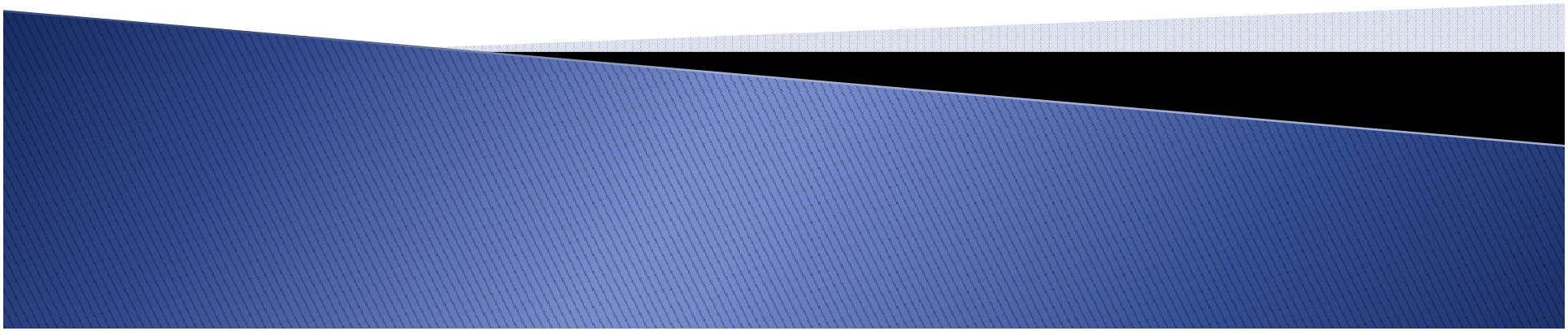
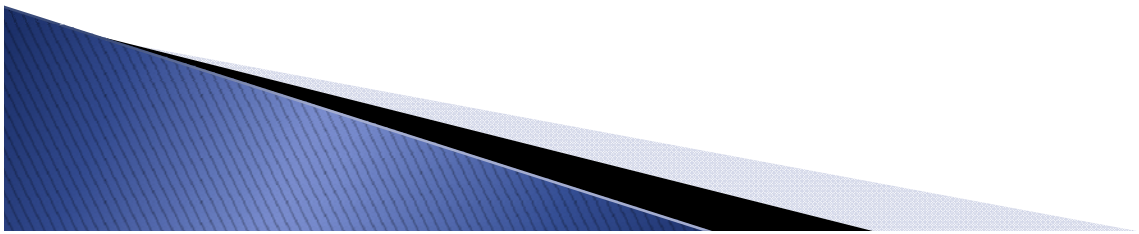
Harmonized Life Insurance Licensing Qualification Program

Stakeholder Information Session
July 5, 2012



AGENDA

- CISRO Plan
- High-level Overview of Harmonized Program
- Governance Framework Around the Program
- Program Development Process
- Stakeholder Engagement Plan



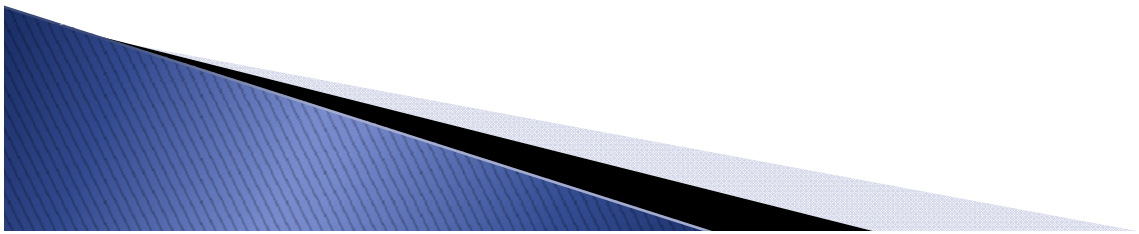
CISRO PLAN

Opportunity to create harmonized program arose from

- LLQP regulators looking at how best to ensure existing program remains current and transparent to stakeholders
- AMF looking at updating its current program
- Increased awareness of the need to align with provisions under the Agreement on Internal Trade and other jurisdictional agreements (e.g. Quebec/Ontario Co-operation and Trade Agreement)

New Harmonized Program

- Combines features of existing LLQP and AMF Programs
- Maintains current education standards that ensure new agents have the minimum knowledge and skills necessary to protect consumers
- Supported by a CISRO governance structure and decision making framework for key decisions around maintaining and safeguarding the integrity of the program – including a single point of contact for inquiries/issues raised by stakeholders
- Program development to be delivered by Quebec's in-house education specialists under CISRO's direction



Program Overview

Features of the Harmonized Program

- Curriculum Design Document (CDD) –foundation document for course and exam/question development
- Criteria for approving third party course providers to deliver course – will become mandatory in Quebec
- Single Databank of Exam Questions and Exam(s)- exam will shift from closed book to open book modular exams
- Exam Delivery continues to be responsibility of each jurisdiction
- Funding for program through sale of study manuals developed by Education Specialists

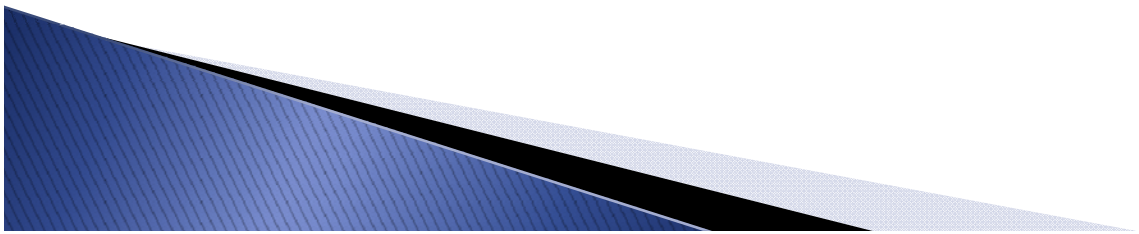
Program Overview

- Updated CDD will combine LLQP and AMF CDD's into a single document
- Analysis of the CDD's show
  - both substantially similar (AMF includes civil law code and taxation which are Quebec specific i.e. local knowledge requirements)
  - Both require review to ensure currency with today's marketplace

Program Overview

- Regulators will continue to rely upon third party education providers to deliver course

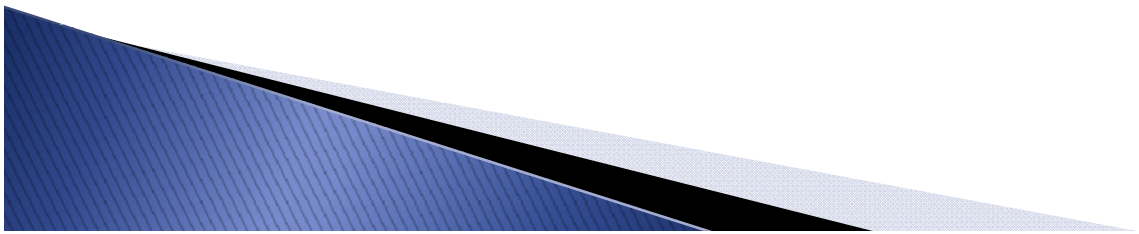
- Quebec's in-house education experts to develop and monitor exams and exam questions in accordance with testing and ongoing exam performance monitoring best practices



Program Overview

- Exam format –open book, modular approach similar to Quebec's format

  - Exams continue to test acquired knowledge and skills using multiple choice format
  - CISRO study manual for each module that individuals may use as only reference during the exam
  - Course providers may also choose to adopt manuals in their design and teaching of the course to ensure consistency in terminology



Program Overview

- Open book, modular approach provides greater flexibility
  - Individuals can tailor their studying based on module content
  - Individuals who fail a module can rewrite the module rather than the full exam as is the case today under LLQP

Program Overview

- Program Development
  - Concurrently in both English and French to avoid issues that typically arise from translation of existing materials
  - CDD development process will ensure knowledge and skills set out in the CDD represent the occupation across Canada
  - Start-up and ongoing maintenance costs to be self-sustained through sale of study manuals
  - Program to be ready by September 2015

GOVERNANCE STRUCTURE



CISRO

Responsibilities

- Determines strategic direction for the development, maintenance and administration of the national program
- Approves, modifies or rejects Governance Committee (GC) recommendations
- Approves annual budgets and unforeseen expenses

GOVERNANCE COMMITTEE (GC)

Responsibilities

- Makes operational decisions for the national program
- Takes strategic recommendations to CISRO for voting
- Plans and coordinates the development, implementation, systematic review and continued improvement of the national program
- Approves specialized training based on education development specialists' analysis results

GOVERNANCE COMMITTEE (GC)

Responsibilities (cont'd)

- Is responsible for the day-to-day administration of the national program in all jurisdictions including:
  - Responding to jurisdictions' questions
  - Collecting candidate and industry questions, suggestions and concerns, and taking appropriate action if applicable
  - Transferring questions to education development specialists
  - Reviewing industry demands
  - Meeting with stakeholder entities if applicable

EDUCATION DEVELOPMENT SPECIALISTS

Responsibilities

- Act as education experts for the GC
- Produce ad hoc analyses/reports as required by the GC
- Plan and carry out development and maintenance of the standards of qualification
- Regularly review the curriculum
- Regularly create exam questions
- Create exam versions and formats for all jurisdictions
- Review and correct problematic questions
- Recommend the approval or cancellation of specialized training recognition to the GC
- Collect and analyze exam achievement rate statistics and implement appropriate measures

EDUCATION DEVELOPMENT SPECIALISTS

Responsibilities (cont'd)

- Recommend policies and procedures connected to exam development to the GC
- Monitor industry sectors to stay up to date on news or developments and to evaluate their impact on the standards of qualification in place
- Coordinate the activities of content specialists from across Canada (certified and experienced representatives/agents) hired for occasional mandates (question writing, validation, etc.) in order to ensure that national program content is relevant for all jurisdictions
- Coordinate exam distribution
- Answer questions and comments submitted by the GC related to training recognition and exam and study material content

STANDARD DEVELOPMENT PROCESS

Step 1- OCCUPATIONAL ANALYSIS

Step 2- CURRICULUM DEVELOPMENT

Step 3- DEVELOPMENT OF STUDY MATERIAL (EXAM PREPARATION MANUALS)

Step 4- EXAM DEVELOPMENT

Step 5- EXAM ADMINISTRATION AND CORRECTION

Step 6- MONITORING EXAMS

STANDARD DEVELOPMENT PROCESS

Step 1 – OCCUPATIONAL ANALYSIS

- Collect and analyze information on the targeted profession(s)
- Identify common core activities

STANDARD DEVELOPMENT PROCESS

- Occupational Workshops



Vancouver

Calgary

Toronto

Moncton

Montreal/Quebec

WORK PLAN

Period	Activities
April to June 2012	• Prepare preliminary studies • Organize occupational analyses and decide on logistics • Hold three occupational analyses workshops in Quebec
June to September 2012	• Write three reports on specific workshops in Quebec • Prepare preliminary studies for four targeted provinces • Organize occupational analyses and decide on logistics
September to December 2012	• Hold two workshops in four other targeted provinces • Consult with industry participants and various partners • Write two workshop reports
January to April 2013	• Develop preliminary skill evaluation tables • Present provisional curriculum for approval to GC and CISRO • Define specialized training requirements
April to September 2013	• Determine content framework for each skill • Start developing exam study material

WORK PLAN

Period	Activities
October 2013 to July 2014	• Develop a plan for communications and distribution of national program standards • Develop policies, guidelines and rules in keeping with the standards of qualification • Publish the curriculum and final skill evaluation tables • Publish policies and training recognition criteria

WORK PLAN

Period	Activities
July 2014 to August 2015	• Carry out communications plan • Analyze training recognition applications • Sell study manuals (in both languages) • Publish other study tools (question examples, etc.) • Publish transitional measures for candidates currently involved in the certification process • Publish exam policies, rules and instructions • Publish a list of recognized training organizations • Develop the question databases and exam formats and versions • Lead information sessions for industry participants and candidates

WORK PLAN

Period	Activities
September 2015	• Implement new requirements (training) • Administer new exams • Start compiling new success rates and monitoring statistics

STAKEHOLDER ENGAGEMENT PLAN

- CISRO committed to ongoing stakeholder engagement throughout development and implementation of new program

- Information will be made available to stakeholders as work on this initiative continues

- Inquiries
  - Existing LLQP – Pat Chamberlain
  - Existing AMF Program – René Brisson
  - Harmonized program – Ron Fullan

Appendix 1

Possible Modules

