LLQP Governance – Structure and Applications

This document aims to highlight how the LLQP Governance Structure provides a framework for processing Stakeholder feedback regarding the program. It illustrates the Governance Structure and then details the process through which LLQP-related suggestions, comments and complaints submitted by individual candidates, Course Providers and Insurance Companies are addressed.
LLQP Governance Structure

The objective of the LLQP Governance Structure is to ensure the program’s validity and stability, namely through:

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

**CISRO**

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

**Governance Committee (GC)**

- Makes operational decisions for the program, including recommendation of Course Providers
- Takes strategic recommendations to CISRO for approval
- Plans and coordinates the development, implementation, review and continued improvement of the program

**Participating Jurisdictions**

- Administers exams, potentially through a local exam administrator
- Follows program policies and procedures
- Submits program-related questions, problems and comments to the GC

**Educational Service Provider (ESP)**

- Acts as educational expert for the GC
- Recommends policies and procedures to the GC
- Produces analyses and reports requested by the GC and answer questions it submits regarding the program
- Plans and carry out the development, maintenance and review of qualification standards and tools
- Collects and analyzes exam data and implement appropriate measures
Governance Structure Application
Management of LLQP issues submitted by Stakeholders

1. Feedback from Stakeholder
The LLQP GC will receive and analyze:
- Specific comments relating to the exam preparation material (typo, error in an example, incomplete explanation, etc.)
- Specific comments relating to exam questions (typo, ambiguous terminology, absence of correct answer, etc.)
- Formal complaints relating to the LLQP program overall
- Positive feedback

Participating jurisdictions will receive and analyze comments and complaints relating to their responsibilities, such as those dealing with exam administration

2. Submission channels
- GC Chair contact point
- Educational Service Provider LLQP address: llqp.pgap@lautorite.qc.ca (also accessible through CISRO website)
- Comments sheet or other means provided during exam session – privileged channel for specific comments relating to exam questions
- Participation jurisdiction contact point
- Local exam administrator contact point
- LLQP Stakeholder committee or meeting

3. Analysis
The LLQP GC will submit comments and complaints to the Educational Service Provider (ESP) for analysis. This analysis will include:
- Information gathering – including independent opinions from subject matter experts
- Statistical analysis
- Classification based on type and level of impact

The LLQP ESP will submit its analysis to the GC to determine appropriate orientations in cases of:
- Specific comments with a significant impact on candidate preparation or evaluation
- Formal complaints

4. Response and Resolution
A response is prepared by the Educational Service Provider (ESP) and addressed to the originating party by the Provider or the entity having initially received the submission; timing is based on the date at which the communication is received by the ESP:
- General response within 5 to 10 business days for all communications
- Detailed report within 60 days for issues submitted to the LLQP GC (formal complaints and specific comments with a significant impact on candidate preparation and evaluation)

Potential resolutions implemented by the ESP include:
- Corrections made to Exam preparation material or Exam questions
  - As soon as possible for elements that have a serious impact on candidate preparation or evaluation
  - In the course of a planned review for minor
- Notice to all Course Providers within 30 days in response to specific comments that require extensive validation and that have an impact on candidate preparation and evaluation
- Dialogue with Course Provider to improve student results
- Planning for formal program review