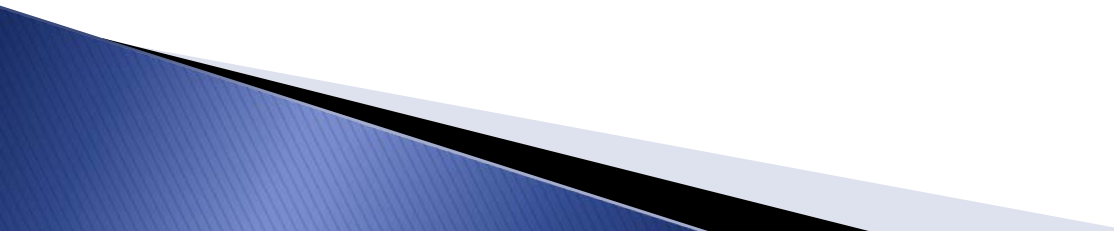


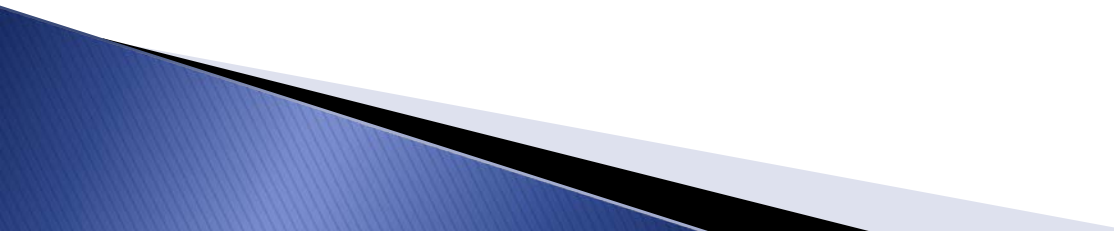
Harmonized Life Insurance Licensing Qualification Program

Stakeholder Information Session
July 8, 2013

AGENDA

1. Completed Tasks
 2. Competency Profile: Points of Interest
 3. Progress to date: Curriculum development
 4. High-Level Overview: Timeline & Next Steps
 5. More Detail on Development Process & Next Steps
 6. Wrap-up and Questions
- 

COMPLETED TASKS

- ✓ Survey on validity of Competency Profile
 - ✓ Analysis of survey results and revision of Competency Profile
 - ✓ Selection of subject-matter experts for curriculum development
- 

COMPETENCY PROFILE: Points of interest

- ▶ Validity of profile has been confirmed by 751 respondents
 - 90% indicated the profile is complete
 - 98% indicated the competencies are relevant
 - 97% indicated the profile is well-structured
- ▶ Some comments led to modifications
 - Elements were added, such as highlighting replacements in competency components B1.10, B2.10 and B3.9 (see hand-out)
 - Order was revised to present Life Insurance before Accident & Sickness Insurance

COMPETENCY PROFILE: Points of interest (cont.)

- ▶ Answers to questions on products offered will be considered for curriculum development
 - Confirmed trends will serve to focus on most relevant products
- ▶ Revised Profile and Survey overview have been published on CISRO website

REVIEW: Competency Profile vs. Curriculum

Aspects	Profile	Curriculum
Function	Draw a full portrait of the profession, at career entry-level	Target competency components related to consumer protection that need to be mastered and thus evaluated for career entry
Scope	All tasks and operations that an agent may accomplish	Only those tasks and operations that are deemed essential for career entry and that will be evaluated by the licensing exams
Level of detail	Relates to all products without specific references	References to specific products and other details to define evaluation targets
Use for Course Providers	Added value in developing training in areas that are not included in the Curriculum	Essential to ensure training adequately prepares candidates for licensing exams

PROGRESS TO DATE – Curriculum development

▶ Draft Curriculum

- Based on Competency Profile and current curriculums
- Structured according to subject areas – modules will be determined only once all subject areas have been reviewed
- Split into following subject areas: individual and group insurance law, individual and group insurance taxation, individual and group life insurance, individual and group A&S insurance, individual and group investments
- Analyzed by two committees for law/taxation subject areas: one for common-law provinces and one for Québec
- Presents the competency components, sub-components and related contents for each competency as well as weighing of each competency component in the exam

PROGRESS TO DATE – Curriculum development (cont.)

▶ Template

Competency: Recommend products adapted to the client's needs

Comp. Component	Comp. Sub-component	Related contents	%
Component 1	Sub-component 1.1	Content x Content y Content z	X%
	Sub-component 1.2	Content x Content y Content z	
Component 2	Sub-component 2.1	Contents a-z	Y%
	Sub-component 2.2	Contents a-z	
	Sub-component 2.3	Contents a-z	
Component 3	Sub-component 3.1	Contents a-z	Z%
	Sub-component 3.2	Contents a-z	

PROGRESS TO DATE – Curriculum development (cont.)

- ▶ Review process
 - Subject-matter expert committees for each subject area
 - Written comments submitted for 1st draft, teleconference to discuss 2nd draft and final written comments submitted for 3rd draft
 - For competency components and sub-components: focus on relevance, coherence and clarity of evaluation targets
 - For related contents: focus on products offered, required knowledge and advisory services processes/practices

- ▶ Subject-matter experts (SME)
 - From across the country
 - From large firms to independent brokers, including associations and course providers
 - 6-9 per subject area committee, 35 experts in total (some experts on more than one committee)

PROGRESS TO DATE – Curriculum development (cont.)

▶ Subject area committees: law and taxation

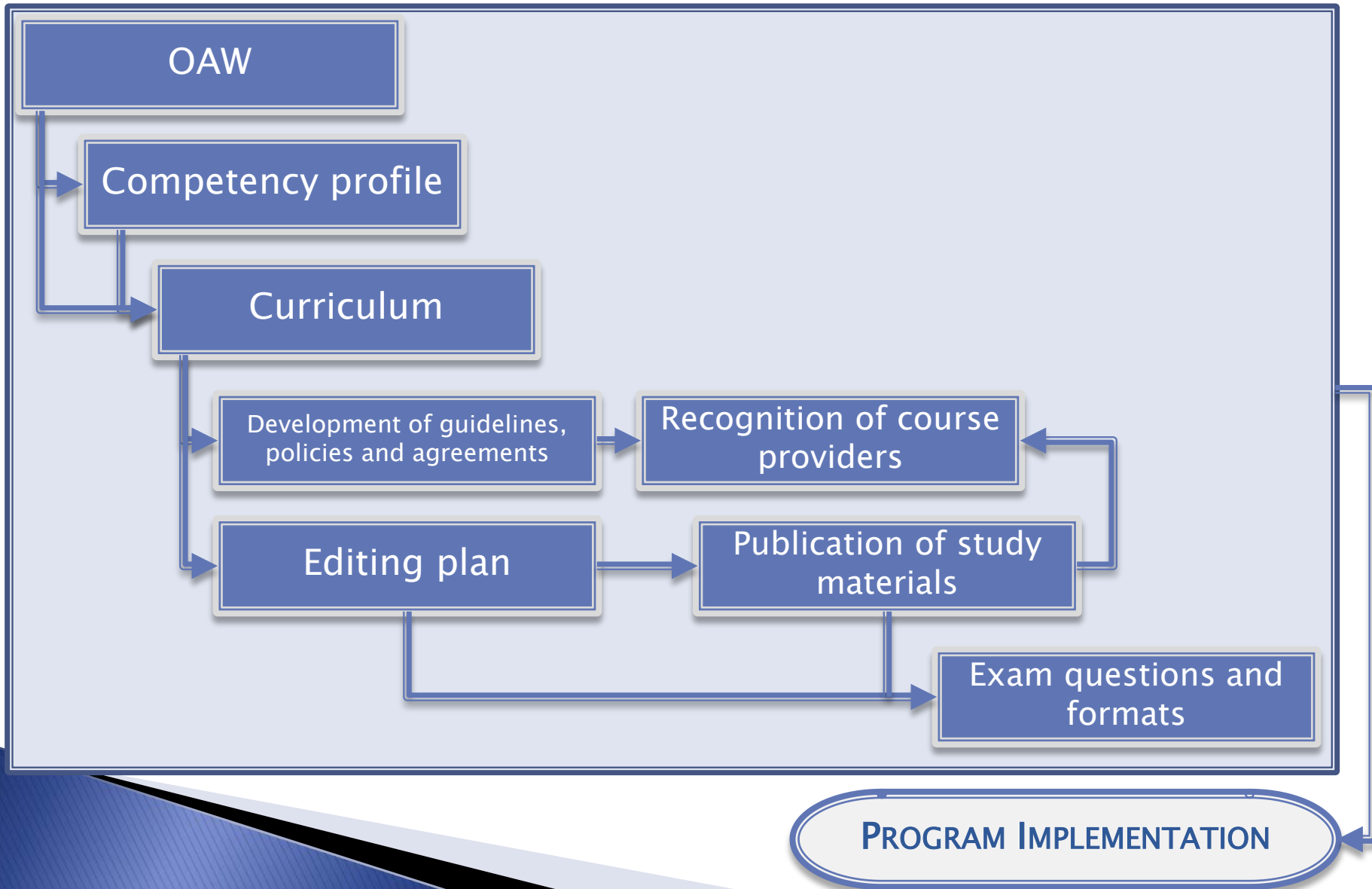
Subject area	Provincial representation	Schedule
Law – Common-law	BC: 2 SMEs ON: 7 SMEs	Review of 1st draft: May 27, 2013 Review of 2 nd draft: June 5, 2013
Law – Québec	QC: 4 SMEs	Review of 1st draft: March 1, 2013 Review of 2 nd draft: May 14, 2013
Taxation – Common-law	BC: 2 SMEs ON: 4 SMEs	Review of 1st draft: May 27, 2013 Review of 2 nd draft: June 3, 2013
Taxation – Québec	QC: 5 SMEs	Review of 1st draft: March 14, 2013 Review of 2 nd draft: May 16, 2013

PROGRESS TO DATE – Curriculum development (cont.)

▶ Subject area committees: products

Subject area	Provincial representation	Schedule
Life Insurance	AB: 2 SMEs BC: 1 SME NB: 1 SME ON: 2 SMEs QC: 1 SME	Review of 1st draft: June 21, 2013 Review of 2 nd draft: July 9, 2013
A&S Insurance	AB: 1 SME BC: 1 SME NB: 1 SME ON: 3 SMEs QC: 1 SME	Review of 1st draft: June 21, 2013 Review of 2 nd draft: July 10, 2013
Investments	AB: 2 SMEs BC: 2 SMEs ON: 2 SMEs QC: 1 SME	Review of 1st draft: June 21, 2013 Review of 2 nd draft: July 12, 2013

REVIEW: Development process



TIMELINE – 2013–2014

Key Milestone or Activity	Target Date/Period
Release of Competency profile revised according to stakeholder comments	July 2013 (revised)
Curriculum development	July 2013 (revised)
Release of draft Curriculum for stakeholder comment	September 2013 (revised)
Release of Curriculum revised according to stakeholder comments	October 2013 (revised)
Release of editing plan, recognition criteria and licensing agreement	Late Fall 2013

TIMELINE – 2014–2015

Key Milestone or Activity	Target Date/Period
Release of policies, guidelines and procedures	Ongoing
Recognition of course providers	As of April 2014
Publication of study materials for recognized course providers	January 2015
Program implementation	September 2015

NEXT STEPS – 2013

- ▶ Drafting of Curriculum
 - Product-related committees meeting this week to comment 2nd draft
- ▶ Publication of draft Curriculum for stakeholder review
 - Consultation will be open to all stakeholders.
 - Consultation will proceed through Survey Monkey, as for the Competency Profile.
 - Curriculum will propose modules for study material and exams.

NEXT STEPS – 2013 (cont.)

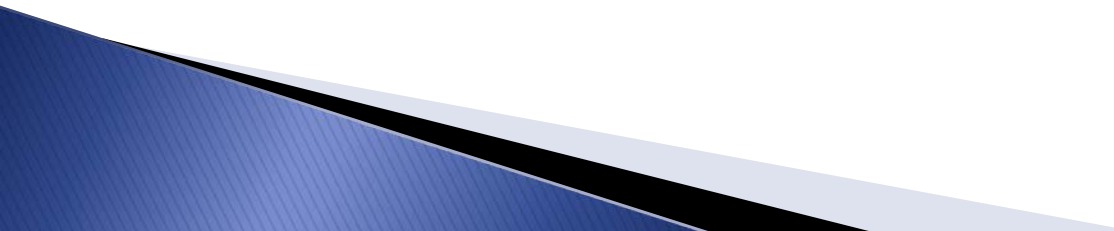
- ▶ Publication of Revised Curriculum
 - Curriculum will be revised based on stakeholder comments.
 - Curriculum will set modules for study material and exams.

- ▶ Ongoing recruitment of content experts for drafting of editing plan and study material
 - Selection based on product knowledge, experience in the field (sales experience preferred over supervision experience) and written communication skills
 - Targeted professionals: OAW participants, agents active in the field, stakeholder representatives (e.g.: trainers or course material developers) from across Canada
 - Role of stakeholders in identifying content experts
 - Application form available on CISRO website

NEXT STEPS – 2013 (cont.)

- ▶ Drafting of editing plan
 - Will proceed similarly to drafting of Curriculum: content expert committees for each module.
 - No stakeholder review planned but publication by end of year to facilitate Course Providers' course preparation.
 - As plans are finalized, drafting of the study material will begin.
- ▶ Drafting of Course Provider recognition criteria and licensing agreement
 - Current criteria and agreements will be taken into account.
 - Recognition criteria should be built into agreement.

NEXT STEPS 2014–2015

- ▶ Decisions about exam delivery.
 - ▶ Publication of policies, guidelines and procedures.
 - ▶ Course development and roll-out to course providers.
- 

WRAP-UP

- ▶ CISRO remains committed to ongoing stakeholder engagement throughout development and implementation of new program.
- ▶ Information will be made available to stakeholders as work on this initiative continues.
- ▶ Inquiries
 - New program – Ron Fullan
 - Existing LLQP – Pat Chamberlain
 - Existing AMF Program – René Brisson

