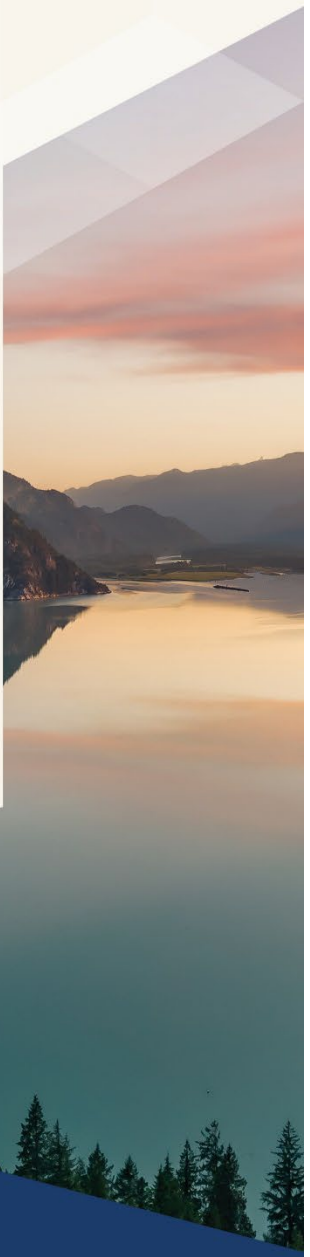
Insurance Council
BRITISH COLUMBIA

Licensing Education Accreditation Program For Restricted Insurance Agency Training

Program Guide



Insurance Council
BRITISH COLUMBIA

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DEFINITIONS

Abbreviations

BC	British Columbia
CA	Critical areas. Critical performance requirements. These are noted with CA in the education standard.
DR	Designated Representative
FIA	*Financial Institutions Act*
FIAA	*Financial Institutions Amendment Act, 2019*
PRF	performance requirements framework
RIA	restricted insurance agency

Key Terms

applicant(s)	**An individual who applies on behalf of an organization and communicates with the Insurance Council about the application throughout the accreditation process.**
designated representative	An individual approved by Council to carry out specific duties and responsibilities on behalf of a restricted insurance agency.
incidental sales of insurance	When referring to incidental sales of insurance, the province refers to insurance sales that are incidental to the primary business that a company conducts. This is not intended to refer to sales of insurance that are incidental to the sale of a product or service (at the transaction level).
indicator	Indicators define each performance requirement and provide examples of how the performance requirement is observed.

Insurance Council	Insurance Council of British Columbia.
performance requirements	A representative's ability to perform workplace tasks related to incidental sales of insurance, as outlined in the performance requirements framework.
representative / restricted insurance agency representative	The unlicensed employee or agent (a non-employee representative) authorized to conduct insurance business on behalf of a restricted insurance agency
Restricted Insurance Agency Performance Requirements Framework	Serves as the professional baseline for organizations selling specific insurance products in BC.
restricted insurance agency	A licensee that has been issued a restricted insurance agent licence by the Insurance Council.
trainee	An individual who learns from the training content.
training	Training may be classroom-based, online, workplace-based or any method that ensures trainees attain knowledge of the RIA performance requirements framework.
training program	A learning program designed to meet the performance requirements for one class of restricted insurance.
training provider	An organization or business applying for the Insurance Council of British Columbia's RIA Accreditation Program.

INTRODUCTION

Program guide contents

This guide supports insurance training providers and organizations that sell insurance incidental to their primary business. It outlines the process and criteria for achieving Restricted Insurance Agency Training Accreditation (RIA training accreditation) in BC.

Insurance Council of British Columbia

The Insurance Council regulates insurance professionals in BC and is appointed by the provincial government under the Ministry of Finance. It ensures insurance salespersons, agents and adjusters meet professional and ethical standards.

Its mission is:

> *"Proactive regulatory leadership that ensures a qualified, competent and ethical industry meets British Columbians' insurance needs."*

Restricted insurance agency licensing regime

Under the *Financial Institutions Act*, the Insurance Council issues Restricted Insurance Agency (RIA) licences per the *Restricted Insurance Agent Licence Regulation*. These licences apply to the specific types (or "classes") of insurance listed below:

Cargo insurance	Credit protection insurance
Construction equipment warranty insurance	Farm implement warranty insurance
Funeral services insurance	Guaranteed asset protection (GAP) insurance
Pleasure craft warranty insurance	Portable electronics insurance
Rented vehicle insurance	Travel insurance
Vehicle warranty insurance	

TABLE 1: RESTRICTED INSURANCE CROSS-REFERENCE GUIDE

This table cross-references insurance subgroups with affected business	CARGO INSURANCE	CREDIT PROTECTION INSURANCE	CONSTRUCTION EQUIPMENT WARRANTY INSURANCE	FARM IMPLEMENT WARRANTY INSURANCE	FUNERAL SERVICES INSURANCE	GUARANTEED ASSET PROTECTION INSURANCE	PLEASURE CRAFT WARRANTY INSURANCE	PORTABLE ELECTRONICS INSURANCE	RENTED VEHICLE INSURANCE	TRAVEL INSURANCE	VEHICLE WARRANTY INSURANCE
Construction equipment dealerships		✓	✓			✓					
Credit grantors		✓									
Customs brokers	✓										
Deposit-taking institutions		✓									
Extra-provincial trust corporations		✓									
Farm implement dealerships		✓		✓		✓					
Freight-forwarding companies	✓										
Funeral providers					✓						
Mortgage brokerages		✓									

This table cross-references insurance subgroups with affected business	CARGO INSURANCE	CREDIT PROTECTION INSURANCE	CONSTRUCTION EQUIPMENT WARRANTY INSURANCE	FARM IMPLEMENT WARRANTY INSURANCE	FUNERAL SERVICES INSURANCE	GUARANTEED ASSET PROTECTION INSURANCE	PLEASURE CRAFT WARRANTY INSURANCE	PORTABLE ELECTRONICS INSURANCE	RENTED VEHICLE INSURANCE	TRAVEL INSURANCE	VEHICLE WARRANTY INSURANCE
Motor vehicle dealers		✓				✓					✓
Peer-to-peer vehicle service providers									✓		
Pleasure craft dealerships		✓				✓	✓				
Portable electronics vendors								✓			
Transportation companies	✓									✓	
Travel agents									✓	✓	
Travel wholesalers									✓	✓	
Trust companies		✓									
Vehicle rental agencies									✓		

RESTRICTED INSURANCE AGENCY PERFORMANCE REQUIREMENTS FRAMEWORK

The performance requirements define what representatives need to know to conduct incidental sales of insurance in BC. Even though the licence is issued to the business, these standards make sure that every person who deals with consumers meets a consistent minimum level of competence.

The performance requirements are separated into three sections:

1. Knowledge of Insurance
2. Technical Abilities
3. Business Skills

Each category details the performance requirements representatives must meet and demonstrate while conducting incidental sales of insurance .

A **performance requirement** is a representative's ability to perform workplace tasks related to incidental sales of insurance, as outlined in the framework.

Indicators define each performance requirement and provide examples of how it is observed.

The performance requirements and indicators serve as the foundation for assessing RIA training content.

The complete performance requirements are provided in Appendix I of this guide and on the Insurance Council website.

Restricted Insurance Agency Training Accreditation Program overview

The RIA training accreditation program applies to any provider or organization offering restricted insurance agency training. It is based on the Insurance Council's performance requirements and the assessment criteria outlined in the following sections of this guide.

Training providers must send their materials to the Insurance Council when applying for accreditation. The Council reviews the materials to ensure they meet the performance requirements,

present information accurately, use sound instructional practices, and apply directly to the work of representatives of restricted insurance agencies. Training that meets the standard is accredited and can be used to satisfy education requirements for RIA licensing.

Insurance Council staff accept and review accredited training applications, support applicants throughout the process, and recommend finalized applications to the Council for an accreditation decision.

RIA accreditation participation

Accredited training

Accredited training helps representatives understand restricted insurance products and learn how to sell them in alignment with the government's *Restricted Insurance Agent Licence Regulation*.

The Insurance Council assesses submitted RIA training programs and accredits programs which meet the criteria for RIA training accreditation.

Accreditation ensures that representatives have the knowledge and skills to conduct incidental insurance sales in compliance with provincial regulations and professional standards.

Affected parties

Businesses that sell insurance subject to the restricted licensing regime must ensure that their representatives complete accredited restricted insurance agency training programs. Organizations can apply to have their own restricted insurance agency training programs accredited or enroll representatives in programs facilitated by external, accredited training providers, such as insurers.

Training providers must develop restricted insurance agency training programs that ensure trainees attain the performance requirements.

Training providers may include insurers, academic institutions, independent training providers, insurance training providers and businesses and organizations that develop and provide in-house restricted insurance agency training programs for their representatives.

Representatives must complete accredited training programs as trainees to conduct incidental insurance sales on behalf of their employing organization.

RIA ACCREDITATION PROCESS

As outlined throughout this guide, RIA training accreditation includes the following stages:

1. Accreditation application
2. Training content assessment
3. Accreditation decision

TABLE 2: ACCREDITATION STAGES

STAGE 1: ACCREDITATION APPLICATION	STAGE 2: TRAINING CONTENT ASSESSMENT	STAGE 3: ACCREDITATION DECISION
The applicant sends a complete accreditation application package.	The Insurance Council assesses the training content to ensure alignment with the Performance Requirements Framework	When approved, a four-year accreditation is issued.
The applicant pays the required fees.	When amendments are needed, the course provider is notified.	When not approved, training providers are provided details and options for making amendments.

Stage 1: RIA training accreditation application

The application package is used in the first step of the accreditation process.

Below is a summary of what is included in the accreditation application.

Accreditation application components

The application package asks for details about the training provider and the materials for the RIA training program. The Insurance Council uses this information to review the application.

Application form

The form is used to collect information about the training, including what is taught and how it's delivered. One form is required for each training course included in the application.

An application guide can be provided to applicants, upon request, if more information is needed.

Performance Requirements Framework Training Summary

The training summary document is provided as a reference to help restricted insurance agency training accreditation applicants understand what their training program must include for accreditation review. Applicants may use the summary as a checklist but are not required to complete or submit it.

Training content

To ensure the course meets the assessment criteria, applicants must submit the full training content that trainees receive, including:

- Written materials
- Videos
- References
- Assessments
- Exams and quizzes

The application form and application guide provide detailed information about training content submission options.

Application submission

The Insurance Council checks each application package to ensure it is complete, confirms receipt with the training provider and arranges delivery of the course content.

When the application is complete, the review process moves on to Stage 2: Training content assessment.

If the application needs amendments, the Insurance Council will invite the training provider to discuss the details. This is also an opportunity to ask questions.

Stage 2: Training content assessment

When Stage 1 is completed without issue, the application progresses to Stage 2: Training Content Assessment.

In Stage 2, the information outlined in the Performance Requirements Framework Training Summary is assessed using the criteria below.

Training content criteria

The training content criteria outline the skills and knowledge trainees need to sell incidental insurance in BC. It has three main sections:

Section 1: Knowledge of Insurance

- Basic insurance terms and concepts
- Insurance products and services

Section 2: Technical Abilities

- Selling, processing and servicing products
- Legal and regulatory rules

Section 3: Business Skills

- Professional conduct and ethics
- Errors and omissions
- Managing information

Each section includes:

Indicators: What trainees should be able to do or show.

Guidelines: Extra details to explain what is expected.

Training content examples: Sample materials to include in the submitted training content.

Training providers should use the training content criteria to design programs and prepare application materials.

The training content assessment criteria are provided in Appendix II.

☑ **The assessment is complete. No changes are needed.**

If the training content meets the education standard, it is sent to Council for final review.

⚠ **Changes are needed to meet accreditation.**

If there are problems with the training content, the Insurance Council contacts the applicant to discuss what needs improvement and explain the next steps

Stage 3: Accreditation outcome

All fully assessed applications are finalized in a two-step decision process that determines the accreditation outcome.

Step 1: Insurance Council staff review

After the assessment is finished, Insurance Council staff decides one of two outcomes based on the assessment criteria.

☑ **Accreditation recommended.**

If the application contents pass all criteria, it is sent to the committee for final approval. See Part 1 below.

⚠ **Changes needed to meet accreditation.**

If the application doesn't meet the criteria, the Insurance Council sends a letter to the training provider with:

- An invitation to discuss the decision.
- Reapplication steps if approval wasn't granted.

The applicant has **45 days** to make changes and resubmit.

- If there's no response in 45 days, the application is put on hold for **90 days.**
- The updated material will be reviewed within **45 days**. If it passes, the application moves to the next stage. If not, the process restarts with a new 45-day period.

Step 2: Council review

Council reviews the full application package. This is the final step to confirm that the training provider and content meet the criteria for RIA accreditation.

☑ **Accreditation confirmed**

If approved, Insurance Council staff will send a letter to the training provider with:

- A list of approved training offerings
- Audit information
- Confirmation of 4-year accreditation and website listing
- Info about reapplying at the end of the term

❌ **Accreditation not approved**

If not approved, Insurance Council staff will send a letter to the provider, explaining:

- The reasons for the decision
- How to appeal

FEES

Individual Restricted Insurance Agency Training Accreditation

Fee: $2,000

Applies to an accreditation application that includes a single training program, whether the program relates to one or more restricted insurance products within a single class of insurance.

Multiple Restricted Insurance Agency Training Accreditation

Fee: $1,500 per training program

Applies to an accreditation application that includes more than one training program. The fee is assessed for each training program included in the application, regardless of whether the programs relate to one or more restricted insurance products within the same or different classes of insurance.

Training content updates

Please note that accredited training program content must be reviewed by the Insurance Council if it changes by more than 25% from the original accredited material. Please see the table below for details.

CHANGE PERCENTAGE	REVIEW PROCESS
0% to 25%	No review required.
26% to 49%	The provider must contact the Insurance Council to review the material. There is no fee for this level of review.
50% and up	The provider must contact the Insurance Council to begin re-application for accreditation.

Next steps

Accredited training is valid for four years. After four years, providers must reapply to demonstrate that their program:

- Stays aligned with performance and assessment standards
- Keeps up with industry and technology changes
- Ensures a strong learning experience
- Maintains high consumer protection standards

APPENDIX I

Restricted Insurance Agency Performance Requirements Framework

SECTION 1. Knowledge of Insurance				
1.1	**Knowledge of basic insurance concepts and terminology**			
The agency ensures that:				
	Performance requirement	**Indicators**		
1.1.1	Representatives apply knowledge of basic insurance concepts and terminology applicable to available products.	Demonstrate knowledge of basic insurance concepts and terminology applicable to available products.	Demonstrate knowledge of terminology used in an insurance policy to applicable insurance products and services.	Demonstrate knowledge of the function of insurance and the organization of the insurance sector.
		Demonstrate awareness of relevant general classes of insurance.	Demonstrate awareness of licensee restrictions in the sale of insurance products.	

1.2	**Insurance products and services**			
The agency ensures that:				
	Performance requirement	**Indicators**		
1.2.1	Representatives maintain knowledge of current products and services available to clients.	Demonstrate awareness of available products and services offered to clients.	Demonstrate knowledge of applicable insurance coverage to support clients in forming an informed decision.	Demonstrate knowledge of applicable insurance legislation.

SECTION 2. Technical Abilities

2.1	**Product sales, processing and servicing**			
The agency ensures that:				
	Performance requirement	**Indicators**		
2.1.1	Representatives offer insurance coverage that may meet client needs and expectations.	Demonstrate ability to evaluate the clients' needs and recommend the best available insurance product, if applicable.	Demonstrate knowledge of effective communication techniques in discussing insurance coverage.	Demonstrate knowledge of general eligibility guidelines for the insurance product.

2.1.2	Representatives provide clients with an explanation of the benefits and limitations of the product(s) under consideration.	Demonstrate knowledge of available insurance products and the coverage purpose, including the benefits, limitations and additional features.	Demonstrate knowledge of the available length of coverage, if applicable.	[CREDIT PROTECTION] Demonstrate basic awareness of potential tax implications.
		[CREDIT PROTECTION] Demonstrate basic knowledge of applicable options for death benefits, and supplementary policy benefits if applicable.	[TRAVEL] Demonstrate knowledge of travel insurance coverages, including the difference between individual and group products when applicable.	[RENTED VEHICLE] Demonstrate knowledge of the impact of relevant provincial highway traffic acts and regulations, if applicable.
		[RENTED VEHICLE] Demonstrate knowledge of automobile coverages or applicable coverage(s) that may exist elsewhere.	[GAP] Demonstrate knowledge of loan value, depreciation and basis of settlement if applicable.	[CARGO] Demonstrate knowledge of the value and nature of goods being shipped, the mode of transportation and the destination.

		[CARGO] Demonstrate knowledge of types of cargo insurance and their benefits and limitations.	[FUNERAL SERVICES] Demonstrate knowledge of the benefits and limitations of funeral insurance, including applicable end-of-life expenses covered.	[PORTABLE ELECTRONICS] Demonstrate knowledge of the coverages of portable electronics insurance, including limitations and deductibles.
		[VEHICLE / CONSTRUCTION EQUIPMENT / FARM IMPLEMENT / PLEASURE CRAFT WARRANTY] Demonstrate knowledge of the types of coverage available for an extended warranty, including any limitations, exclusions or deductibles.	[VEHICLE / CONSTRUCTION EQUIPMENT / FARM IMPLEMENT / PLEASURE CRAFT WARRANTY] Demonstrate knowledge of the coverage period and any mileage or usage limitations.	
2.1.3	Representatives support clients in making informed decisions.	Demonstrate the ability to respond to the clients' concerns and expectations about insurance products and services.		

2.1.4	Representatives support clients in understanding the terms of coverage and conditions.	Demonstrate knowledge of applicable policy obligations that can alter, void or terminate the coverage.	Demonstrate the ability to summarize the terms of coverage, including policy limitations, exclusions and restrictions.	
2.1.5	Representatives comply with specific requirements established by insurers or third parties, if applicable.	Demonstrate knowledge of the purpose of an intermediary in an insurance transaction.	Demonstrate knowledge of the relationship of intermediaries, insurers, and, if applicable, third-party administrators.	
2.1.6	Representatives ensure completion of documentation to initiate and confirm coverage.	Demonstrate awareness of usual document-handling procedures and requirements.	Demonstrate awareness of requirements to complete an insurance transaction and documents produced to confirm coverage is in place.	Demonstrate knowledge of proof of insurance in British Columbia, if applicable.
2.1.7	Representatives support clients in claim reporting.	Demonstrate the knowledge of how to report a claim.	Demonstrate awareness of any required documentation from the consumer in the event of a claim, if applicable.	Demonstrate knowledge of roles in a claims-handling process.

2.2	**Legal and regulatory requirements affecting sales and processing**			
The agency ensures that:				
	Performance requirement	**Indicators**		
2.2.1	The agency and representatives protect the privacy and confidentiality rights of clients.	Demonstrate knowledge of relevant privacy laws.	Demonstrate knowledge of the purpose of applicable associations and regulatory bodies.	
2.2.2	The agency and representatives comply with disclosure requirements as established by the Insurance Council of British Columbia and governing legislation.	Demonstrate understanding of applicable disclosure requirements in the sale of insurance products and services.	Demonstrate knowledge of other sources of potential coverage duplication to the insurance products and services the agency is offering, if applicable.	Demonstrate knowledge of the term of the amortization period in relation to the amount of coverage in applicable insurance products.

SECTION 3. Business Skills				
3.1	**Professional conduct and ethics**			
The agency ensures that:				
	Performance requirement	**Indicators**		
3.1.1	The agency and representatives comply with policies and directives as provided by the Insurance Council of British Columbia.	Demonstrate knowledge of their obligations set out by the Insurance Council of BC, including but not limited to applicable Council Rules and the Code of Conduct.	Demonstrate awareness of any policies under the *Financial Institutions Act*, directed through the Insurance Council of BC.	Demonstrate knowledge of the role of the Insurance Council of British Columbia.
		Demonstrate knowledge of the basis and limitations of the agency licence.	Demonstrate knowledge of potential consequences of non-compliance with the requirements of a representative.	

3.1.2	Representatives receive sufficient training, coaching and evaluation.	Designated representative demonstrates knowledge of existing training and development program for representatives.	Designated representative demonstrates the awareness to assess competence and coach representatives in the sales of applicable insurance products and services.	
3.2	**Errors and omissions**			
The agency ensures that:				
	Performance requirement	**Indicators**		
3.2.1	The agency develops an awareness of situations where errors and omissions may occur.	Designated representative demonstrates the ability to identify potential errors and omissions.	Designated representative demonstrates the ability to avoid common errors and omissions.	
3.2.2	The agency recognizes and takes appropriate steps to address potential errors and omissions.	Designated representative demonstrates knowledge to identify and assess errors and omissions.	Designated representative demonstrates the ability to address errors and omissions.	

3.3	**Information management**			
The agency ensures that:				
	Performance requirement	**Indicators**		
3.3.1	The agency maintains complete, timely and accurate records of insurance transactions.	Demonstrate knowledge of obligations in collecting, securing and maintaining documentation.	Demonstrate knowledge of appropriate document and data management techniques.	Demonstrate knowledge of accurate and complete records for all insurance transactions.
3.3.2	Representatives provide clients with evidence of insurance products purchased, and information on how to submit a claim.	Demonstrate knowledge of available resources to provide clients with accurate information or available resources consumers can access.	Demonstrate knowledge of information outlined within documents generated in the sale of insurance products or services.	

APPENDIX II

Training content assessment criteria

Based on the performance requirements, the training content assessment criteria outline the skills and knowledge that representatives (trainees) will obtain to conduct incidental sales of insurance in British Columbia.

The assessment criteria are divided into three sections outlining observable professional skills to meet the performance requirements:

Section 1. Knowledge of Insurance

- Knowledge of basic insurance concepts and terminology
- Insurance products and services

Section 2. Technical Abilities

- Product sales, processing and servicing
- Legal and regulatory requirements affect sales and processing

Section 3. Business Skills

- Professional conduct and ethics
- Errors and omissions
- Information management

The assessment criteria include indicators and guidelines for each performance requirement, along with examples of expected training content for each section. The standard is broken down into the following components for each performance requirement:

Indicator

An observable and measurable application of skills and knowledge to show that the trainee meets the performance requirements.

Guideline

Supplementary information for training providers and applicants to provide context and highlight critical learning outcomes for each performance requirement.

Training content submission examples

Examples of the type of instructional materials expected with the training content.

Education providers should use the criteria to model RIA training programs and as a reference when completing the Performance Requirements Framework Training Summary portion of the application package.

The training content assessment criteria are outlined in the following pages.

Some of the performance requirements are considered critical areas. Critical areas are indicated in the program standard below with the following identifier: **(CA).** The training must meet the identified critical areas. Requirements that don't have a **(CA)** identifier are areas that the applicant can include but are not essential for training/program approval.

Restricted Insurance Agency Training Assessment Criteria

SECTION 1. Knowledge of Insurance	
This framework section concerns the individual's ability to apply fundamental insurance knowledge and skills in the workplace. Knowledge and understanding of various insurance products and services are critical to meeting client needs.	
1.1 Knowledge of basic insurance concepts and terminology.	
1.1.1	**Performance requirement:** Representatives apply knowledge of basic insurance concepts and terminology applicable to available products. **(CA)**
	Indicators: • Demonstrate knowledge of basic insurance concepts and terminology applicable to available products. • Demonstrate knowledge of terminology in an insurance policy to applicable insurance products and services. • Demonstrate knowledge of the function of insurance and the structure of the insurance sector. • Demonstrate awareness of relevant general classes of insurance. • Demonstrate awareness of licensee restrictions in the sale of insurance products.
	Guideline: Learning materials introduce common industry and product terminology, the general structure of the insurance business, the function of insurance, and other topics to provide trainees with a general overview of the insurance industry. A trainee should know insurance categories and the difference between property and life insurance. An emphasis on the structure of the restricted licensing regime is needed, including an overview and comparison of the roles of representatives and designated representatives.

	Training content submission examples: • An illustration showing the structure of the insurance business or the insurance categories. • A definition section or glossary. • A brief background of the insurance industry and the restricted insurance licensing regime. • An explanation of the fundamental elements of a legal contract.
1.2 Insurance products and services.	
1.2.1	**Performance requirement:** Representatives maintain current knowledge of products and services available to clients. **(CA)**
	Indicators: • Demonstrate awareness of available products and services offered to clients. • Demonstrate knowledge of applicable insurance coverage to assist clients in forming an informed decision. • Demonstrate knowledge of applicable insurance legislation.
	Guideline: The learning materials provide representatives with knowledge and tools to communicate the agency's insurance products and services and with an understanding of the insurance sales cycle to guide clients. Where possible, applicable disclosure requirements and insurance legislation should be linked to enhance understanding and application of the content.
	Training content submission examples: • Naming the products that fall within the restricted licensing regime. • Visuals include a comparison chart of coverages, exclusions, conditions and other prevalent information. • An illustration of the insurance sales cycle.

SECTION 2. Technical Abilities

Individuals' technical skills equip them with knowledge of tools, processes and concepts to perform workplace tasks. The performance requirement framework illustrates the range of knowledge and understanding required for representatives to serve the public and meet client needs.

2.1 Product sales, processing and servicing.

2.1.1	**Performance requirement:** representatives offer insurance coverage that may meet client needs and expectations. **(CA)**
	Indicators: • Demonstrate ability to evaluate the client's needs and recommend the best available insurance product, if applicable. • Demonstrate knowledge of effective communication techniques in discussing insurance coverage. • Demonstrate knowledge of general eligibility guidelines for the insurance product.
	Guideline: The program provides tools for representatives to collect, assess and evaluate risk information and explain the insurance coverage that best meets clients' needs and expectations. Representatives should also understand what insurance companies need to accept a risk and an introduction to the eligibility criteria for guidance.
	Training content submission examples: • Client-needs assessment worksheet. • Sample client conversation scripts to show effective vs. ineffective discussions. • A brief background of the insurance industry and the restricted licensing regime. • Short instructional content that outlines eligibility rules.
2.1.2	**Performance requirement:** Representatives provide clients with an explanation of the benefits and limitations of the product(s) under consideration. **(CA)**

	Indicators: • Demonstrate knowledge of available insurance products and the coverage purpose, including the benefits, limitations and additional features. • Demonstrate knowledge of the available length of coverage, if applicable. • Refer to the performance requirements to view specific indicators for individual classes of insurance.
	Guideline: The program allows trainees to communicate the benefits and limitations of insurance products, including various sections in the policy wording booklet. Detailed information on the coverage of the applicable policy within the insurance application subgroup is critical.
	Training content submission example: • Comparison chart of insurance policy coverages, exclusions and conditions, relevant to the class of insurance. • Exercises that explain the benefits, limitations and coverages relevant to the class of insurance covered by the training.
2.1.3	**Performance requirement:** Representatives support clients in making informed decisions. **(CA)**
	Indicator: • Demonstrate the ability to respond to the client's concerns and expectations about insurance products and services.
	Guideline: The program provides representatives with the skills to address client concerns and expectations regarding coverage and to provide guidance on the product(s) to help them make informed decisions**.**
	Training content submission examples: • Techniques to build rapport and create an open dialogue. • Exercises in client expectations and providing information about insurance products.

2.1.4	**Performance requirement:** Representatives support clients in understanding the terms and conditions of coverage. **(CA)**
	Indicators: • Demonstrate knowledge of applicable policy obligations that can alter, void or terminate the coverage. • Demonstrate the ability to summarize the terms of coverage, including policy limitations, exclusions and restrictions.
	Guideline: The program outlines an insured's obligation to maintain an insurance policy and provides tools to summarize the policy's coverage, terms and conditions.
	Training content submission examples: • Outline sections of a policy wording. • Examples of how the consequences of an insured's actions can alter, void or end the coverage.
2.1.5	**Performance requirement:** Representatives comply with specific requirements established by insurers or third parties if applicable. **(CA)**
	Indicators: • Demonstrate knowledge of the purpose of an intermediary in an insurance transaction. • Demonstrate knowledge of the relationship between intermediaries, insurers and, if applicable, third-party administrators.
	Guideline: The program provides an overview of what insurers and applicable third-party entities require of agencies and representatives and highlights the responsibilities and duties arising from these relationships.

	Training content submission examples: • An outline of the structure of an insurance company, including an explanation of managing a general agency. • Explain relationships between stakeholders, such as principal-agent relationships and fiduciary duty.
2.1.6	**Performance requirement:** Representatives ensure completion of documentation to initiate and confirm coverage. **(CA)**
	Indicators: • Demonstrate awareness of usual document-handling procedures and requirements. • Demonstrate awareness of the requirements to complete an insurance transaction and the documents produced to confirm coverage is in place. • Demonstrate knowledge of proof of insurance in British Columbia, if applicable.
	Guideline: The program should provide awareness of the insurance sales cycle so that trainees can visualize the documents required at each step and identify the necessary documentation to confirm an insurance policy.
	Training content submission examples • Illustration of the step-by-step process of an insurance sales cycle. • Comparison of documents generated to confirm an insurance policy, like a declaration page, policy wording booklet or proof of insurance.
2.1.7	**Performance requirement:** Representatives support clients in claim reporting.
	Indicators: • Demonstrate the ability to report a claim. • Demonstrate awareness of any required documentation from the consumer in case of a claim, if applicable. • Demonstrate knowledge of roles in a claims-handling process.

	Guideline: The program introduces the claims department and its roles. Trainees gain perspective on the department's operation and the process of reporting a claim.
	Training content submission examples: • Outline the responsibilities of a representative throughout the claims process. • Examples of proof or documentation to support a claim.
2.2 Legal and regulatory requirements affecting sales and processing.	
2.2.1	**Performance requirement:** The agency and representatives protect the privacy and confidentiality rights of clients.
	Indicators: • Demonstrate knowledge of relevant privacy laws. • Demonstrate knowledge of the purpose of applicable associations and regulatory bodies.
	Guideline: Trainees are introduced to the requirements for forming contracts under common law and provided with an overview of applicable legislation, regulations and industry associations; the training material details the purpose and roles of various industry groups.
	Training content submission examples: • An overview of privacy laws like *Personal Information and Electronic Documents Act*, *Personal Information Protection Act* and *Canadian Anti-Spam Legislation*. • An overview of applicable associations and regulatory bodies like the Insurance Council of BC, Insurance Bureau of Canada, etc.
2.2.2	**Performance requirement:** The agency and representatives comply with disclosure requirements established by the Insurance Council of British Columbia and governing legislation. **(CA)** **NOTE:** While trainees should know this information, this requirement is covered through the Insurance Council's designated representative training and does not need to be covered in accredited training.

	Indicators: • Demonstrate understanding of applicable disclosure requirements in selling insurance products and services. • Demonstrate knowledge of other sources of potential coverage duplication to the insurance products and services the agency is offering, if applicable. • Demonstrate knowledge of the amortization period term in relation to the amount of coverage in applicable insurance products.
	Guideline: The learning program should explain each disclosure requirement, so trainees understand how it is applied in the workplace. Specific items that will only apply to certain insurance subgroups should be outlined.
	Training content submission examples: • A chart of the disclosure requirements with explanations and examples of how it applies. • Examples of potential coverage duplication.

SECTION 3. Business Skills

Business skills competencies are about an individual's knowledge of the insurance market landscape and their understanding of its impact on stakeholders.

3.1 Professional Conduct and Ethics

3.1.1	**Performance requirement:** The agency and representatives comply with policies and directives as provided by the Insurance Council of British Columbia. **(CA)** **NOTE:** While trainees should know this information, this requirement is covered through the Insurance Council's Designated Representative Training and does not need to be covered in accredited training.
	Indicators: • Demonstrate knowledge of their obligations set out by the Insurance Council of BC, including but not limited to applicable Council Rules and the Code of Conduct. • Demonstrate awareness of any policies under the *Financial Institutions Act*, directed through the Insurance Council of BC. • Demonstrate knowledge of the basis and limitations of the agency licence. • Demonstrate knowledge of the potential consequences of non-compliance with the requirements of a representative. • Demonstrate knowledge of the role of the Insurance Council of British Columbia.
	Guideline: Trainees should be knowledgeable of applicable policies and directives from the Insurance Council of BC, including any consequences of non-compliance or misconduct and have a thorough understanding of the restricted licensing regime in BC.
	Training content submission examples: • Description of the activities, role and mandate of the Insurance Council of BC. • An overview of the applicable policies under the *Financial Institutions Act* related to the restricted licensing regime. • Examples of relevant professional misconduct and consequences of non-compliance.

3.1.2	**Performance requirement:** representatives receive sufficient training, coaching and evaluation. **(CA)** **Note:** While trainees should know this information, this requirement is covered through the insurance council's designated representative training and does not need to be covered in accredited training.
	Indicators: • Designated representative demonstrate knowledge of existing training and development program for representatives. • Designated representative demonstrates the awareness to assess competence and coach representatives in the sales of applicable insurance products and services.
	Guideline: The Insurance Council of BC's Designated Representative Training will cover this performance requirement profile; trainees should know this.
	Training content submission examples • Explain the role of the designated representative and compare it to an agency representative. • Guidance on the designated representative course and how it is satisfied.
3.2 Errors and omissions	
3.2.1	**Performance requirement:** The agency develops an awareness of situations where errors and omissions may occur.
	Indicators: • Designated representative demonstrates the ability to identify potential errors and omissions. • Designated representative demonstrates the ability to avoid common errors and omissions.
	Guideline: The Insurance Council of BC's Designated Representative Training will cover this performance requirement profile; trainees should know this.

	Training content submission examples: • Examples of unfair and deceptive practices. • Connect concepts of good faith, duty of care and other applicable insurance principles.
3.2.2	**Performance requirement**: The agency recognizes and takes appropriate steps to address potential errors and omissions. **NOTE:** While trainees should know this information, this requirement is covered through the Insurance Council's Designated Representative Training and does not need to be covered in accredited training.
	Indicators: • Designated representatives demonstrate knowledge to identify and assess errors and omissions. • Designated representatives demonstrate the ability to address errors and omissions.
	Guideline: The Insurance Council of BC's Designated Representative Training will cover this performance requirement profile; trainees should know this.
	Training content submission examples: • Explain the role of the designated representative and compare it to an agency representative. • Guidance on the Designated Representative Training and how it is satisfied.
3.3 Information Management	
3.3.1	**Performance requirement:** The agency maintains complete, timely and accurate records of insurance transactions. **(CA)**
	Indicators: • Demonstrate knowledge of obligations in collecting, securing and maintaining documentation. • Demonstrate knowledge of appropriate documents and data management techniques. • Demonstrate knowledge of accurate and complete records for all insurance transactions.

	Guideline: The learning program provides an overview of standard policies and procedures for proper documentation practices, techniques for managing documents and data in the workplace and the purpose of maintaining accurate and complete records.
	Training content submission examples: • Describe the significance of correct and complete record-keeping, including filing notes and correspondence. • Examples of common errors and omissions scenarios involving mismanagement of documents and data.
3.3.2	**Performance requirement:** Representatives provide clients with evidence of insurance products purchased and information on how to submit a claim. **(CA)**
	Indicators: • Demonstrate knowledge of available resources to provide clients with accurate information or resources that consumers can access. • Demonstrate knowledge of the information outlined within documents generated when selling insurance products or services.
	Guideline: The training material illustrates keeping an insurance policy and reporting a claim. Trainees should have a firm grasp of the process of guiding clients and providing resources and information on insurance products.
	Training content submission examples: • Examples of documents generated in an insurance transaction.

APPENDIX III

Supporting documentation and links

Training providers and affected businesses are encouraged to review the relevant information provided in the following links.

BC Government

Restricted Insurance Agent Licence Regulation

Financial Institutions Act

Insurance Council of British Columbia

Restricted Insurance Agency information page

RIA licence requirements