



PROGRAM GUIDELINE:

Continuing Education Accreditation for Individual Courses

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 courses on an individual basis. Accreditation requests for individual courses will be assessed based on the criteria outlined in this document.

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. 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 course credit.
- b. A course that exceeds 15 hours may require the submission of additional information during the application process.

4. Course Content

Course content must meet Insurance Council 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. Courses must promote licensee competency, and best practices through high-quality, industry-relevant content for BC licensees. The course must not facilitate non-compliance with British Columbia insurance laws.

5. Course Instructor

The Insurance Council does not accredit or provide verification of instructor credentials. It is the responsibility of the course provider to verify the course instructor is a qualified subject matter expert, is in good standing with the Insurance Council (if licensed) and has the relevant education and/or experience to educate licensees on the content matter. Course providers assume responsibility for monitoring effectiveness of instructional delivery of the material and providing feedback to instructors.

6. Records and Certification

In accordance with the Insurance Council's Continuing Education Record Keeping Requirements, licensees must maintain valid records of continuing education course attendance and completion for Insurance Council audits.

The course provider is expected to keep attendance records for a period of two (2) years from the course date for audit purposes and ensure all courses including online seminars, webcasts or conferences have a verifiable method of confirming attendance (such as sign-in and sign-out sheets, scanned badges, passing exam/quiz or roll call) for the entire presentation.

- a. **Attendance records:** Participants are required to attend the full duration in order to receive a continuing education completion certificate. It is expected that the course provider create and maintain attendance documentation.

The Insurance Council suggests the following or similar attendance tracking methods:

Online

Asynchronous Course:

- Participant tracking at the start, middle and end of course (e.g., virtual sign-in, documented roll call, etc.);
- Knowledge Checks throughout (e.g., polls, live chat); or
- Passing exam/quiz that assesses the entirety of course content.

Synchronous Course:

- Knowledge Checks throughout (e.g., polls, live chat etc.); or
- Passing exam/quiz that assesses the entirety of course content.

In-person

- Participant attendance sheet that tracks participant sign-in and sign-out time; or
- Passing exam/quiz that assesses the entirety of course content.

- b. **Course Completion Certification:** A continuing education completion certificate should be provided to each licensee attendee within 30 days of the course completion date. A continuing education completion certificate cannot be issued unless the individual attended the entirety of the course and passed any required assessment. In accordance with the Insurance Council's Continuing Education Record Keeping Requirements, the course provider should include the licensee's full name, the course name, the course provider's name, date of completion, and

number of eligible CE credits. A continuing education certificate template can be found on the Insurance Council's Online Accreditation website.

7. Course Evaluation

The course provider is expected to conduct regular evaluation of course content to monitor the quality of the material and ensure it meets current industry standards.

8. Application Process

Upon reviewing the *Continuing Education Accreditation for Individual Courses* program guideline:

- Complete the relevant Course Accreditation Application on the Insurance Council's Online Accreditation website.
- Ensure the course 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 be longer.
- The Accreditation Committee will communicate application status once the review is complete.
- If a course is denied accreditation, the Accreditation Committee will communicate to the applicant and note the discrepancies.

9. Modifications to Existing Courses

If there are major course changes within the period of accreditation, a new course accreditation request must be submitted. Major changes could include changes in content, course name, credit hours or course length.

10. Appeals and Resubmissions

Accredited courses are valid only within the period of accreditation. Upon expiration, re-application for accreditation will be required.

- a. **Re-application:** It is the responsibility of the applicant to follow the same process for course accreditation after expiry, which involves adhering to the *Continuing Education Accreditation for Individual Courses* program guidelines, completing and submitting the correct course accreditation information 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.

11. Revocation

The Insurance Council reserves the right to monitor, review or audit the content and delivery of course material at any time. Courses that do not meet the Insurance Council's current CE requirements, Accreditation Program Guidelines and/or facilitate non-compliance with British Columbia insurance laws may have their approval revoked and be removed as an Insurance Council of BC accredited course.