

# NOTICE

## ICN 19-004 | Guidelines for Supervision of New Life and/or Accident & Sickness Agents

October 30, 2019

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The Insurance Council of British Columbia has updated its guidance for new life and/or accident and sickness agents (“New Life and/or A&S Agents”) and their supervisors regarding their requirements under Council Rules. This guidance is provided in the *Guidelines for Supervision of New Life and/or Accident & Sickness Agents* and will come into effect January 1, 2020.

### Background

Council introduced a mandatory supervision requirement for New Life and/or A&S Agents in 2012, outlined in Council Notice ICN 12-005 *Supervision of New Life and/or Accident & Sickness Insurance Agents*. Council has found that there continues to be inconsistent levels of oversight being used by life and/or accident and sickness insurance agent supervisors across the industry and a general lack of understanding about the role of the supervisor. As such, it was felt that further guidance is required. This updated guidance is contained within the *Guidelines for Supervision of New Life and/or Accident & Sickness Agents*.

### The Requirement

The *Guidelines for Supervision of New Life and/or Accident & Sickness Agents* outlines the responsibilities of New Life and/or A&S Agents and their supervisors, and identifies how they can meet the requirements of Council Rule 7(16.1). Life and/or A&S licensees are expected to be aware of and familiarize themselves with this updated guidance.

### What’s New

Expanding on Council Notice ICN 12-005 *Supervision for New Life and/or Accident & Sickness Insurance Agents*, the updated guidelines include:

- Greater clarity regarding who can supervise, supervisor responsibilities, and the period of supervision
- A limit on the number of new agents that can be supervised by any one person
- More information regarding exemptions to mandatory supervision
- One updated form and two new forms.

### Implementation

The updated supervision guidelines will apply to all Life and/or A&S agent applications for licensure received by Council on or after January 1, 2020. New Life or A&S Agents who are already under supervision on or after January 1, 2020, will need to submit the Confirmation of Completion Form at the conclusion of their supervisory period.

The *Guidelines on Supervision of New Life and/or Accident & Sickness Agents* are available on the Insurance Council website and as an attachment to this Notice along with a Q&A document regarding the new guidance.

- [\*Guidelines on Supervision of New Life and/or Accident & Sickness Agents\*](#)
- [\*Q&A on Guidelines for Supervision of New Life and/or Accident & Sickness Agents\*](#)

If you have any questions about this Notice, please contact Regulatory Services at 604-695-2008 or toll-free at 1-877-688-0321 ext. 551, or email [regulatoryservices@insurancecouncilofbc.com](mailto:regulatoryservices@insurancecouncilofbc.com).

# **Insurance Council**

**BRITISH COLUMBIA**

## **Guidelines for Supervision of New Life and/or Accident & Sickness Agents**

V.1.0, October 30, 2019

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## **GUIDELINES FOR SUPERVISION OF NEW LIFE AND/OR ACCIDENT & SICKNESS AGENTS**

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### **BACKGROUND**

The Insurance Council of British Columbia (“Council”) first introduced its mandatory supervision requirement for new life and/or accident and sickness insurance agents (“New Life and/or A&S Agents”) in 2012 (as per Council Notice ICN 12-005 *Supervision of New Life and/or Accident & Sickness Insurance Agents*) after finding that the level of oversight of New Life and/or A&S Agents varied substantially across the industry.

As part of its ongoing review of the mandatory supervision requirement, Council found that there are inconsistent levels of oversight being used by life and/or accident and sickness insurance agent supervisors (the “supervisor”) across the industry and a general lack of understanding for the role of the supervisor. For example, some New Life and/or A&S Agents were unable to identify the name of their supervisor, while some supervisors were found to be overseeing hundreds of New Life and/or A&S Agents at one time, without any knowledge of the day-to-day business practices of the New Life and/or A&S Agent. Council investigations have identified that some supervisors have minimal or no direct interaction with the New Life and/or A&S Agent throughout the mandatory supervision period and some supervisors delegate most, if not all, supervision duties. Council believes that these types of practices do not adequately protect the public, thus further guidance is required.

In light of these situations, Council has updated its guidance for supervisors and New Life and/or A&S Agents regarding their responsibilities under Council Rules.

### **THE NEW LIFE AND/OR A&S AGENT**

#### **What is a New Life and/or A&S Agent?**

A New Life and/or A&S Agent is an individual who has not held an active licence of the same class for a minimum of 24 months.

Some exceptions apply to 1) reactivated licences, 2) experienced non-resident applicants, and 3) those with qualifying designations. These are noted below.

Licensing in another Canadian jurisdiction will be taken into account when considering the amount of time a New Life and/or A&S Agent has been licensed.

## Exceptions

- 1) Reactivated Licences – Those who qualified for their licence under the Reactivation Provision in Council Rule 2(19) and previously held an active licence of the same class for a minimum of 2 years are exempt from the mandatory supervision requirement.
- 2) Non-Resident Applicants – Non-resident applicants who have been actively licensed in their home jurisdiction for a minimum of 24 months are exempt from this mandatory supervisory requirement.
- 3) Qualifying Designations - An exception to the 24 months mandatory supervision requirement will be allowed where an applicant or New Life and/or A&S Agent holds a current Chartered Life Underwriter, Certified Financial Planner, or Registered Financial Planner designation in good standing. In these cases, the applicant or New Life and/or A&S Agent may request to have the period of mandatory supervision reduced. The period of mandatory supervision will be reduced by 12 months. The period of supervision may be extended beyond the remaining 12 months if the supervisor determines this to be necessary. (See section “[Supervision Period – Length of Supervisory Period](#)”)

## THE SUPERVISOR

### Who Can Supervise?

A qualified supervisor is an individual who:

- holds an active British Columbia licence of the same class as the New Life and/or A&S Agent,
- can demonstrate that they have been an active, licensed life and/or accident and sickness agent of the same class in a Canadian jurisdiction for a minimum of five of the last seven years.

Council will consider exceptions to the minimum five years’ experience requirement where a licensee can demonstrate alternate, relevant experience and/or education.

Non-Resident Supervisors - Council will permit the use of a non-resident supervisor, as long as the non-resident supervisor meets the stated requirements and currently holds an active licence in British Columbia.

### Maximum Number of Supervisees

A supervisor may not have more than 25 New Life and/or A&S Agents under their oversight at any time.

## **SUPERVISION PERIOD**

### **Conducting Insurance Activities**

Unless otherwise approved by Council, a New Life and/or A&S Agent must only conduct insurance activities under the oversight of a supervisor. Any insurance activities undertaken must fall within the class of insurance for which the supervisor is authorized to transact.

### **Length of Supervisory Period**

The minimum length of mandatory supervision that is required is 24 months. An exception may apply (see [“What is a New Life and/or A&S Agent”](#) section above).

If at the end of the mandatory supervisory period the supervisor does not recommend the New Life and/or A&S Agent for an unsupervised licence, supervision of the New Life and/or A&S Agent must continue until such time as the supervisor provides the *Supervision Period: Confirmation of Completion* form, indicating that they recommend the licensee for an unsupervised licence, and the form is reviewed and approved by Council.

### **Interruptions in Period of Supervision**

#### Loss of Supervision

If a New Life and/or A&S Agent ceases to be supervised prior to completing the mandatory supervision period, the New Life and/or A&S Agent must immediately cease all insurance activities. The New Life and/or A&S Agent’s licence will automatically become inactive until Council receives and approves an undertaking from a new supervisor.

#### Changes to Licence Status

If a New Life and/or A&S Agent’s licence is inactive, suspended, or terminated at any time during the supervision period, the mandatory supervision period will continue until the New Life and/or A&S Agent has accumulated the required time under supervision as an active licensee.

## **SUPERVISOR'S RESPONSIBILITIES**

### **Supervisory Duties**

A supervisor's duties include the following, at a minimum.

#### Providing Guidance

- The supervisor should assist the New Life and/or A&S Agent in developing procedures regarding proper practice and record keeping.
- The supervisor should ensure that the New Life and/or A&S Agent is representing themselves to the public in the manner in which they are licensed.
- The supervisor should inform the New Life and/or A&S Agent of the New Life and/or A&S Agent's responsibility to complete a needs analysis for the sale of every insurance contract, including segregated funds, and of the New Life and/or A&S Agent's responsibility to present the needs analysis and application to the supervisor to be reviewed.
- If using the optional *Supervision Process Review Statement*, the supervisor should complete and countersign the form, declaring that the supervisor has reviewed the New Life and/or A&S Agent's proposed recommendations for the client.
- The supervisor is expected to make recommendations for ongoing education relevant to the New Life and/or A&S Agent's area of practice and/or provide ongoing training to ensure the New Life and/or A&S Agent has appropriate product knowledge and awareness of regulatory requirements.

#### Retaining Documentation

- The supervisor should maintain all supervision related documents, including statements, a summary of the supervisor's meetings with the New Life and/or A&S Agent, and any notes concerning the New Life and/or A&S Agent's progress.

#### Completion of Supervision Period

- At the end of the supervision period, the supervisor must submit the *Supervision Period: Confirmation of Completion* form to Council.

It is the supervisor's responsibility to determine what additional supervision duties are required to ensure that there is an adequate level of supervision for the New Life and/or A&S Agent.

### **Accountability**

The supervisor is responsible for providing oversight and guidance to the New Life and/or A&S Agent, and may face potential disciplinary action where sales practices and client recommendations are not made in accordance with regulatory requirements.

## Errors and Omissions Coverage

Council recommends all supervisors confirm with their errors and omissions carrier that their coverage is adequate for their supervision responsibilities.

## Delegation of Supervision

The supervisor's accountability to Council is not altered should the supervisor delegate any of the supervisory responsibilities to a designate. Such designate must also hold the qualifications required to be a supervisor.

## Withdrawing as Supervisor

Should a supervisor decide to withdraw as a New Life and/or A&S Agent's supervisor before the mandatory supervision period is completed, the supervisor must provide written notification to Council within 5 business days that they are no longer the supervisor. Until written notification is received by Council, the supervisor remains accountable for the New Life and/or A&S Agent. The supervisor must also provide the reason for ceasing to supervise a New Life and/or A&S Agent if the reason for ceasing to supervise relates to a New Life and/or A&S Agent's suitability or conduct as a licensee.

To help supervisors be compliant with their responsibilities under Council Rules, Council has updated its Supervisor Undertaking Form and is introducing two new forms: the Confirmation of Completion Form, which is mandatory and a Process Review Statement, which is recommended for use. These forms have been designed to guide supervisors and New Life and/or A&S Agents in understanding their duties and obligations, and therefore act in the public's best interest.

## NEW LIFE AND/OR ACCIDENT & SICKNESS AGENT SUPERVISOR UNDERTAKING FORM (UPDATED FORM: MANDATORY)

A New Life and/or A&S Agent is required to demonstrate, as part of the licence application, that a qualified, licensed individual, has agreed to act as their supervisor. In order to meet this requirement, licensees must submit Council's application form for an individual licence including a mandatory Supervisor Undertaking Form, which must be completed by a qualified licensee stating that they are agreeing to act as the supervisor. **The completed form must be submitted before the application can be finalized.** Council has updated this form to clarify what is required of supervisors and New Life and/or A&S Agents during the mandatory supervision period.

A copy of the updated Supervisor Undertaking Form is attached to this document and available on Council's website.



## **SUPERVISION PERIOD CONFIRMATION OF COMPLETION (NEW FORM: MANDATORY)**

Once a New Life and/or A&S Agent has accumulated the required time of active licensing under supervision and their supervisor deems them to be ready for unsupervised practice, the supervisor must complete the Confirmation of Completion Form and submit it to Council. This new form requires supervisors to formally communicate their observations of the New Life and/or A&S Agent during the mandatory supervision period. The mandatory supervision period must continue until the Confirmation of Completion Form is reviewed by Council, including the supervisor's confirmation that the New Life and/or A&S Agent is recommended for an unsupervised licence. If the supervisor does not recommend the New Life and/or A&S Agent for an unsupervised licence, the mandatory supervision period will continue until such time as the supervisor provides the Confirmation of Completion Form, indicating that they recommend the licensee for an unsupervised licence, and the form is reviewed by Council.

A copy of the Confirmation of Completion Form is attached to this document and available on Council's website.

## **SUPERVISION PROCESS REVIEW STATEMENT (NEW FORM: RECOMMENDED)**

It is the supervisor's responsibility to ensure there is an adequate level of supervision for a New Life and/or A&S Agent. Where an issue with a New Life and/or A&S Agent's practice comes to Council's attention, the supervisor is required to demonstrate that an appropriate level of supervision was in place in the circumstances.

Council has created a Process Review Statement form for supervisors to document their supervision related activities. Although not mandatory, Council recommends that the Process Review Statement, or something similar, be completed for every file that the supervisor reviews.

A copy of the Process Review Statement is attached to this document and available on Council's website.

## **TRANSITION**

The updated guidance will apply to licence applications received by Council on or after January 1, 2020. The Confirmation of Completion Form will be required for New Life and/or A&S Agents who are under supervision on or after January 1, 2020.

It is recommended that individuals review their applications carefully to ensure they are submitting the appropriate forms.

## **CONCLUSION**

Council believes that its proposed updates, in particular the new forms, will ensure a more consistent level of supervision of New Life and/or A&S Agents in British Columbia, which will ultimately provide a greater level of protection to the public.

Failure to adhere to the mandatory supervision requirement will be viewed as a breach of the usual practice of the business of insurance and could result in disciplinary action.

Complete and submit this form when appointing a new supervisor, either as part of a licence application, or if making a change to your current supervision.

Unless otherwise approved by Council, a New Life and/or Accident & Sickness Agent may only conduct insurance activities under the oversight of a supervisor.

**Information on supervision requirements can be found at *insurancecouncilofbc.com*.**

## SECTION 1 APPLICANT/LICENSEE INFORMATION

The form is being submitted for: *(choose one only)*

Part of a Licence Application

OR

Appointment of New Supervisor

Licence Number (if applicable):

Legal first name:

Legal middle name(s):

Legal last name:

## APPLICANT'S SUPERVISOR INFORMATION

Licence Number:

Legal first name:

Legal middle name(s):

Legal last name:

## SECTION 2 APPLICANT/LICENSEE QUALIFIED DESIGNATIONS

Complete this section **only** if you have one of the following designations listed below, otherwise leave blank and proceed to Section 3.

I currently hold one of the following designations and am requesting a reduction in the 24-month supervision requirement under Council Rules:

Chartered Life Underwriter

Certified Financial Planner

Registered Financial Planner

*Please attach a copy of your certification. By providing your signature, you are confirming that your designation is current.*

**SECTION 3 APPLICANT/LICENSEE DECLARATION & SIGNATURE**

I confirm that:

- I understand that under Council Rules, I must only conduct insurance activities under the oversight of my supervisor or their qualified designate.
- My new supervisor is aware of and has consented to all other business activities I am engaged in, if any.
- I will provide the supervisor signing this undertaking a copy of all insurance related material for each life and/or A&S insurance application that I prepare during the period of supervision.
- If I am appointing a new supervisor, I have advised my existing supervisor on record with Council of the change.

*I, the undersigned, affirm that all information being submitted is accurate and complete.*

SIGNATURE OF APPLICANT/LICENSEE: \_\_\_\_\_

DATE SIGNED (MM/DD/YYYY): \_\_\_\_\_

**SECTION 4 SUPERVISOR DECLARATION & SIGNATURE**

I confirm that I am qualified under Council Rules to act as a supervisor for this applicant/licensee, and:

- I agree to supervise this Applicant/Licensee, and understand that this Applicant/Licensee must only conduct insurance activities under my supervision.
- I will review all insurance related material for each life and/or A&S insurance application that the Applicant/Licensee prepares during the period of supervision.
- I will provide the Applicant/Licensee with adequate mentoring so that the Applicant/Licensee develops appropriate skills, procedures, and record keeping practices.
- I understand that under Council Rules, I am required to notify Council in writing within five (5) business days if I cease to act as the Applicant/Licensee’s supervisor; and to include in the notification the reasons for withdrawing as supervisor if they relate to the person’s suitability or conduct as a licensee.

*I, the undersigned, affirm that all information being submitted is accurate and complete.*

SIGNATURE OF SUPERVISOR: \_\_\_\_\_

DATE SIGNED (MM/DD/YYYY): \_\_\_\_\_

Use of this Process Review Statement is recommended for every file that a supervisor reviews for a New Life and/or Accident & Sickness agent. Both licensees signing this statement should retain a copy for their records.

**Information on supervision requirements can be found at *insurancecouncilofbc.com*.**

**SECTION 1 SUPERVISOR DECLARATION AND SIGNATURE**

I, \_\_\_\_\_ (supervisor), affirm that I hold an insurance licence authorizing me to transact the class of insurance for which I am completing this supervision statement. I also affirm that I am qualified in accordance with Council Rules to act as a supervisor.

I have reviewed the following insurance related material used or prepared by \_\_\_\_\_ (supervised licensee) for \_\_\_\_\_ (client) and believe that the insurance applied for is appropriate to the needs and circumstances of the client.

Category of Insurance <i>(Check one or more)</i>	<input type="checkbox"/> Accident & Sickness	<input type="checkbox"/> Life	<input type="checkbox"/> Segregated Funds
Purpose of Insurance <i>(Check one or more)</i>	<input type="checkbox"/> Income Replacement <input type="checkbox"/> Debt Protection <input type="checkbox"/> Business Protection <input type="checkbox"/> Estate Preservation <input type="checkbox"/> Other (Please Specify):		<input type="checkbox"/> Education Funding <input type="checkbox"/> Charitable Giving <input type="checkbox"/> Health & Travel <input type="checkbox"/> Group Benefits
Insurance Product(s) Applied for:			
Insurance Amount(s) Applied for:			
Insurance Application reviewed? <i>(If no, explain)</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____	
Needs Analysis Reviewed? <i>(If no, explain)</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____	
Policy Illustrations Reviewed? <i>(If no, explain)</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____	
Is this a Life Insurance Replacement?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>(If Yes, LIRD and Written Comparative Analysis Reviewed?)</i>		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Segregated Funds Leveraging?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>(If Yes, Disclosure Document Reviewed?)</i>		<input type="checkbox"/> Yes	<input type="checkbox"/> No

SIGNATURE OF SUPERVISOR:

\_\_\_\_\_

PRINT NAME AND TITLE:

\_\_\_\_\_

DATE SIGNED (MM/DD/YYYY):

\_\_\_\_\_

**SECTION 2 SUPERVISED LICENSEE'S DECLARATION AND SIGNATURE**

I, the undersigned, affirm that I have provided to the supervisor signing this Statement, a copy of all material I have used with the named applicant/client.

SIGNATURE OF SUPERVISED  
LICENSEE:

\_\_\_\_\_

PRINT NAME:

\_\_\_\_\_

DATE SIGNED (MM/DD/YYYY):

\_\_\_\_\_

Supervisors must complete and submit this form to recommend a New Life and/or Accident & Sickness Agent for unsupervised practice at the conclusion of their supervisory period. Forms should *not* be submitted before the minimum supervision period is complete or before the supervisor is prepared to make the recommendation.

Supervision of the New Life and/or Accident & Sickness Agent must continue until the completed form has been reviewed and approved by Council.

**Information on supervision requirements can be found at [insurancecouncilofbc.com](http://insurancecouncilofbc.com).**

**SECTION 1 SUPERVISED LICENSEE INFORMATION**

Licence Number:

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Legal first name:

Legal middle name(s):

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Legal last name:

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**SECTION 2 SUPERVISOR INFORMATION**

Licence Number:

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Legal first name:

Legal middle name(s):

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Legal last name:

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**SECTION 3 SUPERVISOR STATEMENT**

Use this section to make your comments regarding the supervised licensee's work and aptitudes, as well as your recommendation for completion of the supervision period. All questions must be completed.

Period of supervision: From (MM/YYYY)

to (MM/YYYY)

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I believe that the supervised licensee complied with Council Rules and all regulatory requirements throughout the supervision period.

- Yes  
 No

*If you answered **no**, please explain why.*

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I believe that the supervised licensee has the knowledge and skills and has demonstrated the conduct and attitudes needed to undertake professional activities as a life &/or A&S agent.

- Yes  
 No

*If you answered **no**, please explain why.*

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I believe that the supervised licensee is able to handle files of a level of complexity corresponding to that usually assigned to individuals with a similar tenure of licenced experience.

- Yes
- No

*If you answered **no**, please explain why.*

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I affirm that the supervised licensee's work was reviewed throughout the supervision period.

- Yes
- No

*If you answered **no**, please explain why.*

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I recommend the supervised licensee for an unsupervised licence for life &/or A&S insurance.

- Yes
- No

*If you answered **no**, please explain why.*

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**SECTION 4 SUPERVISED LICENSEE SIGNATURE**

SIGNATURE OF LICENSEE:

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DATE SIGNED (MM/DD/YYYY):

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**SECTION 5 SUPERVISOR DECLARATION & SIGNATURE**

*I, the undersigned, affirm that all the information being submitted is accurate and complete.*

SIGNATURE OF SUPERVISOR:

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DATE SIGNED (MM/DD/YYYY):

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## Q&A | Guidelines for Supervision of New Life and/or Accident & Sickness Agents

### GENERAL QUESTIONS

#### Who do the guidelines apply to?

The guidelines apply to life and/or A&S agents and applicants for licensure as a life and/or A&S agent. In particular, to new agents licensed for fewer than two years, or to licensees who provide supervision to new agents.

#### What's different about the new guidelines?

The new guidelines provide:

- Greater clarity regarding who can supervise, supervisor responsibilities, and the period of supervision
- Recommended maximum of 25 New Life and/or A&S Agents supervised by any one person
- One updated form, two new forms
- More information regarding exemptions to mandatory supervision.

#### When do the new guidelines take effect?

January 1, 2020.

For New Life and/or A&S Agents already under supervision on or after January 1, 2020: Submission of a Confirmation of Completion Form will be required at the conclusion of your supervisory period.

For Individuals applying for licence on or after January 1, 2020: The new supervision requirements will apply to all New Life and/or A&S Agents who apply for licensure on or after January 1, 2020.

#### Who Is Exempt? What are the Exceptions?

You are exempt from the mandatory supervision requirement if:

- You are a former licensee who previously held a life licence with Council for a minimum of 2 years and qualified for licensure under the Reactivation Provision;
- You are a non-resident applicant who has been actively licensed in your home jurisdiction for a minimum of 24 months consecutively.

You are eligible to reduce the 24-month minimum supervision period to 12 months if:

- You hold a current Chartered Life Underwriter (CLU), Certified Financial Planner (CFP), or Registered Financial Planner (RFP) designation in good standing.

**I used to have a licence with Council, do I still need to be supervised?**

You are exempt from the mandatory supervision requirement if you:

- Previously held a life licence with Council for a minimum of two years; **and**
- Qualified for your licence under the Reactivation Provision in Council Rule 2(19).

**I previously held a licence in another province, do I still need to be supervised?**

If you held a licence in another Canadian jurisdiction for a minimum of 24 months consecutively and qualify for licensure in BC under the Reactivation Provision, you are exempt from the mandatory supervision requirement.

**Can my supervisor be someone outside of BC?**

A non-resident supervisor is permitted, as long as they meet the qualifications for supervision.

**How do I check who is on record as my current supervisor?**

You can check the Licensee Directory on the Insurance Council website to see who is currently on record with Council as your supervisor.

Go to [portal.insurancecouncilofbc.com/licenseedirectory/](https://portal.insurancecouncilofbc.com/licenseedirectory/) and search for your name. Your name should appear in the search results. Next, select your record. This should open up a separate window that contains information about your licence, including “Supervisor Name” and “Supervisor Effective Date” under the heading “Additional Important Information.”

**What if that person is no longer my supervisor?**

New Life and/or A&S Agents are required to be under supervision and must cease all insurance activities if they do not have a current supervisor.

If you have a new supervisor, you will need to complete and submit the Supervisor Undertaking Form to Council.

A supervisor who withdraws as a New Life and/or A&S Agent’s supervisor before the mandatory supervision period is complete must provide written notification to Council within 5 business days that they are no longer the supervisor. Until notification is provided, they are still accountable for the New Life and/or A&S Agent.

**What if there's a change to my licence status? (What if my licence is inactive/suspended/terminated?)**

If a New Life and/or A&S Agent's licence is inactive, suspended, or terminated at any time during the supervision period, the mandatory supervision period will continue until the New Life and/or A&S Agent has accumulated the required time under supervision.

**Are the new forms mandatory?**

The Supervisor Undertaking Form and the Confirmation of Completion Forms are mandatory. The Supervision Process Review Form is recommended but not mandatory.

Supervisor Undertaking Form: This form is required when a new supervisor is assigned. For new applications, a completed form must be submitted before the application can be processed.

Confirmation of Completion Form: This form is submitted when the new life and/or A&S agent has accumulated the required time under supervision and their supervisor is ready to recommend them for unsupervised practice. Supervision must continue until the form has been submitted and reviewed by Council.

Supervision Process Review Statement Form: Although not mandatory, it is recommended that this form, or something similar be completed for every file the supervisor reviews. You do not need to submit these forms, but you are encouraged to retain them for your records.

**What happens at the end of the mandatory supervision period? Do I need to do anything?**

Once the New Life and/or A&S Agent has accumulated the required time under supervision and their supervisor is ready to recommend them for unsupervised practice, the Confirmation of Completion Form should be completed and submitted to council. Supervision must continue until Council has reviewed the form and provided confirmation.

**What if my supervisor doesn't sign off at the end of the mandatory supervision period?**

Supervision must continue until the supervisor submits the Confirmation of Completion Form and it is reviewed by Council.

**SUPERVISOR QUESTIONS**

**Can I delegate supervision to someone else?**

Yes, but your designate must also meet the qualifications to be a supervisor; furthermore, you remain accountable for your supervisee.

**As a supervisor, am I liable if my supervisee does something that contravenes Council Rules?**

As a supervisor, you are responsible for providing oversight and guidance to the New Life and/or A&S Agent such that their sales practices and client recommendations are in line with regulatory requirements. If a New Life and/or A&S Agent under your supervision contravenes regulatory requirements, you will need to be able to demonstrate that you provided adequate oversight otherwise you could potentially face disciplinary action.

**What documentation do I need to retain?**

Supervisors should maintain all supervision-related documents, including statements, a summary of the supervisor's meetings with the New Life and/or A&S Agent, and any notes regarding the New Life and/or A&S agent's progress.

New Life and/or A&S Agents are encouraged to maintain documentation for their own records.

**What if the mandatory minimum 24 months is complete, but I don't feel the New Life and/or A&S Agent is ready for unsupervised practice?**

24 months is the minimum requirement for supervision but can continue after this time if the supervisor is not yet ready to recommend the New Life and/or A&S Agent for unsupervised practice. Supervision should continue until such time as the Confirmation of Completion Form has been submitted and reviewed by Council.

**What if I answered "No" to one or more of the Supervisor Statement questions on the Confirmation of Completion Form?**

The Supervisor Statement questions are intended to help the supervisor gauge the New Life and/or A&S Agent's readiness for unsupervised practice. If you answered "no" to any of the questions, this is a strong indication that continued supervision is necessary.

It is strongly recommended that forms not be submitted until the supervisor feels they can readily answer "yes" to the statements, indicating that the New Life and/or A&S Agent is ready, as submitting forms with "no" answers will prompt Council to contact the supervisor for an explanation.