Insurance Council
BRITISH COLUMBIA

In-Person Harmonized LLQP Examinee Information Guide

ABOUT THIS GUIDE

This guide is for individuals who wish to write the Harmonized Life Licence Qualification Program ("LLQP") examination in-person in British Columbia.

This guide provides information on:

- how to register for an in-person LLQP exam
- how to schedule, reschedule, or cancel an exam
- preparing for exam day
- what happens after the exam
- licensing qualification

If you have questions after reading this guide, please contact the Examinations department:

Email: examinations@insurancecouncilofbc.com
Phone (direct): 604-695-2006

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1. HOW TO REGISTER

1.1 PREREQUISITES

To attempt the Harmonized LLQP exam, you must first successfully complete the **Harmonized LLQP Course** through an education provider approved in BC. A list of approved education providers is available at insurancecouncilofbc.com under LLQP.

The Harmonized LLQP Course provides two options: **Life and Accident and Sickness** insurance and **Accident and Sickness** insurance.

Before you register for an exam you **must**:

- register with an education provider approved in BC
- complete the Canadian Insurance Participant Registry ("CIPR") registration
- obtain a CIPR number

You **cannot** register for an exam without a CIPR number. Contact your education provider for information on the CIPR registration process.

You **cannot** schedule an exam sitting until the Canadian Insurance Participant Registry ("CIPR") indicates you have successfully completed the Harmonized LLQP course.

1.2 REGISTRATION PROCESS

Exam registration is available on the Insurance Council website via the Online Portal, accessible at insurancecouncilofbc.com/portal/.

If you are registering to write the LLQP exams with the Insurance Council for the first time, regardless if you are writing within or outside of Metro Vancouver, you will need to create a portal account to login, which you can do through the website above.

- Once you have created and logged into your online portal account, click on "Register/Manage my LLQP exams," then "Register for Exams"
- Follow the steps to enter your exam registrant information and upload a clear copy of your government issued photo ID (i.e., Driver's Licence, Permanent Resident Card or Passport)
- You will receive a verification email once your exam registrant information has been reviewed and approved by the Insurance Council; or if any additional information is required, you will receive a request for the outstanding requirements via email. Please note it may take up to one (1) business day to review and approve your registration.

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- Once you have received the verification email, you may then login to your portal account to schedule and pay for your examinations online. If you have not received any correspondence from the Insurance Council by the next business day after your submission, please contact Examinations via email at examinations@insurancecouncilofbc.com or at 604-695-2006 to follow up on the status of your exam registration.

1.3 ACCEPTABLE IDENTIFICATION

You must provide a copy of acceptable, valid, government-issued photo ID with a signature with your registration to confirm your identity.

List of acceptable IDs:

- Driver's licence - *'Paper' Interim driver's licence is not accepted*
- Passport
- BC Identification Card (BCID)
- BC Services Card - *Must include photo*
- Permanent Resident (PR) Card - *Acceptable if provided with a secondary identification bearing the same name with signature*

The name on your photo ID must exactly match the name on your exam registration and CIPR registration.

Please double-check that the names match exactly. If they do not match you will **not** be permitted to write the exam and your exam sitting will be forfeited. This policy is strictly applied.

1.4 EXAM ACCOMMODATIONS

Upon request, the Insurance Council will make reasonable accommodations in its exam process for examinees with protected characteristics, documented disabilities or medical conditions that make the typical exam setting a challenge. Potential accommodations include, but are not limited to: alterations in scheduling, exam format or presentation. Special exam sittings may be arranged depending on the nature of the request.

An Accommodation Request Form must be submitted for review with your completed exam registration.

- Requests for accommodation that are based on a protected characteristic must identify:
    - The protected characteristic of the Accommodation Applicant who is requesting accommodation from the Insurance Council; and

- The limitation which is associated with or caused by the protected characteristic identified by the Accommodation Applicant.

- Requests for accommodation that are based on an Accommodation Applicant's medical condition must identify what that condition is.

- Requests for accommodation must include sufficient reliable and satisfactory supporting documentation to permit the Insurance Council to conduct a thorough evaluation.

Accommodation does not mean that an Accommodation Applicant will be excused from having to meet Insurance Council requirements, or that the requirements will be lowered. Accommodation means that the Insurance Council will seek to provide reasonable options to remove any barriers to an Accommodation Applicant that is trying to meet an Insurance Council requirement.

Requests will be acknowledged as received within 5 business days. The Insurance Council will review the request, including the supporting documentation, and consider providing a reasonable accommodation. In its review, the Insurance Council may consider factors such as reasonableness, efficiency, and cost. The Insurance Council's will make a reasonable effort to provide a decision within 30 calendar days of the request for accommodation once all of the requested documentation has been received.

For more information about the Insurance Council's Accommodation Policy see here.

2. EXAM PREREQUISITES AND QUALIFICATION EXPIRY

2.1 PRE-QUALIFICATION COURSE

Your Harmonized LLQP course is valid for **twelve (12) months** from the date of successful completion. Once your course completion expires you **cannot** write any exam module. You must successfully complete the course again.

2.2 LICENCE TYPE

Life and Accident and Sickness

You must successfully complete all four (4) required exam modules within **twelve (12) months** of the date of your **first passed exam module** to qualify to apply for a life and accident and sickness insurance licence.

Modules required:

- Life insurance

- Segregated Funds and Annuities
- Accident and Sickness Insurance
- Ethics and Professional Practice (Common Law)

Accident and Sickness

You must successfully complete the two (2) required exam modules within **twelve (12) months** of the date of your **first passed exam module** to qualify to apply for an accident and sickness insurance licence.

Modules required:

- Accident and Sickness Insurance
- Ethics and Professional Practice (Common Law)

2.3 INSURANCE LICENCE QUALIFICATION

You must hold a licence within **twelve (12) months** of the date of your **first passed exam module**. If you do not hold a licence before twelve (12) months of your first passed exam module, you must rewrite all exam modules that fall outside of the twelve (12) month period.

Successful completion of an exam does **not** permit you to engage in insurance activity; you must first be licensed by the Insurance Council.

Please note that wait periods are in place for exam rewrites (see **Re-writing an Exam**).

3. SCHEDULING, RESCHEDULING, AND CANCELLING AN EXAM

3.1 SCHEDULING AN EXAM

Exams within Metro Vancouver (Vancouver and Surrey)

You may schedule and pay for your exams on the online portal, once your registration has been processed by the Insurance Council.

Please note that rescheduling and re-write wait periods apply, and your exam fee will expire one year after you have registered.

Exams Outside of Metro Vancouver

Exams in Prince George

Once your registration has been processed by the Insurance Council, you may then pay for your exams on the online portal. Once payment has been made to the Insurance Council,

you may then schedule the paid exams by emailing the Insurance Council's Examinations team at examinations@insurancecouncilofbc.com.

Please note that rescheduling and re-write wait periods apply, and your exam fee will expire one year after you have registered.

Exams in Other BC Regions Outside of Metro Vancouver

Once your registration has been processed by the Insurance Council, you may then pay for your exams on the online portal. Once payment has been made to the Insurance Council, you may then schedule the paid exams with the individual test centre. Please note that a proctoring fee applies and is paid directly to the test centre.

Once you have confirmed a scheduled exam date with the test centre, you must notify the Insurance Council's Examinations team via email at examinations@insurancecouncilofbc.com **at least 14 calendar days before** your scheduled exam date to provide the following information:

- Your full legal name
- Date of birth
- CIPR number
- Exam date
- Exam time
- Exam module
- Exam location

Failure to do so will result in your request being declined, and you will be required to reschedule your exam with the test centre. Please ensure you have received a confirmation email from the Insurance Council's Examinations team before attending your scheduled exam at the test centre. Your exam is not confirmed until you have received this confirmation.

Please note that rescheduling and re-write wait periods apply, and your exam fee will expire one year after you have registered.

3.2 EXAM CONFIRMATION LETTER

Exams within Metro Vancouver (Vancouver and Surrey)

Once you have paid for your scheduled exams on the online portal, you may view your exam confirmation letter on your portal account by navigating to the "*View my exam confirmation letter"* tab in the main menu. The exam confirmation letter contains important information, such as the date, time and location of your scheduled exams, as well as exam day check-in requirements.

Exams Outside of Metro Vancouver

Exams in Prince George

Once you have received an email confirmation from the Insurance Council's Examinations team for your scheduled exam, you may view your exam confirmation letter on your portal account by navigating to the "*View my exam confirmation letter"* tab in the main menu. The exam confirmation letter contains important information, such as the date, time and location of your scheduled exams, as well as exam day check-in requirements.

Exams in Other BC Regions Outside of Metro Vancouver

Once you have received an email confirmation from the Insurance Council's Examinations team for your scheduled exam, you may view your exam confirmation letter with the Insurance Council on your portal account by navigating to the "*View my exam confirmation letter"* tab in the main menu. The exam confirmation letter contains important information, such as the date and time of your scheduled exams, as well as exam day check-in requirements.

For the exam location, please refer to the confirmation email you have received from the individual testing centre.

3.3 RESCHEDULING/CANCELLATION

Third parties (managers, employers, etc.) cannot reschedule or cancel an exam on your behalf. You are the only person authorized to reschedule or cancel your exam sitting.

Exam fees will be forfeited if you are unable to attend an exam and do not reschedule or cancel before the deadline.

If you are unable to attend a scheduled exam due to a medical reason, submit your written request along with a doctor's note to the Examinations team for consideration.

Exams within Metro Vancouver (Vancouver and Surrey)

You may reschedule/cancel your exams through the online portal.

The deadline to reschedule or cancel a Vancouver or Surrey exam sitting is by 4:30pm the Wednesday **one week prior** to your exam.

See the exam schedules available at insurancecouncilofbc.com under LLQP for the scheduling/rescheduling/cancellation deadlines.

Exams Outside of Metro Vancouver

Exams in Prince George

You may reschedule/cancel your exams through the online portal before the scheduled exam date's rescheduling deadline.

See the exam schedules available at insurancecouncilofbc.com under LLQP for the scheduling/rescheduling/cancellation deadlines.

Exams in Other BC Regions Outside of Metro Vancouver

To reschedule/cancel your exams, you must do so **at least 14 calendar days before** the scheduled exam. You must contact the test centre directly to reschedule/cancel your exams. Proctor rescheduling fees may apply as determined by the individual test centre, please review the test centre's terms and policies for their rescheduling/cancellation procedure.

You must also notify the Insurance Council of the cancellation by cancelling the exams through the online portal **and** notify the Insurance Council's Examinations team via email at examinations@insurancecouncilofbc.com. If the cancel notification is not provided **at least 14 calendar days before** the scheduled exam, you automatically forfeit the exam fee paid to the Insurance Council.

4. EXAM DAY

4.1 EXAM LOCATION

It is your responsibility to ensure you are on time and at the correct exam location.

We recommend you become familiar with the exact location and best travel route or parking facility prior to your exam date.

Please remain quiet and respectful of others during your visit. If the building security determines that you are making a disturbance, you and accompanying members may be asked to leave the building.

Exams within Metro Vancouver (Vancouver and Surrey)

The exam location is listed on your confirmation letter.

Exams Outside of Metro Vancouver

Exams in Prince George

The exam location is listed on your confirmation letter.

Exams in Other BC Regions Outside of Metro Vancouver

The exam location is listed on the confirmation email you received from the individual test centre.

4.2 WHAT TO BRING TO THE EXAM

You must bring original, valid, government-issued photo ID with a signature to the exam.

Your photo ID must **exactly match** the name on your exam registration. If you do not bring acceptable photo ID with a signature or if the name on your photo ID does not match your exam registration you will **not** be permitted to write the exam.

4.3 PERSONAL BELONGINGS

The Insurance Council will provide all materials required to complete the exam.

Do not bring valuables to the exam, as you will not be allowed to keep them with you.

Food and beverages are not permitted in the exam room. Depending on the individual test centre, water in a clear bottle without a label, may be accepted.

Personal belongings, such as electronic devices, stationary, bags, wallets, glasses cases and notes, will be stored in a designated area and cannot be accessed until you have completed the exam sign-out process.

Electronic devices, such as smart glasses, smart watches, cell phones, tablets, translation devices, headphones and earphones, must be turned off and stored in the designated storage area.

The Insurance Council and its exam proctors will not accept responsibility for lost, stolen, or damaged items.

4.4 ARRIVAL AND CHECK-IN PROCESS

Exams within Metro Vancouver (Vancouver and Surrey)

Check-in

You must arrive at the exam location at least **20 minutes** before your scheduled exam time to check-in. Late examinees will not be permitted to enter the exam room.

On arrival, Insurance Council staff/proctors will confirm your photo ID matches your exam registration and check you in for the exam.

You must have your photo ID ready for inspection by Insurance Council staff/proctors at the exam room. Your photo ID must remain visible on top of your exam table.

Exams in BC Regions Outside of Metro Vancouver

Check-in

You must arrive at the exam location at least **20 minutes** before your scheduled exam time to check-in. Late examinees will not be permitted to enter the exam room.

On arrival, test centre staff/proctors will confirm your photo ID matches your exam registration and check you in for the exam.

You must have your photo ID ready for inspection by test centre staff/proctors at the exam room. Your photo ID must remain visible on top of your exam table.

4.5 EXAM MATERIALS

Exams within Metro Vancouver (Vancouver and Surrey)

All materials required to write the exam, including pencils, erasers and calculators will be supplied. No other materials are permitted.

The LLQP exam reference material, published by CISRO, is the only approved reference material allowed for this exam. You will be provided with a tablet containing an electronic version of the approved reference material at the exam. The use of your course provider's notes, books, the internet and any other resources are **not** permitted.

A Tablet User Guide - Document and Tablet User Guide - Video are available on the Insurance Council's website at insurancecouncilofbc.com under LLQP.

It is the examinee's responsibility to review the user guide and video prior to the exam date, as instructions will not be provided at the exam session.

All materials must be returned at the end of the exam.

Exams Outside of Metro Vancouver

Exams in Prince George

All materials required to write the exam, including pencils, erasers and calculators will be supplied. No other materials are permitted.

The LLQP exam reference material, published by CISRO, is the only approved reference material allowed for this exam. You will be provided with a tablet containing an electronic version of the approved reference material at the exam. The use of your course provider's notes, books, the internet and any other resources are **not** permitted.

A Tablet User Guide - Document and Tablet User Guide - Video are available on the Insurance Council's website at insurancecouncilofbc.com under LLQP.

It is the examinee's responsibility to review the user guide and video prior to the exam date, as instructions will not be provided at the exam session.

All materials must be returned at the end of the exam.

Exams in Other BC Regions Outside of Metro Vancouver

All materials required to write the exam, including pencils, erasers and calculators will be supplied. No other materials are permitted.

The LLQP exam reference material, published by CISRO, is the only approved reference material allowed for this exam. You will be provided with a computer containing an electronic version of the approved reference material at the exam. The use of your course provider's notes, books, the internet and any other resources are **not** permitted.

All materials must be returned at the end of the exam.

4.6 EXAM ADMINISTRATION

Exams will be distributed by the proctor, at which time the proctor will verify your photo ID.

The proctor will address any procedural or administrative questions, but will **not** answer questions regarding exam or study material content.

The proctor will announce the time at the beginning of the exam, 15 minutes before the end of the exam, and at the end of the exam.

4.7 EXAM FORMAT

The Harmonized LLQP exam is a multiple-choice exam. Examinees have 75 minutes to complete each exam module. Each multiple-choice question contains four (4) possible answers. You are to select only **one** best answer by darkening the circle representing the selected answer on the answer sheet.

You are urged to immediately record your answers on the answer sheet. The exam is scored on answer sheet recordings only. Answers circled in the exam questionnaire will not be marked. When the allocated time has passed, you will not be permitted additional time to transfer answers recorded in your booklet to the answer sheet.

For a list of practice questions, please visit the CISRO website.

Pilot Questions

Pilot questions are integrated into the exams to measure the quality of newly developed exam questions prior to using the questions for scoring purposes. There are 5 pilot questions in each modular exam; however, pilot questions will be excluded from the examinee's final score and managed to avoid impact on the examinee's performance. Pilot questions are not bonus questions, the results will not be counted towards the examinees' final score, regardless of whether the questions were answered correctly or incorrectly.

The Life Insurance, Segregated Funds and Annuities, and Accident and Sickness Insurance modules each have 35 questions, but are scored out of a total of 30 points. The Ethics and Professional Practice modules (Common Law and Civil Code), each have 25 questions, but are scored out of a total of 20 points.

Examinees may use the *Comments page* attached to exam questionnaires to share any comments or concerns regarding the exam. Examinees may also send an email to llqp@lautorite.qc.ca for their comments and/or questions about the pilot questions.

For more information, please visit the CISRO website.

4.8 EXIT PROCEDURE

When the proctor announces time is up, you must immediately stop writing and wait for the proctor to collect all materials.

You will be called to complete the sign-out process once all materials have been collected.

Failure to follow this procedure may result in your exam being deemed inadmissible and a result of "fail" being applied.

5. EXAM RULES AND REGULATION

The Insurance Council will apply appropriate consequences to Examinees who violate any of the exam rules or engage in any kind of misconduct. Instances of exam misconduct may qualify as a breach of the Code of Conduct. For more information about the LLQP examination rules and corresponding sanctions for misconduct, see the LLQP Examination Rules, Misconduct and Investigation Policy.

When registering for an exam, all examinees must read, understand and abide by the Examination Rules and acknowledge the consequences if they violate these rules.

5.1 EXAM RULES

- You must arrive at the exam room at least 20 minutes before the exam start time. The exam starts sharply at the listed times, and you will not be permitted to enter the room once the exam has started.
- You must bring an original and valid government-issued photo ID to the exam.
- You must take your assigned seat and remain seated and quiet during the exam.
- You must only use authorized materials during the exam.
- You must not open your exam booklet until instructed by the proctor.
- You must not remove or separate any pages from the exam booklet.
- You must immediately stop writing when time is up and wait for the proctor to collect all materials.
- You may not collect your personal items until you have completed the sign-out process.
- You may not bring any type of communications, surveillance, or recording device into the exam room.
- Breaks of any kind are not permitted unless pre-approved by the Insurance Council (see Exam Accommodations).
- Wearing caps, hats or hoods during the exam is not permitted.
- Food and beverages are not permitted in the exam room. Depending on the individual test centre, water in a clear bottle without a label, may be accepted.

- Visitors are not permitted in the exam room.
- You may not bring anyone into the testing area or to your exam desk.

5.2 MISCONDUCT

Examination Misconduct (Misconduct) is any practice that occurs before, during or after an LLQP exam (whether online or in-person) that may compromise the security or integrity of the exam or the exam results. This includes any violation of Examination Rules and all unethical behaviour. Misconduct will be categorized into low, medium or high-risk misconduct. The severity of the Misconduct will determine the consequences, with consequences increasing with each misconduct category, and the severity of Misconduct (and any consequences) is accumulative and accrues across examination modules and timeslots. Instances of exam misconduct may qualify as a breach of the Code of Conduct.

The proctor will report all cases of misconduct to the Insurance Council in order to render any decision necessary. Examples of misconduct include:

- Using notes, papers, or other aids not supplied by the Insurance Council.
- Impersonating an examinee or attempting to write the exam for someone else.
- Reading questions or answers out loud.
- Giving or receiving help.
- Accessing or attempting to access the internet on the provided testing computer or tablets.
- Making loud noises: communicating, talking, whispering to oneself or others.
- Making excessive movements in the exam room.
- Possessing or using communications, surveillance, or recording devices during the exam (e.g., cell phones, tablets, smart glasses, smart watches, mobile devices, etc.).
- Removing exam materials, answer sheets, or notes from the exam room.
- Attempting to share exam questions, answers, or any other information in the exam materials including sharing test questions after the exam. This is confidential information belonging to the Insurance Council.
- Leaving the exam room without authorization or accompaniment by a proctor. (You will not be allowed to return to the exam room).
- Accessing items stored in the personal belongings area before signing out of the exam.
- Continuing to write after the proctor signals the exam has ended.

Low-Risk Misconduct

Low-risk misconduct is categorized as an unintentional violation of Examination Rules that does not carry a significant risk to the integrity or security of the exam. Low-risk misconduct may result in the following consequences:

- A written warning and a note on an Examinee's record with the Insurance Council, and/or;
- Requiring the examinee to re-write new forms of all exam modules in person, regardless of whether misconduct took place in other modules.
- Any other consequence the Insurance Council deems appropriate.

Multiple instances of low-risk Misconduct, either during the same module or across multiple modules, may result in a medium-risk Misconduct allegation with corresponding consequences.

See Appendix B of the LLQP Examination Rules, Misconduct and Investigation Policy for examples of low-risk misconduct.

Medium-Risk Misconduct

Medium-risk Misconduct is categorized as any intentional Examination Rule violation that is more serious in nature. Medium-risk misconduct may result in the following consequences:

- Terminating the exam;
- A zero on the related exam and a notation of an attempt logged on the Examinee's file;
- A note on an Examinee's record with the Insurance Council;
- Requiring the Examinee to re-write all modules of the exam in a new form, in- person and on a date and time specified by the Third-Party Exam Administrator or the Insurance Council;
- Requiring the Examinee to write all future exam modules at a location specified by the Third-Party Exam Administrator or the Insurance Council; and/or
- Any other consequence the Insurance Council deems appropriate.

Multiple instances of medium-risk Misconduct, either during the same exam or across multiple exams, may result in a high-risk Misconduct allegation with corresponding consequences.

See Appendix B of the LLQP Examination Rules, Misconduct and Investigation Policy for examples of medium-risk misconduct.

High-Risk Misconduct

High-risk Misconduct is categorized as any dishonest and/or premeditated Examination Rule violation that may seriously compromise the security and/or integrity of the exam. Single instances of high-risk Misconduct may result in the following consequences:

- Terminating the exam;
- A zero on the related exam and a notation of an attempt logged on the Examinee's file;
- Requiring the Examinee to re-write all registered modules of the exam in a new form, in-person and on a date and time specified by the Third-Party Exam Administrator or the Insurance Council;
- Requiring the Examinee to write all future exam modules at a location specified by the Third-Party Exam Administrator or by the Insurance Council;
- Suspension from the LLQP exam process for a period of two years from the date of the Misconduct; or
- Any other consequence the Insurance Council deems appropriate.

Examinees found to have committed multiple instances of high-risk Misconduct (across multiple modules or in the same module) may be suspended from the LLQP exam process for three years from the date of the Misconduct.

If the Insurance Council deems any instance(s) of high-risk Misconduct to have significantly compromised the security and/or integrity of the exam, the Examinee may be permanently remove from the LLQP.

See Appendix B of the LLQP Examination Rules, Misconduct and Investigation Policy for examples of high-risk misconduct.

For more information about the LLQP examination rules and corresponding sanctions for misconduct, see the LLQP Examination Rules, Misconduct and Investigation Policy.

5.3 CONFIDENTIALITY

By taking a Harmonized LLQP exam, you understand and agree that the exam (which includes all aspects of the exam, including, without limitation, the exam questions, answers, examples, and other information presented or contained in the exam and exam materials) belongs to the Insurance Council and constitutes Insurance Council's confidential information (collectively, the "Confidential Information").

You agree to maintain the confidentiality of the Insurance Council's Confidential Information at all times and understand that any failure to maintain the confidentiality of the Insurance Council's Confidential Information may result in disciplinary action against you by the Insurance Council or other adverse consequences, including, without limitation, cancellation of your exam, or refusal of a licence.

Specifically, you understand that you may not, for example, discuss, publish, or share any exam question(s), your answers or thoughts on any question(s), or the exam's format in person, or any forum or media (e.g., via email, Facebook, LinkedIn, Twitter, etc.).

6. AFTER THE EXAM

6.1 EXAM RESULTS

You may view your exam results on your portal account by navigating to the "*View my exam results"* tab in the main menu. The Insurance Council will not provide exam results over the phone.

Please note the following:

- A mark of 60% or higher is required to pass the LLQP exam;
- Exam scores for exams written before March 1, 2020 are not provided; only a grade of "pass" or "fail" is provided;
- Exam results for LLQP exams written online after June 30, 2023, are not accepted;
- If you are a BC resident and intend to write your licence examination in another jurisdiction, you must first contact the Insurance Council to ensure that the results will be valid in BC;
- The Insurance Council does not review appeals regarding the content of the examination or possible responses to examination questions. The content of the examination is not subject to appeal; and

- Due to the sensitive nature of the examination material, examinees are not permitted to review their examination documents.

Exam Results Written Within Metro Vancouver (Vancouver and Surrey)

Exam results are released by 4:30 p.m. PT, **three (3)** business days after the date of the exam. You can view exam results in your Insurance Council online portal account by navigating to the "*View my exam results"* tab in the main menu.

Exam Results Written in Other BC Regions Outside of Metro Vancouver

Exam results are released by 4:30 p.m. PT, **five (5)** business days after the date of the exam. You can view exam results in your Insurance Council online portal account by navigating to the "*View my exam results"* tab in the main menu.

6.2 RE-WRITING AN EXAM

If you are unsuccessful in passing an exam, you can attempt to re-write it; however, a waiting period will apply after a number of attempts.

Unsuccessful Attempt	Waiting Period
After 1st attempt	N/A
After 2nd attempt	N/A
After 3rd attempt	N/A
After 4th attempt	1 year*

*Certification for LLQP prerequisite course completion is only valid for one year. Therefore, examinees who are required to wait a year before rewriting the exam will also need to re-take the prerequisite LLQP course. The initial exam attempt following the one-year waiting period will be counted as a first attempt.

Exam re-write waiting periods are strictly applied.

Waiting periods do not extend the validity date of the LLQP prerequisite course completion. Examinees cannot write any exam module once their course completion expires. Re-taking the prequalification course does not change the exam writing waiting periods.

Regardless of where the examinee has previously written the LLQP exam in Canada, if they are unsuccessful in any exam module and register to re-write it in BC, they will be subjected to the waiting period implemented in BC. Similarly, if the examinee is unsuccessful in an exam module in BC, the BC waiting period will still apply, even if they choose to re-write the exam in another jurisdiction. It is the examinee's responsibility to disclose any previous

exam attempts in other jurisdictions when registering to write the LLQP exam with the Insurance Council, and vice versa.

7. EXAM APPEALS

Examinees who have written any LLQP examination module have the right to appeal a decision relating to their examination, including their examination results, to the Insurance Council. Examinees may appeal a decision regarding the LLQP examination (including results) on the following grounds:

1. Grading error
2. Misconduct decision
3. Administrative error
4. Exceptional circumstances
5. Other examination irregularities

Please note the following:

- The Insurance Council does not review appeals regarding the content of the examination or possible responses to examination questions. The content of the examination is not subject to appeal;
- Do not schedule the examination module for which you have submitted an appeal request until the request has been processed and a decision has been made;
- Due to the sensitive nature of the examination material, examinees are not permitted to review their examination documents;
- Course validity and wait periods (between exam attempts) are not grounds for appeal;
- Examinees must clearly outline their grounds for appeal and provide any relevant supporting documentation or evidence; and
- The Insurance Council will review the appeal and may request additional information from the Examinee to assist with its review.

Examinees wishing to make an appeal must submit a LLQP Examination Appeals Request Form to the Insurance Council's Licensing Department via email at licensing@insurancecouncilofbc.com within 10 business days of receiving exam results (or within 30 calendar days of a decision regarding misconduct investigation appeals). The Insurance Council reserves the right not to accept appeals made outside of this time.

For more information about the appeals and related process, please see the LLQP Examination Appeals Policy.