CISI Mandatory Workbook Policy FAQ's

1. **Who has to purchase a CISI workbook?**
   All candidates who book an exam with the CISI have to purchase the corresponding workbook unless they have one that was previously ordered from an accredited training partner (ATP).

2. **If a candidate has already purchased a workbook do they have to purchase it again?**
   If the candidate's exam is within the same syllabus period of the workbook they have purchased then they would not need to purchase the workbook again. However, if the syllabus period has ended, the candidate can purchase the PDF of the new workbook edition for £37 (£67 for narrative exam workbooks).

3. **I have bought my workbook from an ATP; do I need to buy it from the CISI?**
   If you have bought your workbook from an ATP, the CISI will confirm which ATP. The CISI then run regular checks with the ATPs to confirm purchases. If a workbook is found not to have been purchased, then you will be asked to purchase the workbook, or your exam may be cancelled.

4. **What happens if a candidate does not want to buy the workbook from the CISI and has not bought it from anywhere else?**
   The CISI's workbook policy is mandatory. Candidates cannot sit a CISI exam without the corresponding workbook being purchased, either from the CISI or an ATP.

5. **Why do candidates have to purchase a workbook?**
   Following the Retail Distribution Review (RDR), the CISI reviewed its arrangements for supporting exam candidates. It introduced its mandatory workbook policy to ensure that all candidates receive the same high standard study material, therefore ensuring a level playing field.

6. **As a UK candidate, is it possible to buy the PDF workbook without having previously purchased the hard copy workbook?**
   No, this is not possible. Candidates must first purchase the hard copy workbook for £99 (£198 for narrative workbooks). The £37 PDF offer (£67 for narrative titles) is only for candidates who have purchased their hard copy workbook and who have not passed their exam within the syllabus period.

7. **Can candidates return their workbook unopened and receive a refund?**
   If a candidate has purchased a workbook as part of the mandatory workbook policy, the CISI will not accept returns or provide refunds unless the workbook is damaged upon delivery.

Version 4 20.02.2024

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