



CHARTERED INSTITUTE FOR
SECURITIES & INVESTMENT

Follow a progressive study route consistent with specialist knowledge and expertise to foster strong careers in all areas of investment operations

Qualifications Navigator: Operations

Professionalism

Integrity

Excellence

Why choose our globally recognised qualifications for Operations staff?

Our world-renowned professional qualifications have been specifically developed to provide practitioners with specialist knowledge and expertise to foster strong careers in all areas of investment operations.

CISI qualifications are taken in over 81 countries across the globe and our exams are purpose built to reflect the global nature of financial services.

Our foundation, qualifying, advanced and professional level qualifications offer progressive and flexible study pathways for practitioners wanting to pursue a long term career in operations.

Investment Operations Certificate (IOC)

The IOC is our most established qualification and is taken by practitioners globally to enhance their knowledge and skills of the administration and operations areas of the financial services sector, such as asset servicing, collective investments, platform services, regulation, financial crime, derivatives, pensions, settlements, securities services and risk.

As one of our most popular qualification, taken in over 50 countries, the IOC will provide you with an overview of the financial services sector and its regulation, whilst also covering technical activities which are relevant to the area in which you work.

The qualification is increasingly used as a benchmarking tool by major banks and investment firms to ensure that staff possess practical knowledge which can be immediately applied to business activities.

There are no entry requirements and the exam is open to all levels.

Why take the IOC?

- **Taken in over 50 countries** – reflecting the global importance of operations
- **Offers a progressive study pathway** – the IOC is the first step in the CISI's operation qualifications study pathway and offers access to higher-level qualifications
- **Recognised by the FCA** – the IOC features on the Financial Conduct Authority's Appropriate Qualification Tables as a suitable exam for those in a number of overseeing roles (dependent on technical role chosen: regulated activities 15, 16 and 17)
- **Endorsed by the Financial Skills Partnership** – the IOC is listed on the FSP's Qualifications List
- **Flexible study options** – you can choose from a range of technical units allowing you to focus on topics relevant to your job role. The UK regulatory unit can be replaced with a regulatory paper recognised by your local jurisdiction
- **Free CISI Student membership** – become associated with a Chartered professional body and take advantage of an extensive range of benefits
- **Eligible for Associate membership and ACSI designatory letters** – achieving the IOC will allow you to join the CISI at a higher grade of membership and use designatory letters after your name

Qualification Structure

The qualification is achieved by successfully passing an introductory module and then two of the following Unit combinations, allowing you to focus on topics relevant to your job role.

Introductory units

- Introduction to Securities and Investment
- International Introduction to Investment

Regulatory units

- UK Financial Regulation
- Local regulatory paper*

Technical units

- Asset Servicing
- Client Money and Assets
- Collective Investment Schemes Administration
- Combating Financial Crime
- Global Financial Compliance
- Global Securities Operations
- IT in Investment Operations
- Managing Cyber Security
- Operational Risk
- Pensions Administration
- Platforms, Wealth Management and Service Providers
- Risk in Financial Services
- Transfer Agency Administration & Oversight

* Any regulatory exam supported by a national regulator will be accepted.

Suggested Pathways

We have listed unit combinations below as suggested pathways to achieving the IOC.

Transfer Agency, Asset Servicing, Operations, Processes and Risk & Compliance: Investment Operations Certificate

Job role	Derivatives	Asset Servicing	Securities Lending	Client/Customer Services	Risk Processes	Internal Audit	Compliance
Exam 1	(International) Introduction to Securities & Investment						
Technical units (minimum one unit)	Derivatives	Transfer Agency Administration & Oversight				Global Financial Compliance	
	Asset Servicing		Client Money & Assets	Risk in Financial Services			
	Global Securities Operations		Platforms, Wealth Management & Service Providers	Operational Risk		Combating Financial Crime	
Required for Regulatory Roles	UK Financial Regulations					UK Regulations & Integrity	

Fund Administration & Processes: Investment Operation Certificate

Job role	Reconciliation	Asset Servicing	Administration	Reporting	Platforms & Solutions	Risk Process	Admin - IT
Exam 1	(International) Introduction to Securities & Investment						
Technical units	Transfer Agency Administration & Oversight				Platforms, Wealth Management & Service Providers	Risk in Financial Services	IT in Investment Operations
Technical units	Asset Servicing or Global Securities or Collective Investments Scheme Administration					Operational Risk	

Studying for the exam

- You will receive the learning manual in PDF format upon registering for the exam
- Estimated 80 – 100 hours of study per unit

Computer based one-hour, 50 multiple-choice question exam (with the exception of, Global Financial Compliance and Risk in Financial Services which are two hour, 100 multiple-choice question exams)

Book your exam

Online: cisi.org/ioc

By phone: +44 20 7645 0777

Via email: customersupport@cisi.org

Don't forget to set your results preferences afterwards at cisi.org/resultsdashboard.

Visit cisi.org/prices for current prices.

What next?

Higher Level Qualifications

To further theoretical and practical knowledge upon completion of the IOC, higher level qualifications to take include:



"The CISI exams are a great way for our Operations teams to achieve professional qualifications. The subject matter is relevant to Operations and these exams are accessible to all, from junior levels to senior management, the exams create a pathway to support your personal career journey. I would encourage others to find out more about the CISI as part of your personal and career development."

Dorothy Hamilton MCSI
Global Head of Fund Services Operations
Securities Services, HSBC

Any questions? Speak to us.

+44 20 7645 0777 | crm@cisi.org