



CISRO GILQR Invitation to Comment

Summary

As announced in April 2018, the Canadian Insurance Services Regulatory Organizations (CISRO) has established a Committee to review licensing qualification requirements for general insurance (in some jurisdictions also known as “property & casualty” or “other than life” insurance) agents and brokers across Canada, and to make recommendations regarding a harmonized approach. Over the next year, the General Insurance Licensing Qualification Review (GILQR) Committee will be developing a report and recommendations for presentation to CISRO in Spring 2019.

CISRO is seeking input on whether the existing educational qualifications for general insurance agents and brokers are sufficient to protect consumers and how they might be improved. The deadline for comments is **Friday, August 31, 2018**.

Background

Currently, general insurance educational requirements and qualifications are not harmonized across Canada. Some jurisdictions rely on third-party course providers while others utilize provincially administered examinations, which do not share a common curriculum. CISRO has prepared a summary of the various education requirements that are in place, for reference (see Appendix).

In addition, CISRO has identified that general insurance licensing requirements and curricula have not been universally reviewed for a number of years.

Financial services regulators are increasingly prioritizing consumer protection, as reflected in international and Canadian standards and guidelines. CISRO members recognize the need to ensure that consumers of general insurance are dealing with agents and brokers with appropriate levels of knowledge, competency and training. Regulators are also striving towards greater consistency through harmonization where it is possible and appropriate.

Mandate

The mandate of the GILQR Committee is to:

- Review licensing education requirements for general insurance agents and brokers across Canada and make recommendations regarding a harmonized approach; and
- Assess how the recommendations would impact licensing in each jurisdiction if implemented.



Curricula and examinations specific to claims adjuster licensing, which could be impacted by the recommendations, are not considered part of the mandate.

The Committee does not intend to assess current licensing frameworks but will consider these when making recommendations.

Questions

The Committee has developed the following questions in order to stimulate discussion and thought. Please feel free to provide as much or as little detail as you deem appropriate.

1. As noted in the Appendix, jurisdictions have taken different approaches to licensing education. In your opinion, what should the educational requirements for general insurance licensing look like?
2. What works well within the current frameworks?
3. How could the current frameworks be improved?
4. Should there be minimum education and/or experience requirements before individuals enter the insurance industry (e.g., high school/CEGEP, work experience, etc.)?
5. What skills, knowledge and/or competencies should a broker or agent have?
6. How much value would there be to your organization and/or to the industry in harmonizing educational qualifications between jurisdictions? Please elaborate.
7. What challenges do you see in harmonizing educational qualifications?
8. In 2016, CISRO members introduced an updated version of the Life Licence Qualification Program for life insurance licensees (LLQP). The program included the following features:
 - Completion of a uniform Competency Profile,
 - A common Curriculum,
 - Standardized course material,
 - The use of Accredited Course Providers to deliver the course material
 - Certification of successful completion of the study course by Accredited Course Providers.
 - A uniform regulator-delivered examination.
 - A modular approach to the course material and examination
 - An open-book examination

Are there aspects of this licensing qualification regime that could be applied to general insurance education? Which would or would not be applicable?



9. How would you suggest that the Committee engage with general insurance stakeholders as this review progresses (e.g., frequency, touchpoints, means of engagement)?
10. Please provide any other comments you wish to share with the Committee that you believe are relevant to this review.

Next Steps

The Committee will consolidate the results of this preliminary consultation and present them to CISRO members in Fall 2018. All stakeholder comments will be considered as the Committee develops its recommendations, and it will continue to engage stakeholders and provide updates as the project progresses.

How to Provide Comments

All comments should be submitted to cisro-ocra@fscs.gov.on.ca by **Friday, August 31, 2018**.

CISRO may make the submissions received publicly available. If you indicate that you do not want your submission or specific parts of your submission to be made public, we will treat the submission, or the designated parts, as confidential to the limited extent permitted by law.