Cat 1 Life Assurance
- Cat 2 Pensions
- Cat 3 Savings and Investments
- Cat 4 Personal General Insurance
- Cat 5 Commercial General Insurance
- Cat 6 Private Medical Insurance and Associated Insurances
- Cat 7 Mortgage Credit Agreements, Housing Loans, Home Reversion Agreements and Associated Insurances
- Cat 8 Consumer Credit Agreements and Associated Insurances
- Debt Management Services

We also accredit events for the undernoted Insurance Institute designation holders

- Disability in Life Administration (DLA)
- Diploma in Life and Disability Claims (DLDC)
- Diploma in Life and Disability Underwriting (DLDU)

Please refer to the [MCC](#) for full details.

## 5. Types of CPD events that The Insurance Institute can accredit

We accredit the following activities for CPD provided they relate to certain Insurance Institute designations and/or the MCC Retail Product Categories:

- Conferences and Seminars
- eLearning
- Pre-recorded webinars (treated for accreditation purposes, similar to eLearning events in that they must have question banks attaching to same. For full details of the requirements around same, please refer to section titled "Checklist for Submitting")
- Examinations and tests
- Training courses and Workshops
- Webinars

## 6. CPD topics that The Insurance Institute will accredit

- Anti-Money Laundering
- Claims
- Corporate Governance (Cat 5 only)
- Cyber (Cat 5 only)
- Economy
- Ethics/Whistleblowing
- Fitness & Probity/MCC/CPC
- Fraud (for Cats 4, 5, 6 only)
- GDPR (provided Insurance consumer focussed)
- Insurance Distribution Directive (IDD)
- Insurance Product information - i.e. terms, coverage, conditions and exclusions
- Legislation-related to Insurance cover/claims/risk management
- Risk management information relating directly to the risks being underwritten

## 7. CPD topics that The Insurance Institute will **not** accredit

- Blockchain
- Claims estimation/Reserving
- Competition law
- Culture/Diversity
- Errors (unless directly CPC related)
- ESG (Environmental, Social Corporate Governance) can be accredited for MCC Cat 3
- SFDR (Sustainable Finance Disclosure Regulation) can be accredited for MCC Cat 2 and Cat 3
- Examinations that do not relate specifically to Insurance cover/claims/risk management
- General software/application/systems training
- Normal working/operational activities and issues
- Outsourcing
- Plain English training
- Reinsurance modeling
- Role of a Compliance Dept/three lines of defense etc.
- Root cause analysis
- Sales technique/communication/soft skills
- Self-promotional content

## 8. Ethics

Below is a list of topics that are **NOT** considered as Ethics topics.

- CPC focused topics e.g. Vulnerable people
- Corporate Governance
- Equality/Diversity/Inclusion
- Culture
- Mindfulness
- Exploiting Ethics to grow your own business
- Internal Fraud
- Empathy
- Suitability tests
- Up-front fees
- Protecting the confidentiality of information
- Fitness and Probity
- SEAR's

Below is a list of topics that **CAN** be considered Ethics topics

- Principles of Ethical Practice
- Business Ethics
- Whistleblowing (including legislation around same), Speak up policies
- Moral Values, Moral Theories
- Trust

## 8. Ethics (continued)

- Recognising Ethical dilemmas
- Ethical Awareness and decision making
- Codes of Conduct/TCF/Dignity
- Conflicts of interest
- Not taking unfair advantage
- Gifts policy/Honesty
- Bribery & Corruption
- Conduct risk if focussed on doing right by the customer
- What good Ethical behaviour looks like

## 9. Guidelines around branding

We acknowledge that you, when delivering/providing a lecture/eLearning/webinar, may include content about your Company by means of an introduction. Please note that;

1. The maximum time that should be allocated to such content should be no more than 5 minutes (for the entire event).
2. The content around same should not be included in more than 2 slides within the actual presentation/eLearning screens.
3. Branding (i.e. your company logo and/or name can be included within the power point presentation/eLearning screens, provided that same is no greater than 1inch x 1.5 inch in dimension.

## 10. Durations we can accredit for

- CPD events must be a minimum of 15 minutes.
- The maximum number of hours that can be accredited for a single topic within a day is 4 hours.
- The maximum number of hours that can be accredited for an entire day is 8 hours.
- The maximum number of hours that can be accredited for a tested eLearning module and/or pre-recorded webinar (see section 11.3), is 2 hours.
- All durations requested on events submitted for accreditation review should exclude time spent on refreshment or comfort breaks.

<sup>1</sup> Please note for sections 6, 7 & 8 above, that these are not an exhaustive list - i.e. they are used for indicative purposes only.

## 11. How to submit an event for accreditation review

### 11.1 Step by step guide for accreditation submission

### 11.2 Checklist for submitting

Events for accreditation must be submitted through here  
<https://iii.skillsserve.com/login/local>

If you do not have a Username or Password please contact  
[cpdaccreditations@iii.ie](mailto:cpdaccreditations@iii.ie) or [memberservices@iii.ie](mailto:memberservices@iii.ie).

A step-by-step guide on how to complete the application form can be found  
[here](#).

1. Does the content fall within at least one of the minimum competencies as laid down under Appendix 3 of [MCC](#)

**and/or**

Does the material relate to at least one of The Insurance Institute MCC designation syllabi?

2. Does the content directly relate to the provision of customer advice in respect of Life/Non-Life insurance policies?

3. Is the content relevant to Irish Law and regulatory practice?

4. Have you included a power point presentation to allow The Insurance Institute to review the submission effectively, and is it of sufficient length to justify the duration requested (min 20 slides per 1 hour lecture)? Picture slides should be accompanied with text to explain what will be discussed.

5. Will the topic be delivered by qualified presenter(s) or industry expert(s) who are CPD compliant and experienced in the subject?

6. Is the event scheduled to take place in an appropriate location? See specific requirements below for Webinar events.



## 11.3 Specific requirements for different types of CPD platforms

### eLearning modules

- Should be well-designed (i.e. divided into individual lessons or units of reasonable length, requires little or no scrolling within pages, easy to read and navigate). It should also be designed so that individuals cannot bypass the learning material and go straight to the test.
- Should be highly interactive, requiring regular interaction between the course and the learner (through frequent exercises, questions, and links to websites or feedback).
- Should incorporate a reasonable diversity of delivery approaches and/or media (i.e. appropriate combinations of text/slides, animation, pop-up pages, audio or video and attachments).
- Should be designed so that individuals spend a comparable amount of time completing a module as the accreditation awarded for the module, i.e. if a module is accredited for 2 hours, then the module should take an individual 2 hours to complete, inclusive of the test.
- A copy of the eLearning storyboards, and a copy of the question bank should be submitted along with each eLearning accreditation submission. Please see the following matrix as a guide to the minimum number of questions required:

Duration of Module	2hr	1.5hr	1hr	0.50hr	0.25hr
Minimum Number of Questions Required in the Question Bank	48	36	24	12	6
Minimum Number of Questions Required in the Test	24	18	12	6	3
Minimum Pass Rate	16	12	8	4	2

*Please note that the minimum pass rate for each test is 65% or over.*

### Live Webinar events

- Speaker(s) should be able to engage with those participating in the webinar, i.e. systems in place so that questions raised by participants can be answered during the live webinar.
- Ideally, there should be polls throughout the webinar to test that the person is attending - but this is **NOT** a compulsory requirement.

## 11.3 Specific requirements for different types of CPD platforms (continued)

- There should be systems (i.e. reporting functionality) in place, to identify those who sign in and remain signed in for the full duration of the webinar. Those who do not adhere to this requirement, should not be awarded CPD.
- The allocation of proportional CPD, for part attendance at any/all CPD events, is not permitted.
- Only members who have signed in using the event registration form (not used a link passed on by a colleague) will be allocated the relevant CPD.
- There should be a minimum break of 15 minutes every 2 hours. And an additional, minimum 1 hour lunch break if delivering a full day live webinar event.
- Once attendance for the full duration is confirmed, issue the participant with a certificate of attendance (similar to that for eLearning).

### Pre-recorded Webinars

- Include a computer-based test to provide evidence that the learner has assimilated the knowledge and skills contained in the course.
- The question bank should contain a greater number of questions than the test in the event that a person fails the test and has to re-sit to ensure that a predominantly different set of questions is presented in a re-sit test. Please see the following matrix as a guide to the minimum number of questions required:

Duration of Module	2hr	1.5hr	1hr	0.50hr	0.25hr
Minimum Number of Questions Required in the Question Bank	48	36	24	12	6
Minimum Number of Questions Required in the Test	24	18	12	6	3
Minimum Pass Rate	16	12	8	4	2

*Please note that the minimum pass rate for each test is 65% or over.*

- Include a minimum of 15 minutes or a maximum of 2 hours of relevant learning (including tests).
- Be divided into a minimum of 3 sections/units of reasonable length, with some of the questions from the question bank, presented after each section. Participants should not be able to proceed to the next section, until the questions have been answered successfully from the previous section.

### 11.3 Specific requirements for different types of CPD platforms (continued)

- Be designed so that the screens are timed, so individuals watch the full recording and cannot bypass the learning material and go straight to the tests.
- Incorporate a reasonable diversity of delivery approaches and/or media (i.e. appropriate combinations of text/slides, animation, pop-up pages, audio or video and attachments).
- Ensure that individuals spend a comparable amount of time completing a module as the accreditation awarded for the module, i.e. if a module is accredited for 2 hours, then the module should take an individual 2 hours to complete, inclusive of the test.

#### **Both live and pre-recorded Webinars participants must be able to**

- See both the speaker(s) and presentation(s) throughout the webinar event and
- Hear the speaker(s) throughout the webinar event
- When submitting Webinar events for accreditation review, we need to review the content in advance of the webinar taking place. We expect a power point presentation document with sufficient content to support the duration requested (suggested minimum of 20 slides per 1 hour of delivery).

### 12. Events already accredited by the LIA/IOB

The Insurance Institute/LIA and IOB accept each other's accreditation decisions. If you have previously received accreditation from the LIA/IOB on a topic, please, when submitting your event for accreditation review, attach a copy of the LIA/IOB confirmation of accreditation notice, to your application. We can then simply add the event to our CPD system, without having to review the content of the event power point presentation.

### 13. Accreditation review response

On receipt of a completed submission for accreditation, the Institute will revert to the submitter within 3 weeks.

We do not process accreditations during the month of December, so all events for accreditation **MUST** be submitted prior to midnight on 30th November each year.

## 14. Declined Accreditations

CPD content that fails to meet The Insurance Institute accreditation criteria cannot be accredited.

If your event has been declined for accreditation and you wish to appeal the decision, you can do so by emailing any/all supporting/further documentation to [cpdaccreditations@iii.ie](mailto:cpdaccreditations@iii.ie), with the reference "Appeal" in the subject line.

Your appeal will be referred for consideration, to Senior Management, within The Insurance Institute.

Decisions on appeals, will be communicated within 15 working days, of receipt of the completed appeal submission. The decision made on appeal, will be the final decision.

## 15. Accreditation Renewals

If an event is accredited by The Insurance Institute, it is accredited for the calendar year, i.e. up to and including 31st December.

### Multi renewals

If you wish to renew accreditations for a subsequent year, you should note the following;

- In December each year, you will receive a communication from us asking you to log into your Submitter/Compliance portal (Log in here <https://iii.skillsserve.com/login/local>)
- Once logged in you will find a report giving you a list of your accreditations for renewal review.
- Review and update the report, highlighting which events you wish to renew for the forthcoming year.
- We can automatically renew an event (on request), if there are no changes or less than 20% change to the content from when it was originally accredited. If the changes amount to more than 20%, then the event must be submitted again, through our CPD system, as if same was a new event seeking CPD accreditation for the first time.
- Any CPD event, on The Insurance Institute CPD scheme, greater than 3 years old (regardless of the level of changes to the content), must be resubmitted to The Insurance Institute for review as we do **NOT** renew any events that are greater than 3 years old.
- Once the renewal report is fully reviewed email a copy to [cpdaccreditations@iii.ie](mailto:cpdaccreditations@iii.ie) with the reference "CPD Accreditation Renewals" in the subject line.

## 15. Accreditation Renewals (continued)

- Renewal instructions should be received by the end of February of each year.
- We will confirm via email, when the accreditation renewals have been processed.

### Single renewal

- If you wish to just renew one/two events only, you can send an email to [cpdaccreditations@iii.ie](mailto:cpdaccreditations@iii.ie) with the reference "CPD Accreditation Renewal" in the subject line. You should outline the title of the event you wish to renew and confirm that there have been no changes or less than 20% change to the content. We will process the renewal and confirm same via email to you.

## 16. Fees for accreditation services

Accreditation fees may be charged for CPD accreditation submissions. Details of any fees due, will be communicated and invoice raised, at the time of reviewing the CPD submission(s).

Our accreditation fees are as follows, for single topic events, and where duration of the topic is less than 2 hours

- €75 per new CPD event submitted for accreditation review.
- €50 per CPD event where accreditation is renewed for another calendar year (and changes to same amount to less than 20% from when the event was originally accredited).
- If changes amount to more than 20%, the event must be resubmitted through our CPD system, similar to the new event accreditation process and the "new" accreditation fee will apply.

## 17. Data Protection Policy and sharing information with the LIA and IoB

Please note that The Insurance Institute may share information received for accreditation review and other accreditation information, with the Life Insurance Association (LIA) and the Institute of Bankers (IoB) to facilitate accreditation reviews across all MCC Retail Product Categories. In summary, only those listed below, will have access to such information:

- The Insurance Institute
- The LIA and IoB in circumstances where we are seeking accreditation across all/multiple Categories
- CBI for audit purposes
- QFA Board

Please refer to The Insurance Institute website for full details of The Insurance Institute Data Protection policy by [clicking here](#)

## 18. Hosting/ Delivering an Insurance Institute Accredited CPD Event

### 18.1 Prior to the event

The Insurance Institute expects that all of its CPD accredited events will be hosted to an excellent standard. At minimum, the CPD hosts should conduct the event using the following as a guide.

The first thing you must do is ensure that you submit your topic/event to The Insurance Institute, for accreditation review.

The event/topic must be submitted by logging into the system [here](#) a minimum of 14 days prior to the event taking place. Please refer to the relevant section above, for further details.

Agree (particularly, if you are engaging an external speaker to deliver or provide your CPD event), who will issue the required certificates of attendance/ completion, after the event (see 18.3 below).

### 18.2 During the event

#### **Attendance sheets**

- Face to face CPD events - you should ensure that all attendees sign in prior to the lecture. This is mandatory, as agreed by the QFA board.
- If you are hosting a multi-lecture event you should ensure that attendees sign in at the start of the event and sign out at the end of the event. Only those who do so, should receive the necessary confirmation of attendance notice/certificate.
- If people arrive/sign in late or leave/sign out of the event early, you should take note, as that person will not be entitled to claim CPD.

#### **Webinar events**

- There should be systems (i.e. reporting functionality) in place, to identify those who sign in and remain signed in for the full duration\* of the webinar. Those who do not meet this requirement, should not be awarded CPD.

*\*note full duration means strictly NO grace period allowed*

## 18.2 During the event (continued)

- Only members who have signed in using the event registration form (not used a link passed on by a colleague) will be allocated the relevant CPD.

### eLearning modules

- There should be systems (i.e. report functionality) in place, to identify those who completed the full duration of the eLearning module and achieve the minimum pass rate in the test at the end of the module.

## 18.3 After the event

You should issue a confirmation of attendance/completion certificate to all attendees/participants who satisfy the relevant CPD completion criteria.

### 18.3.1 Confirmation of attendance/ completion certificates & notices for Accredited CPD events

- An attendance/completion certificate should only be issued to those who attend/complete the entire accredited CPD event. A cert should NOT be issued to those who partially complete, or do not attend for the full duration, of an accredited CPD event.
- If you host a multi-lecture event, you should issue a confirmation that lists all events attended.
- If you engage a Speaker/Organisation to deliver a CPD event for you, you should agree in advance, who will manage the attendance sheets/issuance of the confirmation of attendance/completion certs/emails.
- You can either issue an actual attendance/completion cert or issue an email confirmation. Please see below for our further details of both.

### Attendance/Completion Certs

Confirmation of attendance/completion certificates should be issued in PDF format only, and should contain the following information;

- The title of the event – note the title on the cert should match that which is listed on The Insurance Institute CPD system
- Attendee/Participants full name
- Accredited duration
- Accredited CBI MCC Categories
- Date of the event
- Provider of the event

### 18.3.1 Confirmation of attendance/ completion certificates & notices for Accredited CPD events (continued)

#### Confirmations issued via Email

If you issue the confirmation of attendance/completion certificate via email, the email;

- Must be individually addressed to each participant, if you have multiple attendees, you should issue the said email via “mail merge”
- The email itself should contain the undernoted information
  1. The title of the event – note the title on the cert should match that which is listed on The Insurance Institute CPD system
  2. Attendee/Participants name
  3. Accredited duration
  4. Accredited CBI MCC categories
  5. Date of the event
  6. Provider of the event
- The recipient should be instructed to do as follows, when attaching their email evidence of attendance/completion to their Insurance Institute CPD log
  1. Press reply on the email. Save that reply (draft) as a PDF document, ensuring it shows the “to” and “from” addresses within the body of the email.
  2. Attach a copy of the PDF document to the event within your Insurance Institute CPD log, i.e. as evidence of attendance/completion.

### 18.3.2 Retain sign in sheets/ attendance report

You should retain a copy of the sign in sheets/attendance report for your own records for a minimum of 6 years. In the event of an audit, people may request a copy of their confirmation of attendance/completion notice from you, to prove their attendance at your event.

### 18.3.3 Why issue confirmation of attendance/ completion certs/emails

In the event that a Member of The Insurance Institute is selected for Audit by the Institute, the Central Bank of Ireland or the Chartered Insurance Institute, the Member will be required to produce evidence of attendance/completion for each event added to their CPD log.

In the event that the Member cannot produce the evidence required, they may find themselves in a CPD shortfall (see MCC & CPD scheme rules), and then ultimately subject to disciplinary action as detailed under The Insurance Institute CPD scheme rules.



## 19. Contact

## 20. Important Documents

## 21. Record of Document Updates

### We are always here to help.

If you have any queries or concerns relating to hosting an accredited CPD activity, contact us at 01 6456618 or email [cpdaccreditations@iii.ie](mailto:cpdaccreditations@iii.ie).

Document Title	Link to Document
MCC	<a href="https://www.centralbank.ie/docs/default-source/Regulation/how-we-regulate/authorisation/minimum-competency/minimum-competency-code-2017.pdf">https://www.centralbank.ie/docs/default-source/Regulation/how-we-regulate/authorisation/minimum-competency/minimum-competency-code-2017.pdf</a>
MCC Question and Answers	<a href="#">Minimum Competency Code 2017 and Minimum Competency Regulations 2017 - Questions and Answers (updated 21 December 2023) (centralbank.ie)</a>
CPD Scheme Rules	<a href="https://www.iii.ie/Portals/0/Documents/Membership%20Information/cpd-scheme-rules.pdf?ver=uCz2t24j5kQfaeISAiczNw%3d%3d">https://www.iii.ie/Portals/0/Documents/Membership%20Information/cpd-scheme-rules.pdf?ver=uCz2t24j5kQfaeISAiczNw%3d%3d</a>

Date	Version Control	Brief summary of changes
July 2024	PG.ACR.001-Accreditation Policy and Guide v1	Extracted Accreditation Guide information from CPD Rules in to standalone document