



Update on the Life Licence Qualification Program (LLQP) March 29, 2016

Harmonized LLQP is in Effect

Three and a half years after it was announced by CISRO, the harmonized LLQP came into effect across Canada on January 1, 2016, as planned. The updated program is the product of significant work by regulators and industry stakeholders and included extensive industry participation and consultation.

On behalf of CISRO, thank you to all who participated in and supported this project.

Validation of Exam

The Autorité des marchés financiers (AMF), CISRO's educational service provider, is applying control mechanisms to ensure the validity of the new exam. In addition, CISRO has retained Yardstick Testing and Training Experts ("Yardstick") to perform an independent psychometric evaluation. Yardstick was selected by the LLQP Governance Committee based on recommendations by stakeholders submitted by November 30, 2015 and a review of proposals.

Work has begun on this evaluation and Yardstick's report will be released for stakeholder review when sufficient data has been gathered.

CISRO will be publishing the candidate exam performance results for each course provider on a quarterly basis. Course providers will receive more detailed, customized reports on their graduates' performance on the licensing exam.

Course and Exam Administration

With the implementation of the harmonized LLQP, CISRO also introduced a new course and certification process using the [Canadian Insurance Participant Registry system \(CIPR\)](#). The process facilitates collection of the fee payable for the course material and can streamline the process of registering for exams in each jurisdiction.

CISRO members accommodated a huge increase in demand for LLQP exam sittings in the later part of 2015. In some jurisdictions, the number of exam sittings arranged in November/December was nearly 350% of the number for the same period in 2014. Candidates who were not able to finish the LLQP by January 1st can complete a qualifying program based on the harmonized LLQP in order to write the new exam.

CISRO will be posting information on its web site about exam administration in each jurisdiction. The Canadian Life and Health Insurers Association (CLHIA) will also be circulating this information to its members as part of its annual Agent Licensing chart.

New Exam Re-write Policy

Most jurisdictions have revised their policies on exam re-writes for the harmonized LLQP. It is important to confirm the policy with the appropriate regulator. In general:

- A candidate may attempt each module up to five times in one year.
- After the third unsuccessful attempt, a candidate must wait three months between each additional attempt at that module.
- After five attempts, the waiting period is six months for each additional rewrite of that module.

Candidates writing in Alberta are subject to the re-write policy that was in place prior to January 2016, pending changes to regulation. Please contact the Alberta Insurance Council for information on exam waiting periods in that province.

Exams written in any jurisdiction count towards a candidate's total number of attempts (i.e., candidates cannot write in another jurisdiction in order to avoid a waiting period).

LLQP Governance Structure and Applications

The governance structure and stakeholder feedback process for the LLQP have been posted to the [CISRO website](#). These detail how LLQP-related suggestions, comments and complaints submitted by stakeholders are addressed. The objective of the LLQP governance structure is to ensure the program's validity and stability through:

- Consideration of ongoing stakeholder input;
- Continuous and proactive Curriculum and exam enhancement;
- Clearly defined roles and obligations for all participating jurisdictions; and
- Stable expert operational management.

Quarterly Stakeholder Information Sessions

CISRO's LLQP Governance Committee will continue to meet with stakeholders on a quarterly basis through 2016. The first meeting will be on April 11, 2016 in Toronto (an invitation will be sent by email). Examination data from the first quarter of 2016 will be presented at this meeting. We anticipate that subsequent sessions will be held in late June, late September and mid-December.

We look forward to seeing you on April 11th.