



PROGRAM GUIDELINE:

Continuing Education Accreditation for Course Providers

Last updated July 2024 V.3

1. Purpose

This program guideline outlines foundational components and processes for the Insurance Council of BC's ("Insurance Council") accreditation of continuing education course providers. Accreditation requests for course providers will be assessed based on the criteria outlined in this document.

Accredited course providers are also required to comply with the *Continuing Education Accreditation for Individual Courses* program guidelines.

2. Definition of Continuing Education

Continuing Education ("CE") is learning that helps fulfill the knowledge required to maintain a standard of professional competence and remain current in an ever-changing industry. Under Council Rule 7(5), insurance licensees must meet the requirements of the Insurance Council's continuing education program. Continuing education must take place in a structure dedicated to learning, such as a classroom, office setting, or online.

3. Accredited Course Providers ("ACP")

Accredited Course Provider status allows the organization to provide continuing education on an ongoing basis by self-accrediting their courses in accordance with the Insurance Council of BC's current continuing education course content guidelines. Certain criteria must be met to achieve and maintain ACP status. Following completion of all required processes, Accredited Course Providers will be displayed on the Insurance Council's website and can advertise themselves as such.

4. Eligibility to Become an Accredited Course Provider

Organizations seeking Accredited Course Provider status must consistently promote licensee competency and best practices through high-quality, industry-relevant courses for BC licensees and pay the required fee(s).

Additionally, course provider applicants would need to meet the following criteria:

- Offer a minimum of five insurance industry courses at any given time that meet the course content requirements outlined in the Insurance Council's CE Guidelines or offer insurance designation programs or courses which lead to a recognized insurance designation;
- Ensure self-accredited courses do not facilitate non-compliance with British Columbia insurance laws;

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- Provide access to a current offered course for review as part of the application package; and
- Complete mandatory training for Accredited Course Providers and provide a list of self-accredited courses within 30 days of Accredited Course Provider application approval. Failure to complete the mandatory training and submit the course catalogue within specified timeframe will result in application revocation.

The Insurance Council will consider requests for accredited course provider status from insurers, agencies, and organizations that offer continuing education courses to BC licensed insurance agents, adjusters and salespersons, provided they meet the above criteria.

5. Assigning CE Credit Hours

- a. One hour of instruction is equal to 1 CE credit. Each 15-minute increment of course instruction is equal to 0.25 CE credit.
- b. A course that exceeds 15 hours may require the submission of additional information during the application process.

6. Course Content

Course content must meet the Insurance Council's requirements. Continuing education program requirements are outlined in the [Continuing Education Guidelines](#) for each licence class. Review these guidelines to ensure your course meets the Insurance Council's course content guidelines.

7. Application Process

Upon reviewing the program guidelines for *Continuing Education Course Provider Accreditation* and *Continuing Education Accreditation for Individual Courses*:

- Complete the relevant Course Provider Accreditation Application via the Insurance Council's Online Accreditation website.
- Ensure the accreditation information is accurate and completed in full before submitting the application through the Online Accreditation website.
- Once the application has been received, the processing time varies depending on application volume and completeness of application. If there are any materials missing from the application, the processing time may increase.
- The Accreditation Committee will communicate application status to the Course Provider.

- If a course provider is denied accreditation, the Accreditation Committee will communicate to the applicant and note the discrepancies.

8. Audit Process

The Insurance Council reserves the right to monitor, review or audit the content and delivery of course material at any time. Course provider audits are conducted to ensure continued compliance with the Insurance Council of BC's Continuing Education Accreditation Program requirements. Accredited Course Providers can be audited at any time.

a. **Revocation:** ACPs who:

- fail to comply with the Insurance Council's current CE requirements;
- are offering courses that facilitate non-compliance with British Columbia insurance laws;
- fail to comply with the accreditation program guidelines; or
- become unresponsive to inquiries from the Insurance Council

may have their ACP status revoked and will no longer be allowed to present themselves as an Insurance Council of BC Accredited Course Provider. Course providers whose ACP status has been revoked may submit courses as per the accreditation process for individual courses (outlined in the *Continuing Education Accreditation for Individual Courses* program guidelines) until their ACP status is reinstated. Reinstatement requests will be assessed on a case-by-case basis.

- b. **Removal:** ACPs who request their status to be inactivated, or who do not renew their Accredited Course Provider status at the time of expiration will be removed as an Insurance Council of BC ACP.

9. Appeals and Resubmissions

Course provider accreditation is subject to a three (3) year validation period from the date of approval. Upon expiration, re-application for ACP accreditation will be required. ACPs who fail to re-apply will face *removal* (see 8b). Course providers who have been denied ACP status will receive written communication noting the deficiencies. It is the responsibility of the course provider to ensure the continuing education accreditation program guidelines are met and deficiencies rectified prior to re-application.

- a. **Re-application:** ACPs are required to follow the same process for re-application which involves meeting all course provider eligibility criteria, applying for ACP status and paying applicable fees.
- b. **Appeals:** Appeals must be submitted by email correspondence to accreditation@insurancecouncilofbc.com. Appeals will only be reviewed if received within 30

days after the denial and/or written communication noting deficiencies was provided to the applicant.