



## ACCREDITATION GUIDELINES FOR COURSE PROVIDERS

### Insurance Adjusters Council of Manitoba

#### ***Accreditation Standards and Accredited Course Providers***

The following key guidelines will assist in determining who may qualify as an accredited course provider.

Professional Development Activities include courses, seminars, and meetings sponsored by Insurance Companies and Industry Organizations. These include, but are not limited to:

- Insurance Institute of Canada
- Canadian Independent Adjuster's Association
- Risk and Insurance Management Society (CRM) – Manitoba Chapter
- Western Canadian Universities Risk & Liability
- Insurance Women's Association of Western Manitoba
- Manitoba Association of Insurance Professionals
- Canadian Association of Insurance Women
- Insurance Bureau of Canada
- IAO – Sentinel Underwriting Review Ltd.
- Prairie Loss Prevention League
- Canadian Insurance Claims Managers Association
- RIBO – Registered Insurance Brokers of Ontario
- Ontario Mutual Insurance Association
- Centre for Study of Insurance Operations (CSIO)
- General Insurance Companies licensed to transact business in the Province of Manitoba

Providers who offer courses or programs that are designed to meet the Continuing Education requirements for agents should ensure that such courses are related to the technical aspects of general insurance. Adjusters will require a document verifying completion of the number of hours that they have spent which count towards meeting the Continuing Education requirement. By maintaining course records for a period of two (2) years, will enable course providers to assist adjusters.

Course providers must undertake a regular evaluation of course content to monitor the quality of the material and ensure it meets current industry standards.

Course providers are responsible for verifying the qualifications of individual instructors and monitoring their continued effectiveness in the delivery of the material.

Course providers are responsible for having and maintaining attendance registers for ICM verification. We would recommend that you have individuals sign your attendance registers.

#### ***Definition of continuing education***

Acceptable continuing education is a structured learning program that is relevant to giving advice about property, casualty and other general insurance products or to the operation of an adjusting firm. This includes programs that are structured for the specific purpose of education, but excludes activities such as programs and meetings primarily based on production, promotion and motivation.

The number of hours that is acceptable for continuing education must be attested to in writing by a program provider and is measured by the actual time spent in attendance at a program, or where a program is not provided in person, the time designated by the program provider for the completion of a program.



### ***Assigning Credit Hours***

In order for an accredited course provider to properly assign credit hours to a particular course, the following steps must be followed:

1. Credit hours may only be provided to licensees who attend the entire session/module.
2. Assign one credit hour for each hour of actual course time. These must be allocated based on eligible continuing education course content as per the above definition of continuing education.
3. Credit hours are not to be approved at less than one half-hour.
4. If an eight hour course ends a half-hour early, it is allowable to grant eight credit hours. If a course ends more than a half-hour earlier than it was scheduled to end the credit hours given must be reduced to the actual hours the course lasted.
5. Refreshment breaks and question and answer periods are not to be included as part of the actual course time. (If the course schedule includes two fifteen minute breaks and a fifteen minute question and answer period then the credit hours being given must be reduced by one hour).
6. Credit hours are allowable for questions and answers when being presented throughout the course.
7. Instructors and course providers must never allow certificates of attendance to be signed and given to a licensee at the time of registering and who did not attend for the full credit hours shown.
8. Course leaders, instructors or moderators and assistant course leaders, instructors or moderators are eligible to receive two credit hours for each hour the course has been approved.

You must apply to the Insurance Council of Manitoba to become an accredited course provider in the Province of Manitoba. The application to become an accredited course provider has been included with the guidelines. Applications may also be obtained from our website at [www.icm.mb.ca](http://www.icm.mb.ca) or by contacting the Council's office by fax (204) 988-6801 or email to [ssaluk@icm.mb.ca](mailto:ssaluk@icm.mb.ca).



DATE: \_\_\_\_\_

TO: The Insurance Adjusters Council of Manitoba  
466 – 167 Lombard Avenue  
Winnipeg, Manitoba R3B 0T6

FROM: *PRINT OR TYPE FULL BUSINESS NAME and ADDRESS:*  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

SUBJECT: Application to become an Accredited Course Provider

We hereby, apply to the Insurance Adjusters Council of Manitoba for Accredited Course Provider status.

**If approved we agree to:**

1. Assign credit hours fairly and accurately in accordance with Council's Accredited Course Provider Guidelines.
2. Provide attendees with a Certificate of Attendance Form, clearly identifying that the licensee named did attend and earned the number of ICM credit hours shown, providing the individual attended the full session.
3. Maintain a record of attendance for audit verification if required.
4. Ensure that the certificate(s) of attendance are factual and accurate.
5. Operate within the Accreditation Guidelines developed by Council.
6. Provide ICM with a Contact Person for Continuing Education including any changes.

In addition, ICM reserves the right to monitor the content and delivery of course material. From time to time you may be required to provide attendees with a course evaluation form which will be provided by the Insurance Council of Manitoba.

We further agree that, if at any time, Council should determine that we have not complied with our undertaking as set out in this agreement, Council may withdraw our Accredited Course Provider status and refuse to allow us to provide courses that may be eligible for credit hours.

\_\_\_\_\_  
Print Name of Contact Person

\_\_\_\_\_  
Position

\_\_\_\_\_  
Signature of Contact Person

\_\_\_\_\_  
Date

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Fax

\_\_\_\_\_  
E-mail

\_\_\_\_\_  
Website

All Accredited Course Providers will be posted on the Council's website indicating the organization's name, address, telephone and fax numbers as well as the contact person. Email and website addresses will also be included if available.

We ask that Council be notified in writing of any changes to the individual who has been appointed as the contact person for your company. Please direct all enquiries and correspondence to Sandi Saluk at (204) 988-6800 or email [ssaluk@icm.mb.ca](mailto:ssaluk@icm.mb.ca).