

# **Curriculum Design Document**

## **Broker**

### **General Insurance Level 1**

Alberta Insurance Council

**June 2020**

# Alberta Insurance Council

## Curriculum Design Document for General Insurance Brokers

### License Levels

The Alberta Insurance Council is proposing three levels of general insurance broker license.

**Level 1 Broker:** In an average Canadian brokerage and/or agency, this person would primarily work in the office in the role of front counter customer service representative. Other duties would be to work in a support role for Level 2 and Level 3 brokers in the office. This person would be supervised by a Level 2 or Level 3 broker.

**Level 2 Broker:** In an average Canadian brokerage and/or agency, this person would work as a producer of new business and manage existing business. In addition to personal lines insurance, this person would be involved in commercial or specialty lines of insurance or both. While a Level 3 is ultimately responsible for the overall management and supervision of a brokerage, a Level 2 certificate holder can undertake various management and supervisory responsibilities and can act without supervision.

**Level 3 Broker:** In an average Canadian brokerage and/or agency, this person would have a broad technical insurance knowledge and may act in the capacity of a manager or operator of a brokerage firm.

### Skills Levels

Throughout the Curriculum Design Document there will be references to skill levels as either Basic, Intermediate or Advanced. To ensure consistency with established learning principles, “Blooms Taxonomy of Educational Objectives” was referenced in developing definitions for each skill as follows:

#### Bloom’s Levels 1 and 2 - Basic Skills

A basic skill level in a particular area would require the broker/agent to have **Knowledge and Comprehension** of that particular area.

**Definition of Knowledge:** The broker/agent recalls or recognized information, ideas, and principles in the approximate form in which they were learned.

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**Definition of Comprehension:** The broker/agent understands, translates, or interprets (explains or summarizes) information based on prior learning.

### **Bloom Levels 3 and 4 - Intermediate Skills**

An intermediate skill level in a particular area would require the broker/agent to be able to **Apply and Analyze** the knowledge and comprehension of that particular area.

**Definition of Application:** The broker/agent selects transfers, and uses data and principles to complete a problem or task with a minimum of direction.

**Definition of Analysis:** The broker/agent distinguishes, classifies, and relates the assumptions, hypotheses, evidence, or structure of a statement or question.

### **Bloom Levels 5 and 6 - Advanced Skills**

A broker/agent with an advanced skill level in a particular area must be able to **Synthesize and Evaluate** the knowledge and comprehension of that particular area.

**Definition of Synthesis:** The broker/agent originates, integrates, and combines ideas into a product, plan or proposal that is new to him or her.

**Definition of Evaluation:** The broker/agent appraises, assesses, or critiques on a basis of specific standards or criteria.

# General Insurance Level 1 – National Skills Profiles

## Technical Skills and Risk Management

<b>Level I</b>		
<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>
<p><b>Property Insurance</b></p> <p><b>Commercial Property</b></p> <ul style="list-style-type: none"> <li>• Fundamental Principles</li> <li>• Policy structure</li> <li>• Building Coverage</li> <li>• Stock Coverage</li> <li>• Equipment Coverage</li> <li>• Business Interruption</li> <li>• Casualty coverages</li> <li>• Crime</li> <li>• Boiler &amp; Machinery</li> <li>• Specialized Forms (Contractors, Garage)</li> </ul> <p><b>Other Commercial Coverages</b></p> <ul style="list-style-type: none"> <li>• Surety</li> <li>• Marine</li> </ul> <p>(continued below)</p>	<p><b>Property Insurance</b></p> <p><b>Personal Property</b></p> <ul style="list-style-type: none"> <li>• Fundamental Principles</li> <li>• Policy Structure</li> <li>• Tenant Insurance</li> <li>• Homeowners Insurance</li> <li>• Condominium Insurance</li> <li>• Farm Insurance</li> <li>• Seasonal Insurance</li> <li>• Endorsements</li> <li>• Other (rented, Mobile Home)</li> </ul> <p><b>Liability Insurance</b></p> <p><b>Personal Lines</b></p> <ul style="list-style-type: none"> <li>• Fundamental Principles</li> <li>• Policy Structure</li> <li>• Standard Coverages (Sections E,F &amp; G)</li> </ul> <p>(continued below)</p>	

# General Insurance Level 1 – National Skills Profiles

## Technical Skills and Risk Management (continued)

Level I		
Basic	Intermediate	Advanced
<p><b>Liability Insurance</b></p> <p><b>Commercial Lines</b></p> <ul style="list-style-type: none"> <li>• Fundamental Principles</li> <li>• Policy Structure</li> <li>• Standard Coverages (Commercial General,</li> <li>• Tenants' Legal, Umbrella, Garage, Professional)</li> </ul> <p><b>Automobile Insurance</b></p> <p><b>Commercial Automobile</b></p> <ul style="list-style-type: none"> <li>• Fundamental Principles</li> <li>• Policy Structure</li> <li>• Standard Coverages</li> <li>• Endorsements</li> </ul> <p><b>Travel Insurance</b></p>	<p><b>Automobile Insurance</b></p> <p><b>Personal automobile</b></p> <ul style="list-style-type: none"> <li>• Fundamental Principles</li> <li>• Policy Structure</li> <li>• Standard Coverages (Sections A,B &amp; C)</li> <li>• Endorsements</li> </ul> <p>(continued below)</p>	

# General Insurance Level 1 – National Skills Profiles

## Technical Skills and Risk Management (continued)

Level I		
Basic	Intermediate	Advanced
	<p><b>Risk Management Skills</b></p> <ul style="list-style-type: none"> <li>• Risk Evaluation</li> <li>• Identify Exposures</li> <li>• Identify Alternatives</li> <li>• Select Techniques</li> <li>• Implement</li> <li>• Monitor &amp; Modify</li> <li>• Needs Evaluation</li> <li>• Rate Usage</li> <li>• Claims Process Management</li> <li>• Binding Authority</li> <li>• Knowledge of Limitations</li> </ul>	

# General Insurance Level 1 – National Skills Profiles

## Ethics & Professionalism

Level I		
Basic	Intermediate	Advanced
<ul style="list-style-type: none"><li>• Privacy</li><li>• Financial Handling</li><li>• Disclosure &amp; Conflicts of Interests</li></ul>	<ul style="list-style-type: none"><li>• Errors &amp; Omissions</li></ul>	<ul style="list-style-type: none"><li>• Confidentiality (Privacy Act)</li><li>• Professional Conduct</li></ul>

# General Insurance Level 1 – National Skills Profiles

## Industry Knowledge

Level I		
Basic	Intermediate	Advanced
<p><b>Industry Knowledge</b></p> <ul style="list-style-type: none"> <li>• Role of Insurance in Society</li> <li>• Benefits of Insurance to Society</li> <li>• Concept of Reinsurance</li> <li>• Concept of Facility</li> </ul> <p><b>Regulatory</b></p> <ul style="list-style-type: none"> <li>• Role of Regulatory Body</li> <li>• Role of Insurer</li> <li>• Role of Underwriter</li> <li>• Role of Adjuster</li> <li>• Industry Associations</li> </ul>	<p><b>Industry Knowledge</b></p> <ul style="list-style-type: none"> <li>• Role of Brokers/Agents</li> </ul> <p><b>Regulatory</b></p> <ul style="list-style-type: none"> <li>• Regulatory Legislation &amp; By-laws</li> <li>• Licensing Levels</li> <li>• Continuing Education</li> <li>• Complaint Handling</li> <li>• Prospecting</li> <li>• Different Industry Trade Associations</li> <li>• Career Development</li> </ul>	<p><b>Industry Knowledge</b></p> <ul style="list-style-type: none"> <li>• Fiduciary Responsibility</li> </ul>

## General Insurance Level 1 – National Skills Profiles

<b>Module</b>	<b>Page</b>	<b>Level 1</b>
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<b>Module 3. Industry Knowledge</b>	21 - 23	8.1 – 9.11

# Technical Skills and Risk Management: Broker Level 1, Module 1

**ID number and ability objective: 1. Property Insurance**

Define and apply the principles and use of property insurance.

<b>Measurable objective and skill level</b>		
<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>
<p><b>1. Property Insurance</b>  <b>1.1 Commercial Property</b>  <b>1.1.1 Fundamental Principles</b>                      Ability to identify a commercial exposure; define types of insured e.g. sole proprietorship, corporation, partnership; demonstrate comprehension of the structure of co-insurance clauses including basic calculations.</p> <p><b>1.1.2 Policy Structure</b> - ability to understand the Perils and Broad Form policies; ability to understand what co-insurance is and how it works</p> <p><b>1.1.3 Building Coverage</b> – ability to identify what types of property would be covered under building coverage</p> <p><b>1.1.4 Stock Coverage</b> - ability to identify what types of property would be covered under stock coverage</p> <p><b>1.1.5 Equipment Coverage</b> - ability to identify what types of property would be covered under equipment coverage</p>	<p><b>1. Property Insurance</b>  <b>1.3 Personal Property</b>  <b>1.3.1 Fundamental Principles</b>                      Ability to define and demonstrate what types of coverages are included as personal property – e.g. tenant’s, homeowner’s, mobile home, condominium, seasonal; demonstrate ability to accurately and fully complete a homeowner’s application form; demonstrate ability to understand and explain the purpose/intent of statutory and additional conditions; demonstrate ability and define the following:</p> <ul style="list-style-type: none"> <li>• why a coverage would be identified as commercial or personal</li> <li>• define a commercial exposure</li> <li>• define exclusions</li> <li>• define the differences among basic, broad, and comprehensive; demonstrate an understanding of insurance terminology - actual cash value to replacement cost; define and demonstrate understanding of who can be an “insured” under a policy</li> </ul>	

# Technical Skills and Risk Management: Broker Level 1, Module 1

**ID number and ability objective: 1. Property Insurance**

Define and apply the principles and use of property insurance.

<b>Measurable objective and skill level</b>		
<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>
<p><b>1. Property Insurance</b></p> <p><b>1.1 Commercial Property</b></p> <p><b>1.1.6 Business Interruption</b> – ability to identify what business interruption insurance is and how it could assist a business that suffers a loss while being rebuilt or restored</p> <p><b>1.1.7 Casualty Coverages</b> – ability to identify what casualty insurance is e.g. bodily and personal injury</p> <p><b>1.1.8 Crime</b> – ability to identify the criminal acts that are usually covered under a commercial property insurance policy and to recognize the need for other coverages to be insured e.g. safe, employee dishonesty, theft.</p> <p><b>1.1.9 Boiler &amp; Machinery</b> – ability to identify these exclusions that appear in commercial property insurance policies and know that additional insurance coverage must be made to insure against losses caused by boiler &amp; machinery</p>	<p><b>1. Property Insurance</b></p> <p><b>1.3 Personal Property</b></p> <p><b>1.3.2 Policy Structure</b> – ability to demonstrate and apply knowledge of the components of the IBC (Insurance Bureau of Canada) wordings regarding personal property policy, e.g. common definitions, deductible clause, Coverages A – dwelling building, B - detached private structures, C – personal property including on &amp; off premises, special limits, extension of coverage, D - additional living expense and fair rental value, Basis of claim payment, E – personal liability to include compensatory damages, supplementary payments, notice, requirements of insured, F – voluntary medical payments, G – voluntary property damage, exclusions</p> <p><b>1.3.3 Tenant Insurance</b> - demonstrate knowledge and the ability to recommend appropriate tenant insurance policy including perils insured and coverages e.g. all risks, legal liability, contents, improvements and betterments, comprehensive personal liability; demonstrate knowledge and the use of all tenant insurance forms</p>	

# Technical Skills and Risk Management: Broker Level 1, Module 1

**ID number and ability objective: 1. Property Insurance**

Define and apply the principles and use of property insurance.

<b>Measurable objective and skill level</b>		
<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>
<p><b>1. Property Insurance</b>  <b>1.1 Commercial Property</b>  <b>1.1.10 Specialized Forms (Contractors, Garage)</b>                      -ability to identify the need for and when and who is responsible for purchasing contractors insurance  <b>1. Property Insurance</b>  <b>1.2 Other Commercial Coverages</b>  <b>1.2.1 Surety-</b> identify what surety coverage is and when it could be required e.g. types of licenses, bonded warehouses, executors of estates.  <b>1.2.2 Marine-</b> ability to identify what property is covered under ocean marine policies.</p>	<p><b>1. Property Insurance</b>  <b>1.3 Personal Property</b>  <b>1.3.4 Homeowners Insurance</b> – demonstrate knowledge and ability to recommend appropriate homeowners’ policies including the named perils form, basic form, broad form and comprehensive form, define and demonstrate knowledge of what types of risks are covered under a basic, broad and comprehensive form; demonstrate and apply knowledge with respect to inflation protection, guaranteed replacement cost, guaranteed replacement cost vs ACV, guaranteed replacement costs vs replacement cost, single limit endorsement, requirement to notify for alterations and renovations, exclusions (re: water losses, vacancy, under construction, by-laws) fire department charges, floaters; demonstrate and apply knowledge common definitions and types of construction; demonstrate knowledge and the use of all home owner insurance forms</p>	

## Technical Skills and Risk Management: Broker Level 1, Module 1

**ID number and ability objective: 1. Property Insurance**

Define and apply the principles and use of property insurance.

<b>Measurable objective and skill level</b>		
<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>
	<p><b>1. Property Insurance</b></p> <p><b>1.3 Personal Property</b></p> <p><b>1.3.5 Condominium Insurance</b> – demonstrate knowledge and ability to recommend appropriate condominium coverage including what is insured by the condominium corporation and what needs to be insured by the unit holder, what endorsements may be added to the policy e.g.U1 unit improvements and betterments, U3 contingency, U2 loss assessment common areas; define bare land vs standard condo, demonstrate knowledge of loss assessment and unit additional protection</p> <p><b>1.3.6 Farm Insurance</b>– demonstrate and apply knowledge of farm insurance and when it should be recommended.</p> <p><b>1.3.7 Seasonal Insurance</b> – demonstrate knowledge and ability to recommend appropriate seasonal and secondary residence coverages e.g. fire, extended coverages and electricity, one or more of burglary, vandalism or malicious acts, and glass for building and/or contents</p> <p><b>1.3.8 Endorsements</b> – demonstrate knowledge and ability to recommend appropriate endorsements (floaters) and determining clients’ needs, e.g. personal articles, fine arts, tools, computers, guaranteed replacement cost, sewer back-up, flood, earthquake.</p> <p><b>1.3.9 Other (rented, mobile home)</b> demonstrate knowledge and ability to recommend appropriate mobile home coverage (coverages A, B, C &amp; D) and how it differs from basic homeowner’s policy e.g. exclusion for loss or damage occurring while moving mobile home building</p>	

## Technical Skills and Risk Management: Broker Level 1, Module 1

**ID number and ability objective:** 2. Liability Insurance  
Define and apply the principles of liability insurance

<b>Measurable objective and skill level</b>		
<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>
<p><b>2. Liability Insurance</b>  <b>2.1 Commercial Lines</b>  <b>2.1.1 Fundamental Principles</b> - ability to identify liability exposures;  <b>2.1.2 Policy Structure</b> – ability to identify the 2 types of commercial general liability policies e.g. Commercial General Liability Policy (Occurrence Form) and Commercial General Liability Policy (Claims Made Form).  <b>2.1.3 Standard coverages</b> – ability to identify common coverage options under a commercial liability policy e.g. commercial general, tenants’ legal, umbrella, garage, professional</p>	<p><b>2. Liability Insurance</b>  <b>2.2 Personal Lines</b>  <b>2.2.1 Fundamental Principles</b> - demonstrate knowledge and ability to recommend appropriate types of coverages that are included for personal lines liability insurance; demonstrate knowledge and ability to recommend appropriate common liability concepts e.g. criminal law, common law, statute law, civil code, civil law. Civil law concepts include contract law, tort law including elements of a tort, types of tort, types of damages, negligence and basic legal precedents.  <b>2.2.2 Policy structure</b> - ability to demonstrate and apply knowledge of the components/structure of the personal liability policy e.g. (Sections E, F, G &amp; H of Homeowners’ policies).  <b>2.2.3 Standard coverages</b> – demonstrate knowledge and ability to explain and recommend the standard coverages of a personal liability policy e.g. legal liability, voluntary medical payments, voluntary payment for damage to property, voluntary compensation for residence employees</p>	

# Technical Skills and Risk Management: Broker Level 1, Module 1

**ID number and ability objective: 3. Automobile Insurance**  
Define and apply the principles of automobile insurance

<b>Measurable objective and skill level</b>		
<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>
<p><b>3. Automobile Insurance</b></p> <p><b>3.1 Commercial Automobile</b></p> <p><b>3.1.1 Fundamental principles:</b> understand the various commercial automobile forms.</p> <p><b>3.1.2 Policy Structure</b> – understand the components of the commercial automobile policies (Standard Automobile Policy) SPF #1, (Standard Garage Policy) SPF #4, (Non-owned automobile Policy) SPF #6 &amp; (Transportation Network Policy) SPF #9</p> <p><b>3.1.3 Standard Coverages</b> define the differences among SPF SPF #1,SPF #4, SPF #6 and SPF #9</p> <p><b>3.1.4 Endorsements</b> – define various endorsements available for use with a fleet policy; understand the various endorsements available for use with a garage policy</p>	<p><b>3. Automobile Insurance</b></p> <p><b>3.2 Personal Automobile</b></p> <p><b>3.2.1 Fundamental principles</b> - demonstrate knowledge and ability to explain SPF#1 (Standard Auto Policy); demonstrate knowledge and ability to explain the importance of accurate collection of information to complete an application e.g. driver information, claims experience, vehicle use, annual driving distance, special/customized equipment; demonstrate the ability to apply this knowledge for binding authority, underwriting decisions and the use of ratings</p> <p><b>3.2.2 Policy Structure</b> - ability to apply knowledge of the components of the personal automobile policy ( Section A, B &amp; C) Demonstrate and apply knowledge with respect to definitions of insureds, auto /grid, All Comers rule, rented or leased automobiles</p> <p><b>3.2.3 Standard Coverages</b> - demonstrate knowledge and ability to explain the coverage under - a standard automobile policy (SPF #1) e.g. Section A Third Party Liability, Section B Accident Benefits, Section C Loss of or Damage to Insured Automobile, Section D Uninsured Automobile;</p>	

## Technical Skills and Risk Management: Broker Level 1, Module 1

**ID number and ability objective:** 3. **Automobile Insurance**  
Define and apply the principles of automobile insurance

<b>Measurable objective and skill level</b>		
<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>
	<p><b>3. Automobile Insurance</b></p> <p><b>3.2 Personal Automobile</b></p> <p><b>3.2.4 Endorsements</b> - Demonstrate knowledge and ability to recommend/explain the purpose and intent of the most relevant policy endorsements e.g. SEF# 9 Recreational Vehicle Endorsement, SEF# 20 Loss of Use Endorsement, SEF#27 Legal Liability for Damage to Non-Owned Automobile Endorsement, SEF# 43(r) Limited Waiver of Depreciation Endorsement, SEF# 44 Family Protection. Endorsement 5, 13D, 23A, 38, 38A, and 43.</p>	

## Technical Skills and Risk Management: Broker Level 1, Module 1

**ID number and ability objective:** 4. Travel Insurance  
Define the principles of travel insurance

<b>Measurable objective and skill level</b>		
<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>
<p><b>4 Travel Insurance</b>  <b>4.1.1</b> Demonstrate knowledge and ability to explain and recommend travel insurance and the common clauses                      – health &amp; pre-existing conditions; excess hospital; medical insurance and extended care; accidental dental; emergency transportation – carriage &amp; travel of family member; death or disability – funeral expense, repatriation, accidental death benefits, accidental disability and loss of sight benefit; other coverages e.g. trip cancellation or interruption, baggage, return of auto, delay of return travel, childcare attendant and aggregate limit.</p>		

# Technical Skills and Risk Management: Broker Level 1, Module 1

**ID number and ability objective: 6. Risk Management**

Demonstrate knowledge of how to identify and assess exposures for all types of risks and methods to manage them

<b>Measurable objective and skill level</b>		
<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>
	<p><b>6 .Risk Management Skills</b></p> <p><b>6.1 Risk evaluation</b> - define and demonstrate the importance of obtaining full and accurate information from a client including use of coverage check lists; define and demonstrate the importance of accurately completing a policy application and other necessary documentation; define and demonstrate the importance of identifying other insurance exposures and the ability to advise the client of these risks; to identify when an conduct on-site inspection is required.</p>	

# Technical Skills and Risk Management: Broker

## Level 1, Module 1

### ID number and ability objective: 6. Risk Management

Demonstrate knowledge of how to identify and assess exposures for all types of risks and methods to manage them

Measurable objective and skill level		
Basic	Intermediate	Advanced
	<p><b>6.2 Identify Exposures</b> – determine and describe how to identify exposures e.g. risk management and its importance for standard residential, private passenger, light commercial automobile, pleasure watercraft; use of tools to determine risk (applications, pictures, information obtained from the client, cancelled coverages or insurance/previous loss history); performance history of the property; physical exposures such as construction or other features of residential property, occupancy and extent of protection; all exposures to loss for private passenger and light commercial automobiles, pleasure watercraft; indirect loss of residential property including physical hazards caused by others, indirect consequences of physical damage to private passenger and light commercial automobiles and pleasure watercraft;</p> <p><b>6.3 Identify Alternatives</b> – determine and describe alternative means of dealing with a risk e.g. using deductibles; coverages; limitations; alternate insurers.</p> <p><b>6.4 Select Techniques</b> – determine and describe techniques that can be used to assist the clients reduce risk e.g. WETT certified for woodstove.</p> <p><b>6.5 Implement</b> – determine and describe steps that can be taken for implementation of an insurance plan e.g. developing a checklist for determining requirements to cover the risk; developing an abeyance system to meet insurance company deadlines for correcting deficiencies; developing a system for documentation of communication with clients to include verbal, telephone, written, email, fax.</p> <p><b>6.6 Monitor &amp; Modify</b> - describe how a broker/agent would determine whether a risk was eligible to be covered or whether corrective action is required before a policy can be issued; the requirement for a broker/agent to be competent to provide risk management advice and claims assistance to a client.</p>	

# Technical Skills and Risk Management: Broker

## Level 1, Module 1

**ID number and ability objective: 6. Risk Management**

Demonstrate knowledge of how to identify and assess exposures for all types of risks and methods to manage them

<b>Measurable objective and skill level</b>		
<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>
	<p><b>6.7 Needs evaluation</b> – define and demonstrate the use of appropriate tools, reports or contacts to determine both current and unacknowledged needs.</p> <p><b>6.8 Rate Usage</b> – define and demonstrate how a rate manual can assist in front line underwriting e.g. eligibility, rates and products.</p> <p><b>6.9 Claims Process Management</b> - define and demonstrate how you should handle the claim process e.g. familiarity with the claims handling process set out in the Broker/Insurer contract, the ability to educate the client on the claims handling process including whether a claim would be covered, and informing the client of the office claims procedures; liaise with adjusters; assuring that the claim is handled according to the timing requirements established in the statutory conditions; proper completion of a Notice of Loss and supporting documentation.</p> <p><b>6.10 Binding Authority</b> –define and demonstrate knowledge of binding limits, knowing when and where to obtain details, procedures to handle situations that exceed binding authority</p> <p><b>6.11 Knowledge of limitations</b> – define demonstrate knowledge that all insurance policies have terms, conditions and limitations and knowing where to obtain details on limitations</p>	

# Ethics and Professionalism: Broker

## Level 1, Module 2

**ID number and ability objective: 7. Ethics & Professionalism**

Demonstrate the high level of personal and professional conduct that is required.

<b>Measurable objective and skill level</b>		
<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>
<p><b>7.1 Privacy</b> – describe the importance of maintaining timely and accurate filing, and the privacy requirements for an organization’s filing system including Personal Information Protection and Electronic Document Act (PIPEDA) or Personal Information Protection Act (PIPA) in Alberta.</p> <p><b>7.2 Financial Handling</b> – explain why proper financial handling is so important e.g. maintaining accuracy of financial transactions; understanding that when money is received from a client it is received in trust for an insurance company; proper handling of debit/credit cards and cash; tracking/record keeping of payments received.</p> <p><b>7.3 Disclosure &amp; Conflicts of Interests</b> - define and understand the importance of misrepresentation, non-disclosure or concealment e.g. non-disclosing or hiding material facts; full disclosure required from broker/agent.</p>	<p><b>7.4 Errors &amp; Omissions</b> – understand and comprehend the regulations/bylaws for maintaining E&amp;O insurance &amp; the minimums that are required; understand and demonstrate sound business practices to limit errors &amp; omissions exposure e.g. adherence to office policies and procedures, full and proper recording of client interactions including dates, times and specifics, recording of client refusal of recommendations.</p>	<p><b>7.5 Confidentiality</b> – using various case studies identify what responsibilities a broker/agent would have with respect to confidentiality e.g. what constitutes private information, be knowledgeable about a brokers/agents responsibilities, how files must be kept, client consent for information sharing.</p> <p><b>7.6 Professional Conduct</b> – using case studies analyze the responsibilities of a broker as outlined in the Code of Conduct including integrity, competence, quality of service, advising clients, confidentiality, duty to client where broker/agent has another business or occupation, fee disclosure, encourage public respect, manner of service, maintain integrity of the profession, unauthorized practice of the profession and conduct toward others, disclosure of conflicts of interest</p>

## Industry Knowledge: Broker Level 1, Module 3

### ID number and ability objective: 8. Industry Knowledge

Demonstrate knowledge of the different components and structure of the insurance industry, regulatory requirements, and issues that impact the insurance market

<b>Measurable objective and skill level</b>		
<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>
<p><b>8. Industry Knowledge</b></p> <p><b>8.1 Role of Insurance In Society</b> – identify and understand who the stakeholders are in the general insurance industry e.g. insurers, brokers, agents, adjusters, regulators, clients, mortgagees, trade associations.</p> <p><b>8.2 Benefits of Insurance to Society</b> - identify and understand the beneficial role that insurance plays in society with respect to protection of investments, safety/risk management through loss protection, spread of risk and economic impact on the economy.</p> <p><b>8.3 Concept of Reinsurance</b> - identify and understand what reinsurance is, how it works and the effect it has on the pricing of primary products.</p> <p><b>8.4 Concept of Facility</b> - identify and understand what facility insurance is and how it works.</p>	<p><b>8.5 Role of Broker/Agents</b> – identify and determine the role of Brokers/Agents e.g. education of consumers, knowledge of additional educational opportunities that are available including professional designations, requirements of compensation disclosure to clients, confidentiality and privacy requirements, providing product options to clients, difference between brokers/agents and brokers/agents, ability to understand, explain and recommend personal basic insurance coverages.</p>	<p><b>8.6 Fiduciary Responsibility</b> – using various customer profiles, identify the fiduciary responsibilities of a broker/agent including duty owed to the client and insurer; utmost good faith; documentation of true and accurate information; knowing when a broker/agent has reached their limitations and must seek assistance; the concept that disclosure to the broker/agent is deemed to be given to the insurer; duty to represent the employer in a professional manner.</p>

# Industry Knowledge: Broker

## Level 1, Module 3

### ID number and ability objective: 9. Regulatory

Demonstrate knowledge of the regulator roles, legislation, and regulatory requirements

<b>Measurable objective and skill level</b>		
<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>
<p><b>Regulatory</b></p> <p><b>9.1 Role of Regulatory Body</b> – identify and understand the structure or the regulatory system in the province and the role of the regulatory body and their responsibilities including the enforcement of such issues as insurance regulation, restrictions on tied selling, consumer protection, licensing standards, CE requirements, discipline</p> <p><b>9.2 Role of Insurer</b> – identify and understand the role of the insurer e.g. financial security, prompt payment of claims, providing a risk pool, providing a variety of products to protect assets/investments, broker should be knowledgeable about different billing methods such as agency &amp; direct billing</p>	<p><b>Regulatory</b></p> <p><b>9.5 Regulatory Legislation &amp; Bylaws</b> – Understand and comprehend - the requirement of the provincial Insurance Act, its regulations and bylaws governing the distribution of insurance products and the brokers’/agents’ requirement to operate complying with them to include the role of the Superintendent of Insurance , the General Insurance Council, the AIC, and AAIRB (Alberta Automobile Insurance Rate Board).</p> <p><b>9.6 Licensing Levels</b> – identify and determine what Levels of licenses are available; what a license permits an individual to do; what requirements are necessary to advance to another license level; requirements for Errors &amp; Omissions insurance; Continuing Education requirements; the Code of Conduct;</p> <p><b>9.7 Continuing Education</b> – understand and comprehend the Regulatory requirements for continuing education, its advantages, and the requirement to file information regarding continuing education credits that have been earned.</p> <p><b>9.8 Complaint Handling</b> - understand and comprehend the AIC process in place for dealing with complaints made by consumers and a verbal or written expression of dissatisfaction by a consumer.</p> <p><b>9.9 Prospecting</b> – describe the advantages of possessing prospecting skills e.g. ability to perform front- line underwriting, using various customer profiles identify situations that could be used for prospecting while respecting confidentiality.</p>	

## Industry Knowledge: Broker

### Level 1, Module 3

**ID number and ability objective: 9. Regulatory**

Demonstrate knowledge of the regulator roles, legislation, and regulatory requirements

<b>Measurable objective and skill level</b>		
<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>
<p><b>9.3 Role of Underwriter</b> – identify and understand the important role that the underwriter serves in risk determination and the role the broker/agent plays in the underwriting process e.g. be knowledgeable of the impact that loss ratios have on insurability and the insurance industry, risk assessment based on factors presented by a broker/agent, establishing premium, establishing a good working relationship</p> <p><b>9.4 Role of Adjuster</b> – identify and understand the role of an adjuster e.g. investigate, evaluate, quantify, negotiate and settle claims</p>	<p><b>9.10 Different Industry Trade Associations -</b> identify and understand, the trade associations that are relevant to the licensing category and their roles with respect to lobbying, education opportunities and codes of conduct. Understand and comprehend the role and benefits of various industry trade associations e.g. Insurance Brokers Association of Canada/IBAC, Insurance Bureau of Canada/IBC, Society of Fellow, Insurers Advisory Organization Underwriters Laboratories of Canada, Insurance Crime Prevention Bureau, Canadian Independent Adjusters Associations, Canadian Insurance Claims Managers Association, Facility Association.</p> <p><b>9.11 Career Development</b> – understand and comprehend the advantages of further education and development, available designations e.g. CIP, FCIP, CAIB; maintain currency with changes within the industry; maintain awareness of developmental opportunities within the industry; structure a career development plan; identify individuals who can provide mentoring opportunities.</p>	

# Broker: Curriculum Design Document Learning Requirements

## Level 1 License

Module	Measurable Objective and Skill Level				
	Bloom Levels 1 & 2 Basic Level	Bloom Levels 3 & 4 Intermediate Level	Bloom Levels 5 & 6 Advanced Level	Totals by Module	% of Learning Requirements by Module
<b>1. Technical Skills &amp; Risk Management</b>	20	40	0	60	60%
<b>2. Ethics &amp; Professionalism</b>	9	3	8	20	20%
<b>3. Industry Knowledge</b>	9	10	1	20	20%
<b>Totals</b>	38	53	9	100	100%

## Broker – Level 1 Structure of the General Insurance Examination

<b>Module &amp; Topic</b>	<b>Number of questions from this Module or topic</b>	<b>% of learning requirement and of exam</b>	<b>Learning level(s) of questions</b>
<b>1. Technical Module</b>	60	60% of exam	Basic and Intermediate
<b>Property insurance</b>	25	42% of Module 1	11 questions at Basic level 14 questions at Intermediate level
<b>Liability insurance</b>	6	10% of Module 1	4 questions at Basic level 2 questions at Intermediate level
<b>Automobile insurance</b>	13	21% of Module 1	4 questions at Basic level 9 questions at Intermediate level
<b>Travel insurance</b>	1	2% of Module 1	1 question at Basic level
<b>Risk Management Skills</b>	15	25% of Module 1	15 questions at Intermediate level
<b>2. Ethics &amp; Professionalism</b>	20	20% of exam	9 questions at Basic level 3 questions at Intermediate level 8 questions at Advanced level
<b>3. Industry Knowledge</b>	20	20% of exam	9 questions at Basic level 10 questions at Intermediate level 1 question at Advanced level