



**Chambre
de la sécurité
financière**

***POLICY ON COMPULSORY
PROFESSIONAL
DEVELOPMENT ACTIVITIES***

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SECTION I – GENERAL INFORMATION

1.1 Introduction

This Policy is adopted pursuant to the Regulation of the Chambre de la sécurité financière respecting compulsory professional development (the "Regulation"). It establishes the guidelines and expectations of the Chambre de la sécurité financière for providers and trainers concerning the recognition and delivery of continuing education activities.

In addition to serving as a guide for applying the Regulation, the Policy establishes the roles and responsibilities of the parties, the steps to be completed to obtain recognition of a continuing education activity or trainer, the rules and control measures to be followed and the process for verifying the quality of continuing education activities.

Professional development enables professionals to maintain and develop their competencies in alignment with the mission of the Chambre de la sécurité financière (the "CSF"); namely, protecting the public. Compulsory professional development is intended to enable CSF members to acquire, maintain, update, improve and refine knowledge, competencies and skills related to their professional activities.

1.2 Roles of the parties

1.2.1 Chambre de la sécurité financière

The CSF applies the Regulation and ensures that members, providers and trainers comply with its provisions. It recognizes continuing education activities in accordance with the criteria set out in the Regulation (Sections 18 and 20) and this Policy. It ensures that a high-quality continuing education offer is maintained by evaluating continuing education activities through surveys and other methods of verification.

1.2.2 Providers

The provider is responsible for completing all the required steps to obtain the CSF's recognition of continuing education activities in accordance with the Regulation. The provider is responsible for the trainer(s) and continuing education activities for which they have obtained recognition.

The provider must ensure that the trainer:

- Organizes and facilitates continuing education activities.
- Delivers continuing education in a professional manner and has the competencies and knowledge required for each continuing education activity delivered.
- Ensures that the continuing education activity they deliver is of a high quality and that it meets the objectives established in a continuing education plan approved by the CSF.
- Applies the provider's attendance control measures in compliance with the Policy.

The provider is responsible for ensuring that continuing education activities meet the needs of members and comply with the requirements set out in the Regulation and this Policy. It also ensures that rules regarding the delivery of continuing education activities are respected, including attendance controls and delivering certificates of attendance.

By submitting an application for recognition of a continuing education activity to the CSF, the provider agrees to comply with the duties and obligations set out in the Policy.

1.2.3 CSF members

CSF members must comply with the obligations set out in the Regulation and complete continuing education activities that enable them to acquire, maintain, update, improve and refine knowledge, competencies and skills related to their professional activities. Members are responsible for their professional development and for managing their PDUs.

Consequently, members must:

- Ensure that continuing education activities they participate in are recognized by the CSF.
- Accumulate the required number of professional development units (PDUs) in each reference period.
- Accumulate the required number of professional development units (PDUs) in each subject in accordance with their regulatory obligations.

To earn PDUs, members must respect participation and attendance rules. Members are required to retain their certificates of attendance for the duration of time set out in the Regulation.

Members may submit an application for individual recognition as outlined in the Regulation (Section 21).

SECTION II – RECOGNITION OF CONTINUING EDUCATION ACTIVITIES

2.1 Principles and criteria for the recognition of continuing education activities

Professional development is a form of continuing education that complements the education required to enter a professional field. It includes any structured activity aimed at acquiring, updating or refining knowledge and developing skills with the purpose of maintaining and improving CSF members':

- Competencies and professionalism
- Expertise and advisory role
- Professional practices

2.1.1 Principles of recognition

Specifically, in accordance with Section 18 of the Regulation, a continuing education activity must enable the following professional knowledge, competencies and skills to be developed:

1. Acquisition and betterment of an **integrated approach to the pursuit of the activities** for which the representatives hold an authorization to practise.
2. Acquisition and application of **knowledge and analysis methods** specific to the representatives' fields of activities.
3. Acquisition, comprehension and application of theoretical and technical knowledge in subjects pertaining to compliance with standards, ethics and business conduct.

To be recognized, a continuing education activity must be structured for learning and it must have educational value. It must be qualifying and transferable to the workplace and cover one or more of the CSF's recognized subjects as listed in Section 2.1.3 of the Policy in accordance with Sections 3 and 4 of the Regulation.

2.1.2 Criteria for recognition

When analyzing an application for recognition of a continuing education activity, the CSF examines the following elements:

- 1- Complete description of the activity.
- 2- How the activity relates to the representative's professional activities.
- 3- How the activity relates to recognized subjects as listed in Section 2.1.3 in accordance with Sections 3 and 4 of the Regulation.
- 4- How the activity relates to the development of professional knowledge, competencies and skills as listed in Section 2.1.1 in accordance with Section 18 of the Regulation.
- 5- How the topics relate to the objectives outlined in the continuing education plan.
- 6- The activity's pedagogical framework.
- 7- The procedure for the activity and its duration.
- 8- The qualifications of the trainer(s) in line with the continuing education activity.
- 9- The quality of the application for recognition and required documentation.
- 10- The control measures (attendance and evaluation) put in place by the provider.

While the CSF analyzes how the topics in a continuing education activity relate to the objectives outlined in the continuing education plan, it does not approve continuing education content. As such, it does not verify the truth or accuracy of the content delivered in continuing education activities. The provider is responsible for the content of its continuing education activities. However, the CSF reserves the right to consult the content of a continuing education activity for the purpose of verifying the elements of the continuing education plan that must be attached to the application for recognition.

Finally, to obtain recognition for a continuing education activity, the provider must complete all the steps set out by the Policy and pay the required fees in accordance with the *Règlement sur les frais exigibles de la Chambre de la sécurité financière* (available in French only).

2.1.3 Recognized subjects

Pursuant to Sections 3 and 4 of the Regulation, the CSF recognizes professional development activities and assigns PDUs for activities covering one or more of the subjects listed below.

Where a topic falls under more than one subject, PDUs will be granted for the subject which is predominant.

GENERAL SUBJECTS

- | | |
|--|--|
| <ul style="list-style-type: none"> • Management of a financial services firm • Civil Code • Accounting • Economics • Finance • Business planning for clients | <ul style="list-style-type: none"> • Business planning for representatives • Financial planning • Tax planning • Actuarial sciences • Legislative environment • Intestate and testamentary successions |
|--|--|

SUBJECTS SPECIFIC TO EACH SECTOR OR REGISTRATION CATEGORY:

Insurance of persons :

- | | |
|--|--|
| <ul style="list-style-type: none"> • Client counselling • Underwriting or risk management • Disability insurance • Life insurance • Trusts • Risk management in insurance of persons • Underwriting in insurance of persons • Accident or health insurance plans | <ul style="list-style-type: none"> • Segregated funds • Strategy of wealth accumulation and use • Financial needs analysis • Deferred income plans • Investor profile and asset allocation • Investment strategy • Retirement and estate planning |
|--|--|

Group insurance of persons :

- Client counselling
- Underwriting or risk management
- Disability insurance
- Life insurance
- Group insurance and group pensions plans
- Benefits and underwriting in group insurance and group annuity program
- Setting up a group insurance and group annuity program
- Preparing a rate schedule and analyzing group insurance and group annuity quotes
- Preparing a group insurance and group annuity recommendation
- Public and private plans
- Processing group insurance claims

Mutual Funds:

- Client counselling
- Underwriting or risk management
- Retirement and estate planning
- Trusts
- Strategy of wealth accumulation and use
- Deferred income plans
- Mutual Funds
- Investor profile and asset allocation
- Investment strategy
- Knowing the client
- Registered plans

Scholarship plans:

- Client counselling
- Underwriting or risk management
- Investor profile
- Knowing the client
- Strategy of wealth accumulation and use
- Scholarship plans

COMPLIANCE WITH STANDARDS, ETHICS AND BUSINESS CONDUCT

The following is a non-exhaustive list, solely for informational purposes, of topics which may fall within this subject:

- Ethics, standards of conduct and professional ethics
- Code of ethics of the CSF / Regulation respecting the rules of ethics in the securities sector
- Decisions of the disciplinary committee
- Role of the syndic and inquiry process
- Role of the disciplinary committee and disciplinary process
- Notions and compliance programs
- Legal and regulatory obligations of registrants
- Legal and regulatory obligations of representatives
- Laws and regulations regarding the practice of registrants and representatives

Any structured continuing education activity aimed at improving expertise in topics related to laws, regulations and professional ethics in matters of insurance of persons, group insurance of persons, Mutual Funds or scholarship plans may be recognized under this subject.

2.1.4 Types of continuing education activities recognized

The CSF recognizes both synchronous and asynchronous continuing education activities. Synchronous continuing education activities take place in real time. They include in-person or classroom continuing education activities like conventions, symposia, seminars, continuing education workshops and other activities. This category also includes live webinars and videoconferences.

Asynchronous continuing education activities do not take place in real time. Interacting with the trainer during these activities is not possible. This category includes pre-recorded webinars, e-learning continuing education programs delivered over the internet, podcasts, reading assignments and other activities.

The CSF does not recognize continuing education activities that have little or no educational content; for example: sales motivation activities, cocktail receptions, attending meetings, or participating in a committee, work group or research group.

2.1.5 Continuing education activities pertaining to products

The CSF may recognize and award PDUs for a continuing education activity that deals with financial products relevant to the sectors listed in the Regulation. However, the CSF does not grant any PDUs for activities aimed at teaching participants techniques for selling or promoting specific products. If the continuing education activity contains a section dedicated to the sale or promotion of a specific product, the provider must indicate the number of continuing education hours spent on this product. The application for recognition will cover only the portion of the activity dedicated to discussing the product's advantages and disadvantages, technical aspects, characteristics and composition.

The primary objective of continuing education activities is to enable representatives to gain a better understanding of the products they offer their clients as part of their obligations under the CSF's Code of Ethics and/or the Regulation respecting the rules of ethics in the securities sector.

In recognizing continuing education activities, the CSF acts in alignment with its mission of protecting the public.

If a continuing education activity covers a specific product and also deals with sales and promotion techniques, the CSF will only award PDUs for the portion of the activity that deals with the product's characteristics.

2.1.6 Individual recognition

Under the Regulation (Section 21), a representative can obtain PDUs for continuing education activities in recognized subjects as listed in Section 2.1.3. An application for individual recognition must be submitted for analysis. The criteria for recognition listed in Section 2.1.2 also apply.

However, no fees will be charged by the CSF to process the application for continuing education activities in recognized subjects as listed in Section 2.1.3.

The CSF recognizes PDUs for continuing education activities delivered in the following formats:

- Courses offered as part of a learning program delivered by an educational institution recognized by the Minister of Higher Education: for example, programs leading to a bachelor's degree, university certificate, diploma of college studies or attestation of college studies.
- Courses offered by non-profit organizations or educational organizations demonstrated to be equivalent to courses in programs leading to a bachelor's degree, university certificate, diploma of college studies or attestation of college studies.
- The writing and publication of articles or books, or the development of courses or reference manuals.
- Courses for which the representative was a trainer or lecturer.
- Activities completed in another Canadian province under a Canadian Insurance Services Regulatory Organizations (CISRO) agreement.

The CSF may award PDUs to representatives who have participated as members of the CSF's Disciplinary Committee in a disciplinary hearing considered to be equivalent to a continuing education activity, provided that the requirements concerning the subjects listed in Section 2.1.3 are met and an application for recognition has been submitted. PDUs will only be awarded for the first day of the hearing, up to a maximum of three PDUs.

Furthermore, pursuant to the Regulation (Section 10), a representative who acts as a trainer for a continuing education activity is entitled to double the number of PDUs usually awarded for the activity. The PDUs are awarded only once per reference period, regardless of the number of times the trainer delivers the activity. The provider of the continuing education activity must confirm the trainer's name and representative number with the CSF by completing the relevant form.

2.2 Application for recognition of a continuing education activity

2.2.1 Steps to follow when submitting an application for recognition

The provider must complete the *Application form for recognition of a professional development activity by a provider*, which is available on the CSF's website. The provider must submit all the requested information. To facilitate processing of the application, precise and detailed information should be provided.

The application form contains sections on general information about the provider, trainer(s) and continuing education activity as well as a detailed description of the continuing education activity.

Information regarding the provider:

- Provider's name and contact information
- Type of organization
- Contact person's name and contact information

Information regarding the trainer (to be completed separately for each trainer):

- Name of trainer responsible for delivering the continuing education activity
- Representative number (if applicable)
- Resume or short biography
- Whether the trainer has a disciplinary record

If no trainer has been announced for the continuing education activity at the time of the application, the provider must indicate this on the form. Recognition will be given only once

the CSF receives the required information on the trainer named in the application, on the condition that they meet all requirements.

If the CSF concludes that the trainer chosen by the provider does not possess the necessary knowledge, competencies and experience to lead the continuing education activity, it may refuse or withdraw recognition of the activity.

Information regarding the continuing education activity:

- Title of the activity and a brief description including the covered topics and objectives.
- Recognized subjects covered by the activity (listed in Section 2.1.3).
- Date on which the continuing education activity will be offered for the first time. This date is used to determine the validity period for recognition of the continuing education activity.
- Whether the continuing education activity will be one-time or recurring.
- Anticipated duration of the continuing education activity (total hours excluding meal breaks and rest periods).
- Number of PDUs requested for the continuing education activity.
- Level of difficulty (beginner, intermediate or advanced).
- Type of activity (classroom, remote, symposium/conference/convention, etc.)
- Whether the continuing education activity is offered to the public or only available at a workplace.
- Target audience (representative in insurance of persons/group insurance of persons/ Mutual Funds dealer representatives/scholarship plan brokerage, financial planner).
- Total time dedicated to the promotion of specific financial products and services.

Detailed description of the continuing education activity:

- The professional knowledge, competencies and skills, as listed in Section 2.1.1, that the continuing education activity aims to develop, as well as an explanation of how the activity will develop them.
- The general objective of the continuing education activity and at least two specific objectives, outlining the knowledge and competencies that a participant is expected to acquire by the end of the continuing education activity. These objectives should be clearly identified and measurable. Objectives typically include action verbs that describe a measurable behaviour (for example, "At the end of the continuing education activity, the participant will be able to explain and apply the rules regarding the termination of insurance of persons contracts").
- Learning methods (oral presentation, workshop, practical exercises, case studies, group discussion, etc.).
- Summative evaluation (when required).
- Attendance control measures.
- Description of learning material used in the continuing education activity (handouts, workbook, PowerPoint presentation, etc.).
- The continuing education plan, detailing the topics and sub-topics covered along with the time allocated to each one and the objectives for each topic. A template is provided in the *Application form for recognition of a professional development activity by a provider*.

2.2.2 Applicable fees for an application for recognition

Basic fees for submitting a new application of recognition to the CSF for processing and analysis are set out in the *Règlement sur les frais exigibles de la Chambre de la sécurité*

financière (available in French only). Basic fees are non-refundable even if the application for recognition of a continuing education activity is refused by the CSF.

Once an application is approved and the associated number of PDUs has been determined, the CSF will, if applicable, charge additional fees for each continuing education activity that exceeds five (5) PDUs. For each recognized continuing education hour in an activity that exceeds five (5) PDUs, the additional fees outlined in the *Règlement sur les frais exigibles de la Chambre de la sécurité financière* (available in French only) will apply. The CSF will send the provider an invoice for these fees once it has analyzed the continuing education activity.

2.2.3 Deadline for submitting an application for recognition

Before a continuing education activity can award PDUs, an application for recognition must be submitted and approved. Preferably, the application should be submitted before the continuing education activity is held, either by the provider or by a representative.

However, in accordance with the Regulation (Section 19), an application for recognition may be submitted within six months after the activity is held, provided it is submitted no later than the last day of the reference period during which the activity is held. Providers who choose to submit their application after their continuing education activity is held assume the risk that the CSF may not approve their application. Furthermore, until the CSF approves its application and recognizes the continuing education activity, a provider may not claim, in its advertising or in any other manner, that the activity has been recognized by the CSF, that participants can earn PDUs for completing the activity, or that certificates of attendance for the activity will be provided.

If a provider submits an application for recognition of a continuing education activity which has already been held, and if this activity does not meet the requirements of this Policy, recognition of the activity will be withheld until the CSF can confirm that the activity meets the requirements.

2.2.4 Duration of a continuing education activity

The minimum duration of a continuing education activity recognized by the CSF is one hour. No fractions of PDUs are awarded. For calculation purposes, the number of PDUs is rounded down.

Meal periods and breaks are not counted as part of the duration of a continuing education activity.

2.2.5 Validity period of recognition

Recognition of a continuing education activity is valid for a maximum period of 24 months from the date on which the activity is delivered for the first time. If it is a one-time activity (convention, symposium, etc.), recognition is only valid for the delivery of this activity.

At the end of the validity period, the provider must submit a new application for recognition if it wishes to offer the continuing education activity again. For asynchronous continuing education activities, the provider must keep participants informed of the end date for recognition of the activity so they can complete it before the validity period expires.

2.2.6 CSF's analysis of the application for recognition

All applications for recognition are analyzed according to a standard process using an evaluation grid for the criteria listed in Section 2.1.2.

Submitted applications must be complete. Incomplete applications will be returned to the provider.

The CSF will take reasonable measures to render a decision to approve or refuse a standard and complete application for recognition of a continuing education activity within 15 business days of receiving the application. However, this 15-day period does not apply to applications for recognition concerning conventions, university courses, PDUs for writing, teaching or designing courses, or continuing education activities worth more than 10 PDUs. The CSF will take reasonable steps to process these applications within 30 business days.

The contact person who submits the application for recognition of a continuing education activity must respond to any requests for additional information within 15 business days. Failure to do so will result in termination of the application, and the provider will be required to submit a new application and pay the basic fees again.

Once recognition of the continuing education activity is approved, a recognition number will be assigned.

2.2.7 Refused applications for recognition

If, following its analysis, the CSF refuses an application for recognition, decides to assign it fewer PDUs than requested, or assigns the PDUs in a different subject, it will inform the contact person of this in writing. The CSF will also inform the contact person that they may submit their observations in writing within 15 days of receiving the email informing them of the refusal.

After examining the contact person's observations, the CSF may decide to either maintain or modify its decision. It will communicate its decision, which is final.

2.3 Modification of a continuing education activity

2.3.1 Steps to follow for modifying a recognized continuing education activity

Applications to modify a continuing education activity that is already recognized should be submitted to the CSF before the activity is held again. However, depending on the circumstances, applications for modification may be submitted after the continuing education activity is held, provided this is done as soon as possible. The provider will need to complete the *Application form to modify an activity recognized by the CSF or to add or replace a trainer* and submit it to the CSF.

2.3.2 Modification criteria

The contact person must inform the CSF of any modifications made to a recognized continuing education activity. Modifications are changes that concern:

- The continuing education activity's description, its duration, the number of PDUs it awards, its content (subjects covered, objectives, etc.) and the evaluation method, if applicable.
- The addition or replacement of a trainer

2.3.3 Fees for modification applications

If an application to modify a recognized activity requires the CSF to conduct a full analysis again, fees will apply for this analysis. This is the case, for example, when the continuing education content or duration is changed. However, if a modification requires little or no new analysis (for example, adding or replacing a trainer), the CSF will not charge any fees.

The fees associated with applications to modify an activity are outlined in the *Règlement sur les frais exigibles de la Chambre de la sécurité financière* (available in French only).

2.3.4 CSF's analysis of modification applications

The CSF will take reasonable measures to render its decision to approve or refuse an application to modify a continuing education activity within 15 business days of receiving the application. The CSF may decide to maintain or terminate recognition of the continuing education activity, increase or decrease the number of PDUs assigned to the continuing education activity, or approve or refuse the addition or replacement of a trainer.

2.3.5 Refused modification applications

If, following its analysis, the CSF refuses an application to modify a continuing education activity, it will inform the contact person of this in writing. The CSF will also inform the contact person that they may submit their observations in writing within 15 days of receiving the email informing them of the refusal.

After examining the observations, the CSF may decide to either maintain or modify its decision. It will communicate its decision to the contact person, and this decision is final.

SECTION III – RULES REGARDING THE DELIVERY OF CONTINUING EDUCATION ACTIVITIES

3.1 Participation rules

Participants must be present for the entire duration of the continuing education activity. However, for each continuing education activity, an absence of at most 5 minutes may be permitted. A participant who is absent longer than the permitted period will not be entitled to any PDUs for the continuing education activity, regardless of its duration.

The provider is responsible for ensuring that participants remain attentive for the entire duration of the continuing education activity and for putting in place the necessary control measures to guarantee this.

3.2 Participation and attendance control measures

3.2.1 Summative evaluation

A summative evaluation must be produced for each continuing education activity. This evaluation takes the form of a questionnaire and is used to determine if the activity meets learning objectives.

The summative evaluation must:

- Contain questions that are difficult enough to determine if the learner has acquired new competencies leading to professional development.
- Contain questions to determine if the learner has participated in the continuing education activity in its entirety.
- Require a minimum grade of 60% to successfully complete the evaluation.
- Only cover the recognized portion of the continuing education activity and exclude any other portions dedicated to the sale or promotion of a product or service.

For a continuing education activity with a duration of one hour, the summative evaluation must contain a minimum of six questions. For a continuing education activity with a duration of more than one hour, the summative evaluation must contain two questions for each additional hour of continuing education.

Thus, for example, for a continuing education activity with a duration of three hours, the summative evaluation must contain a minimum of 10 questions.

The summative evaluation must be attached to the application form for recognition submitted to the CSF, and it may be subject to verification. The provider must also be able to present the passing grades if necessary.

If the continuing education activity is delivered in person or in co-modal format, providers are exempted from the requirement to produce a summative evaluation.

3.2.2 Synchronous continuing education activities

Specifically with regard to synchronous continuing education activities as defined in Section 2.1.4, in addition to producing a summative evaluation, the provider is responsible

for putting in place attendance control measures in accordance with the participation rules set out in this Policy. The provider must ensure that these measures are adequately applied by the trainer. To assist the trainer, the provider may assign one or more other persons responsibility for attendance control measures.

In the case of synchronous continuing education activities delivered remotely, the provider must be able to present reports confirming that participants connected to the virtual continuing education platform or other equivalent or sufficient control measures.

The CSF may verify the application of control measures put in place by the provider at any time.

3.2.3 Asynchronous continuing education activities

3.2.3.1 E-learning continuing education activities

Specifically with regard to e-learning continuing education activities, in addition to producing a summative evaluation, the provider is responsible for validating the learning outcomes of participatory learning activities.

Participatory learning activities include case studies, open-ended questions, closed-ended questions, drag and drop, multiple choice, true or false, etc.

For a continuing education activity with a duration of one hour, the activity must include at least four participatory learning activities. For a continuing education activity with a duration of more than one hour, two additional participatory learning activities must be included for each additional hour of continuing education.

Thus, for example, for a continuing education activity with a duration of three hours, a minimum of eight participatory learning activities must be included.

3.2.3.2 Other asynchronous continuing education activities

For other asynchronous continuing education activities, there is no requirement with regard to participatory learning activities. However, the obligation to produce a summative evaluation still applies, in addition to the requirement for attendance control measures (for example, progress reports: ongoing/completed/other).

3.3 Taking attendance and submitting attendance lists

The provider is responsible for taking attendance during each continuing education activity. The provider may submit this list to the CSF.

The provider can submit the attendance list to the CSF if it wishes for the CSF to enter the PDUs of members who participated in the continuing education activity. In this case, processing fees apply as outlined in the *Règlement sur les frais exigibles de la Chambre de la sécurité financière* (available in French only).

The provider is not required to provide the CSF with an attendance list if it will independently enter members' PDUs for a continuing education activity on the CSF's digital platform, or if it has instructed participants to enter their own PDUs in their records.

However, to comply with any requests for verification by the CSF, the provider must retain its attendance lists for 24 months after the end of a period.

The provider's attendance list must indicate the following:

- Provider's name
- Title of the continuing education activity
- Recognition number of the continuing education activity
- Date on which the continuing education activity was held
- Trainer's name, if applicable
- Number of PDUs awarded in each recognized subject
- Participants' names
- Participants' certificate numbers
- Participants' signatures, if required (signatures are not obligatory; however, if the provider requires signatures, participants who do not sign will not be able to obtain their PDUs)
- Name and signature of the person responsible for attendance control measures during the continuing education activity

An example of an attendance list for a activity is available on the CSF's website.

3.3.1 Issuing and delivering certificates of attendance

The provider must provide a certificate of attendance to each participant who has complied with participation rules within 30 days after the continuing education activity is held or confirmation of the CSF's recognition is received.

If the trainer issues the certificates of attendance during the continuing education activity, they must do so at the end.

Certificates of attendance issued by the provider must include:

- Participant's name
- Participant's certificate number
- Provider's name
- Title of the continuing education activity
- Recognition number of the continuing education activity
- Date on which the continuing education activity was held
- Trainer's name
- Number of PDUs awarded in each recognized subject
- Subject(s) covered by the continuing education activity
- Name and signature of the person responsible for attendance control measures during the continuing education activity

An example of a certificate of attendance is available on the CSF's website.

3.4 Rules on advertising

If the provider intends use advertising to promote a continuing education activity, it must not, under any circumstances, use or permit the use of promotional materials which are false or misleading or likely to create an erroneous impression regarding the continuing education activities offered.

The provider's promotional materials must not claim or imply that the content of a continuing education activity it delivers is validated or approved by the CSF.

The provider's promotional materials may state that the provider has obtained recognition for the continuing education activity, provided that the CSF has actually granted this recognition along with authorization to use the CSF logo.

3.4.1 Use of the CSF logo

The CSF owns a logo derived from its official trademark confirming that it has recognized a continuing education activity.



After obtaining recognition for a continuing education activity, the provider may use this symbol with the accompanying number of PDUs corresponding to the activity. For example, a continuing education activity that offers 8 PDUs would be represented in the following way:



The provider is permitted to use this symbol on certificates of attendance or in its advertising or promotional materials for the activity for the duration the activity is recognized.

To use the logo, the provider must complete the *Application for permission to use the logo confirming the recognition of a professional development activity by the Chambre* and submit it along with its application for recognition.

SECTION IV: DUTIES AND OBLIGATIONS OF THE PROVIDER

4.1 The provider must comply with the rules set out in the Policy and the duties and obligations described in this section.

4.2 The provider must offer high-quality continuing education activities that truly enable participants to acquire, maintain, update, improve and refine knowledge, competencies and skills related to their professional activities in accordance with the CSF's requirements.

4.3 The provider is responsible for the continuing education activities for which it has obtained recognition. It is responsible for ensuring that continuing education activities meet the content and quality requirements set out in the Policy.

4.4 The provider must ensure that the continuing education activities delivered correspond to the content and duration declared in the application for recognition.

4.5 The provider must not plagiarize or use content from another provider's continuing education activity without authorization.

4.6 The provider must provide participants with their certificates of attendance no later than 30 days after the continuing education activity is held.

4.7 The provider is responsible for the trainer. Among other considerations, it must ensure that each trainer:

- ✓ Has the necessary knowledge and competencies to deliver the continuing education activity.
- ✓ Delivers continuing education of a high quality that matches the detailed description of the continuing education activity and the continuing education plan submitted to the CSF.
- ✓ Follows participation and attendance rules and only provides certificates of attendance at the end of the continuing education activity to participants who have followed the participation rules.

4.8 The provider must comply with the rules regarding advertising. The provider must not:

- ✓ Use the CSF's logo without first obtaining the CSF's authorization to do so.
- ✓ Claim that a continuing education activity has been recognized by the CSF if this recognition has not been obtained.
- ✓ Claim that the content of a continuing education activity it delivers is validated or approved by the CSF.
- ✓ Use promotional materials which are false or misleading or likely to create an erroneous impression regarding the continuing education activities offered.

4.9 The provider must not harm the image of the CSF.

4.10 The provider must take the necessary measures to allow the CSF to access the continuing education activity content or attend the continuing education activity for evaluation purposes.

SECTION V – DUTIES AND OBLIGATIONS OF THE TRAINER

5.1 Provider's responsibilities regarding trainers

The provider is responsible for the trainers who deliver the continuing education activities for which it has obtained recognition from the CSF. The provider must ensure that each trainer:

- Has the necessary knowledge, competencies and experience to deliver the continuing education activity.
- Delivers continuing education of a high quality that matches the detailed description of the continuing education activity and the continuing education plan submitted to the CSF.
- Follows participation and attendance rules and only provides certificates of attendance at the end of the continuing education period to participants who have followed the participation rules.

The provider is responsible for putting in place control measures to ensure that each trainer complies with the obligations listed above. If the provider becomes aware of any failure to comply with these obligations, it must immediately take corrective actions, including finding a replacement for the trainer if necessary.

Providers who fail to adequately fulfill their responsibilities regarding trainers may be subject to sanctions, including but not limited to withdrawal of the recognition of continuing education activities.

5.2 Competencies of trainers

To ensure the quality of continuing education activities, trainers who deliver these activities must meet the following criteria:

- 1- They must possess the necessary knowledge and experience to deliver the continuing education activity detailed in the application for recognition.
- 2- They must be capable of transmitting their knowledge.

The first criterion refers to the experience and knowledge that the trainer has acquired in relation to the topic covered in the continuing education activity. The trainer must be an expert in their field. Additionally, the trainer must keep in mind that continuing education activities are intended, among other aims, to enable representatives to update their knowledge. Accordingly, the trainer must be aware of new developments in the field including products, standards, practices, laws and regulations.

Regarding the second criterion (transmission of knowledge), the CSF expects the trainer to be capable of:

- Adequately organizing and preparing their continuing education activity.
- Communicating with a group using clear language that participants can understand.
- Facilitating a group activity.
- Explaining concepts and adapting their teaching approach to a specific group of participants.
- Explaining how the concepts relate to the representatives' professional practice.
- Answering participants' questions.
- Addressing participants' needs and expectations.

5.3 Probity of trainers

To deliver continuing education activities to CSF members, a trainer must demonstrate the necessary probity.

The CSF reserves the right to verify a trainer's probity on its own initiative or in response to information it receives about the trainer. If the provider becomes aware of a decision rendered as described in the following paragraph, it must immediately inform the CSF of this.

Depending on the seriousness of the accusations, the CSF may decide to verify the probity of a trainer who is:

- Found guilty by the CSF's Disciplinary Committee or by the disciplinary body of another self-regulatory organization or a professional association.
- Subject to a decision or sanctions imposed by the Financial Markets Administrative Tribunal or the Autorité des marchés financiers (AMF).
- Found guilty of, or has pleaded guilty to, a violation or a criminal or penal act in connection to their professional activities.
- Subject to a decision by a civil court that holds them liable in a matter related to their professional abilities.

If the CSF determines that a person does not have the necessary probity to be a trainer, it will inform the provider of this in writing and the trainer must immediately suspend delivery of all continuing education activities.

Unless it has declared more than one trainer for the continuing education activity, if a provider wishes to maintain its continuing education activity, it must provide the CSF with an application to modify a continuing education activity along with all the required information regarding the new trainer within 15 business days of receiving the CSF's email.

If the CSF does not receive an application to modify a continuing education activity within this period, it will withdraw recognition of the activity delivered by the trainer.

SECTION VI – EVALUATION OF THE QUALITY OF CONTINUING EDUCATION ACTIVITIES

The CSF verifies the quality of continuing education activities by sending an evaluation survey to each representative who, according to its records, has participated in a continuing education activity.

The aim of the evaluation is to obtain an overall assessment of continuing education activities recognized by the CSF and to enable the CSF to evaluate the quality of the activities offered to all representatives.

The evaluation survey verifies if:

- Continuing education objectives are being respected and met.
- Participants successfully acquire knowledge and are able to transfer it to the workplace.
- Participants' expectations are being met.
- The continuing education activity matches the information submitted in the application for recognition.
- The trainer possesses the necessary knowledge to deliver the continuing education activity.
- Attendance control measures are being followed.

If the results of the evaluation are unsatisfactory with regard to the provider, a trainer or a continuing education activity, the CSF will inform the provider of this. The CSF may ask the provider to immediately correct the unsatisfactory behaviour and put in place the necessary measures to ensure that the situation does not occur again. Depending on the circumstances, the CSF may also impose sanctions as outlined in Section 7.3 after completing the process described in Section 7.2.

The CSF may conduct verifications of providers or attend continuing education activities to verify the quality of the continuing education activities offered and compliance with the criteria for recognition. In terms of criteria for evaluating continuing education activities, the evaluation considers if:

- The topic corresponds to the initial request.
- The duration of the activity is in accordance with the recognition granted.
- The subject is in accordance with the recognition granted.
- Control measures are followed.
- The continuing education activity is structured for learning.
- The principles of recognition outlined in Section 2.1.1 of the Policy are respected.
- Certificates of attendance are received within the required period.
- The trainers have the necessary competencies.

SECTION VII – NON-COMPLIANCE WITH THE POLICY

7.1 Failure to comply with the Policy

Providers, contact persons, members and trainers must comply with the rules set out in this Policy.

Acts which constitute non-compliance with the Policy include:

- Delivering a continuing education activity whose content or duration does not match the information submitted in the application for recognition.
- Delivering a continuing education activity of insufficient quality.
- Allowing a trainer to deliver or continue delivering a continuing education activity without the CSF's prior knowledge.
- Allowing a trainer to deliver or continue delivering a continuing education activity if they do not possess the necessary competencies and qualifications.
- Not respecting participation and control rules for continuing education activities or the rules concerning advertising.

A continuing education activity is considered to be of insufficient quality if its educational content is false, inaccurate, incomplete or out of date, if it does not enable representatives to acquire, update or refine their professional knowledge, competencies and skills, if the learning methods used fail to meet the continuing education objectives, etc.

7.2 Complaints against a provider or a trainer

7.2.1 Complaint filing

Providers and trainers must comply with the rules set out in this Policy. Anyone can file a complaint with the CSF against a provider or a trainer for conduct which violates the Regulation or this Policy.

Complaints must be in writing and must summarize the grounds for making the complaint. The CSF may reject complaints which are manifestly unfounded.

7.2.2 CSF's investigation

Upon receiving a complaint or acting on its own initiative, the CSF may investigate a provider or a trainer whose conduct may have been in violation of the Regulation or this Policy.

The CSF will inform the provider of the grounds for the complaint it received or the reason for its investigation, and it will refer the provider to the provisions of the Regulation or the Policy which the provider or trainer may have violated. The CSF will also inform the provider of the sanctions it may be subject to. The CSF will inform the provider that it may present the CSF with its observations and its version of the facts in writing, accompanied by any supporting documentation, within 15 business days. The CSF may also request the relevant trainer's own version of the facts if necessary.

7.2.3 CSF's decision

If the CSF concludes that the provider or the trainer has engaged in conduct which is in violation of the Regulation or this Policy, and if this conduct constitutes a minor breach and a first offence, the CSF may inform the provider and ask it to immediately correct the unsatisfactory behaviour or put in place the necessary measures to ensure that the situation does not occur again. However, in the event of a more serious or repeated violation, the CSF will impose sanctions as outlined in Section 7.3 according to the circumstances and severity of misconduct.

In the event of a decision to suspend or revoke recognition, the provider will not be entitled to any refund for costs incurred to obtain this recognition prior to the CSF's decision.

Depending on the circumstances, the CSF may also decide that no PDUs will be awarded to participants in a continuing education activity in which the rules were violated.

All decisions by the CSF must be substantiated and delivered in writing to the relevant provider.

The CSF will inform the complainant in writing of the processing of their complaint. However, this does not mean that confidential information can be disclosed.

7.3 Sanctions

Providers who do not respect, or who fail to ensure that its trainers respect, the rules regarding professional development activities may be subject to, among other measures, the following sanctions depending on the circumstances and the severity of the alleged misconduct:

Withdrawal of recognition of the continuing education activity: The provider loses recognition of the continuing education activity. The provider will be required to submit a new application for recognition of the continuing education activity.

Withdrawal of recognition of all continuing education activities: The provider loses recognition of all their continuing education activities. The provider will be required to submit a new application for recognition of each continuing education activity.

Three-month suspension: The provider loses recognition of all their continuing education activities. In addition, the provider may not submit any new applications for recognition for a period of three months. After this suspension period, the provider will be required to submit a new application for recognition of each continuing education activity.

If a provider commits more than three offences during a single reference period, it will not be permitted to submit any new applications for recognition of continuing education activities for the duration of the current and subsequent reference periods.

DEFINITIONS

ASYNCHRONOUS CONTINUING EDUCATION ACTIVITY: A continuing education activity in which the trainer and participants are not engaged in the activity at the same time. Interacting with the trainer during the activity is not possible.

ATTENDANCE LIST: A list maintained by the trainer, organization, educational institution or company to record participants' attendance in a continuing education activity.

CERTIFICATE OF ATTENDANCE: A document issued by a provider certifying that a CSF member has participated in a continuing education activity.

CO-MODAL CONTINUING EDUCATION ACTIVITY: A continuing education activity that combines face-to-face and remote learning, allowing learners to choose their preferred continuing education format in real time.

CONFERENCE: An oral presentation informing participants about a specific topic.

CONTACT PERSON: A person authorized by the provider to submit an application for recognition of a continuing education activity on its behalf. The contact person answers the CSF's questions and, if required, provides the CSF with additional information connected to the recognition of a continuing education activity.

CONVENTION: A gathering of a large number of people to discuss one or more specific topics.

COURSE: A recognized teaching and learning activity delivered over one or multiple days that follows a syllabus with defined objectives. A course is structured and delivered using an approach based on competencies or learning objectives.

EDUCATIONAL INSTITUTION: An institution recognized by the Minister of Higher Education that offers workplace or customized continuing education.

E-LEARNING CONTINUING EDUCATION ACTIVITY: A remote, asynchronous online continuing education activity that uses the internet and new digital technologies to deliver continuing education content in an interactive format.

LEARNING: The purpose of learning is to explore a specific topic with the aim of accomplishing a specific learning objective.

LEARNING OBJECTIVES: Objectives outlining the knowledge and competencies a participant is expected to acquire by the end of a continuing education activity. A continuing education activity must include at least one general objective and at least two specific objectives.

POLICY: The Policy on Compulsory Professional Development Activities.

PROFESSIONAL DEVELOPMENT: Encompasses all educational activities that enable CSF members to acquire, maintain, update, improve and refine the knowledge, competencies and skills related to their professional activities.

PROFESSIONAL DEVELOPMENT ACTIVITY: A continuing education activity recognized by the CSF that enables members to acquire, maintain, update, improve and refine knowledge, competencies and skills related to their professional activities.

PROFESSIONAL DEVELOPMENT UNIT (PDU): A quantitative value assigned to a continuing education activity recognized by the CSF. One PDU corresponds to one hour completed in a recognized continuing education activity.

PROVIDER: A trainer, organization, educational institution recognized by the Minister of Higher Education or company in the financial services sector that wishes to have a continuing education activity recognized by the CSF.

QUALIFYING CONTINUING EDUCATION ACTIVITY: A continuing education activity which follows a structured learning process enabling professionals to master the competencies required for their professional activities.

RECOGNITION OF CONTINUING EDUCATION ACTIVITIES: A process through which the CSF analyzes and approves continuing education activities whose content is connected to the subjects and topics listed in the Regulation respecting compulsory professional development and the Policy.

REFERENCE PERIOD: A two-year period beginning on December 1 of an odd-numbered year, during which a representative must accumulate at least 30 PDUs in accordance with the Regulation of the Chambre de la sécurité financière respecting compulsory professional development.

REGULATION: The Regulation of the Chambre de la sécurité financière respecting compulsory professional development, adopted pursuant to Sections 202.1 and 312 of the Act respecting the distribution of financial products and services.

REMOTE CONTINUING EDUCATION: A continuing education activity in which the trainer and member are not physically present in the same location. May be synchronous or asynchronous.

SALES MOTIVATION ACTIVITY: A presentation in which the main goal is to stimulate or encourage personal development or the development of a specific mindset.

SUMMATIVE EVALUATION: An evaluation conducted at the end of a continuing education activity or study program to identify whether a participant has gained adequate knowledge, competencies and skills to successfully complete the activity or course.

SYMPOSIUM: A gathering of professionals, generally consisting of several conferences, where participants share, discuss and debate their ideas and opinions on a given topic.

SYNCHRONOUS CONTINUING EDUCATION ACTIVITY: A continuing education activity in which the trainer and participants are engaged in the activity at the same time. Interacting with the trainer during the activity is possible.

TRAINER: A person whose role is to facilitate, guide and advise participants during their continuing education process. A trainer develops, organizes or facilitates continuing education activities.

CONTINUING EDUCATION EVALUATION: An analysis of a continuing education activity to determine the results achieved, the effectiveness of the activity and the teaching methods used.

CONTINUING EDUCATION PLAN: A detailed document listing the topics and sub-topics covered in the continuing education activity along with the time allocated to each one in line with the

continuing education objectives.

TRANSFERABLE CONTINUING EDUCATION ACTIVITY: A continuing education activity which follows a structured learning process enabling professionals to master competencies that will be recognized in other work environments connected to the financial services sector.

VIDEOCONFERENCE: A form of teleconferencing where participants can both hear and see each other through the use of cameras and screens installed to input, transmit and reproduce images.

WEBINAR: An interactive multimedia seminar bringing together various professionals which participants can register to participate in online (either live or pre-recorded) in order to refine their knowledge on specific topics.

WORKSHOP: A continuing education activity facilitated by a trainer in which a group of people explore a topic of study together to learn more about it.