



**Chambre
de la sécurité
financière**

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

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SECTION I – GENERAL INFORMATION

1.1 Introduction

This Policy was adopted as per the *Regulation of the Chambre de la sécurité financière respecting compulsory professional development* (the “Regulation”). It outlines the governing guidelines and what the Chambre expects from providers and trainers regarding the recognition and holding of training activities.

In addition to serving as a guide for how the Regulation should apply, the Policy specifies the roles and responsibilities of the persons involved, the various steps required to getting a training activity or trainer recognized and the various rules and control measures that should be respected.

Professional development ensures that professional competencies are maintained and developed, thereby contributing to the mission of the Chambre de la sécurité financière (“the Chambre”) which is to protect the public. Compulsory professional development allows the Chambre’s members to acquire, maintain, update, improve and expand the knowledge, competencies and skills related to the pursuit of their professional activities.

1.2 Roles of the persons involved

1.2.1 Chambre de la sécurité financière

The Chambre applies the Regulation and ensures members, providers and trainers comply with it. The Chambre recognizes the training activities in accordance with criteria outlined in the Regulation (sections 18 and 20) and in this Policy. It monitors the quality of the training available by evaluating training activities offered and by using surveys or other methods of verification.

1.2.2 Providers

In compliance with the Regulation’s criteria, the provider completes the steps required to have the Chambre recognize a training activity. The provider is responsible for the trainer(s) and the training activities they have had recognized.

They must make sure the trainer:

- Plans and leads training activities
- Delivers their services in a professional manner by making sure they possess the competencies and knowledge required for every training activity they give
- Ensures the quality of training they give and that it complies with the objectives listed in the training plan recognized by the Chambre
- Implements the measures to monitor attendance set by the provider, in compliance with the Policy

The provider must make sure that training activities comply with the requirements set by the Regulation and this Policy and that these activities meet the needs of members. They must also ensure that the rules related to holding a training activity, such as monitoring attendance and delivering certificates of attendance, are respected.

By submitting an application for an activity to be recognized, the provider commits to respecting the duties and obligations outlined in the Policy.

1.2.3 Members of the Chambre

Members of the Chambre must meet the obligations outlined in the Regulation and complete training activities in order to acquire, maintain, update, improve and expand their knowledge, competencies and skills related to the exercise of their professional activities. Members are responsible for their professional development and for managing their PDUs.

As a result, they must:

- Make sure the training activities they complete are recognized by the Chambre
- Make sure they accumulate the number of professional development units (PDUs) required per reference period
- Make sure enough PDUs are accumulated in each subject as per the regulatory requirements

To obtain PDUs, members must comply with participation and attendance rules. They must keep their certificates of attendance for the period prescribed by the Regulation.

Members can submit a request for an individual recognition as per the Regulation (section 21).

SECTION II – RECOGNITION OF TRAINING ACTIVITIES

2.1 Principles and criteria for recognizing a training activity

Continuous training allows an individual to acquire knowledge that complements the training required to enter the profession. It includes any structured activities that allow participants to acquire, expand or update knowledge and develop skills to maintain and improve:

- The competency and professionalism of Chambre members
- The expertise and advisory role of Chambre members
- Practices of Chambre members

2.1.1 Principles of recognition

More specifically and as per section 18 of the Regulation, a training activity must allow the participant to develop the following knowledge, competencies and professional abilities:

1. Acquire and improve an **integrated approach to the pursuit of activities** for which the representative holds an authorization to practice
2. Acquire and apply **knowledge and methods of analysis** specific to the representative's field of activities
3. Acquire, understand and apply the theoretical knowledge and techniques regarding compliance with standards, ethics and professional practices

To be recognized, a training activity must be structured for learning and it must have an educational value. It must be formative, and its lessons must apply to the workplace. It must also cover at least one of the subjects recognized by the Chambre as per sections 3 and 4 of the Regulation and section 2.1.3 of the Policy.

2.1.2 Criteria for recognition

The Chambre will assess the following when evaluating an application for recognition of a training activity:

- 1- The complete description of the activity
- 2- The link between the activity and the representative's professional activities
- 3- The link between the activity and the subjects recognized as per section 3 and 4 of the Regulation and section 2.1.3 of the Policy
- 4- The link between the activity and the development of professional knowledge, competencies and skills as per section 18 of the Regulation and section 2.1.1 of the Policy
- 5- The link between the subjects and objectives listed in the training plan
- 6- The educational framework of the activity
- 7- The schedule and duration of the activity
- 8- The qualifications of the trainer(s) in line with the training activity
- 9- The quality of the application for recognition and the required documentation
- 10- The control measures (attendance and evaluation) implemented by the provider

Even though the Chambre assesses the link between the subjects and objectives outlined in the training plan, it does not validate the content itself. The Chambre does not verify the veracity or accuracy of the content of a training activity. This responsibility falls to the provider. However, the Chambre reserves the right to require more information about the content of a training activity.

Finally, for a training activity to be recognized, the trainer must satisfy the requirements of the Policy and have paid any applicable fees.

2.1.3 Subjects recognized

As per sections 3 and 4 of the Regulation, the Chambre recognizes a training activity and grants PDUs for an activity covering one or more of the subjects listed below.

Although some subjects may be listed in more than one category, PDUs will be granted according to which category was predominant.

GENERAL SUBJECTS

- Management of a financial services firm
- Civil Code
- Accounting
- Economics
- Finance
- Business planning for clients
- Business planning for representatives
- Financial planning
- Tax planning
- Actuarial sciences
- Legislative environment
- Intestate and testamentary successions

SPECIFIC SUBJECTS FOR EACH OF THE DISCIPLINES OR CATEGORIES

Insurance of persons:

- Client counselling
- Risk selection and management
- Disability insurance
- Life insurance
- Trusts
- Risk management in insurance of persons
- Underwriting in insurance of persons
- Accident or health insurance plans
- 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
- Risk selection and management
- Disability insurance
- Life insurance
- Group insurance and group pension plans
- Benefits and underwriting in insurance and group annuity plans
- 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

Group savings plan brokerage:

- Client counselling
- Risk selection and management
- Retirement and estate planning
- Trusts
- Wealth accumulation and use strategy
- Deferred income plans
- Mutual funds
- Investor profile and asset allocation
- Investment strategy
- Knowing the client
- Registered plans

Scholarship plan brokerage:

- Client counselling
- Risk selection and management
- Investor profile
- Knowing the client
- Wealth accumulation and use strategy
- Scholarship plans

COMPLIANCE WITH STANDARDS, ETHICS OR PROFESSIONAL CONDUCT

For informational purposes, here is a non-exhaustive list of subjects that may be included in this category:

- Ethics and codes of conduct
- Code of ethics of the Chambre / Regulation respecting the rules of ethics in the securities sector
- Disciplinary committee's jurisprudence
- Role of the syndic and investigation 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 training activity that aims to improve expertise in subjects related to the laws, regulations and ethics in matters of insurance of persons, group insurance of persons, group savings plan brokerage or scholarship plan brokerage may be included in this category.

2.1.4 Types of training activities recognized

The Chambre recognizes classroom training activities such as lectures and workshops; training activities given during a convention, symposium or seminar; and distance training activities such as online courses, videoconferences and webinars.

The Chambre does not recognize training activities with little or no educational content such as sales promotion activities, cocktails, attendance at meetings or participation in a committee, work group or study group.

2.1.5 Training activities pertaining to products

The Chambre may recognize and grant PDUs for a training activity that covers financial products specific to the sectors outlined in the Regulation. However, the Chambre will not grant any PDUs for training activities designed to sell or promote a product. If a training activity includes a portion dedicated to the sale or promotion of a product, the provider must specify the number of hours dedicated to selling or promoting the product. That way, the recognition request will only pertain to the amount of time spent on describing the benefits and disadvantages of the product, its technical aspects, features or components.

The main goal of these training activities is to allow the representative to better understand the product they will be recommending to their client in order to comply with the Code of Ethics of the Chambre and/or Regulation respecting the rules of ethics in the securities sector.

The recognition process for these training activities is in line with the Chambre's mission which is to protect the public.

If a training activity covering a product also includes a portion dedicated to the sale or promotion of this product, the Chambre will only grant PDUs for the portion of the activity covering the product as is, not for the time allotted to its sale and promotion.

2.1.6 Distance training activities

To be recognized, a distance training activity must have an educational value and allow the representative to apply what they've learned to their workplace. Distance training activities must include at least two participatory learning activities per hour. These can include case studies, open-ended questions, closed-ended questions, drag and drop questions, multiple choice questions, true or false questions, etc.

2.1.7 Individual recognition

As per the Regulation (section 21), a representative can obtain PDUs for training activities that cover subjects listed in section 2.1.3. An application for an individual recognition must be submitted for evaluation by the Chambre. This application must respect the criteria listed in section 2.1.2.

However the Chambre will grant recognition, without the requirement of the fees being paid, for training activities that cover subjects listed in section 2.1.3. Examples include:

- Courses that are part of an education program or given in an educational institution recognized by the Ministry of Education, such as a bachelor's degree, university certificate, college diploma or college certificate
- Courses offered by non-profit organizations or educational organizations that demonstrate they are equivalent to a bachelor's degree, university certificate, college diploma or college certificate
- The writing and publication of articles or books, developing a course or reference manual
- Courses for which the representative has acted as a trainer or lecturer
- Training activities followed in another Canadian province as per an agreement between the Canadian Insurance Services Regulatory Organizations (CISRO)

The Chambre may grant PDUs to representatives who, as members of the disciplinary committee, have taken part in a sanction hearing considered to be a training activity, as long as this satisfies the requirements listed in section 2.1.3 and that an application for recognition has been submitted. The PDUs may be granted to the representative only for the first day of this hearing. Up to three PDUs may be granted.

In addition, as per the Regulation (section 10), a trainer may be granted twice the number of PDUs associated with the training activity they lead. PDUs are granted only once per reference period, no matter how many times the trainer has led the activity. The provider must confirm in writing to the Chambre the name of the trainer who has led the activity as well as their representative number.

2.2 Application for recognizing a training activity

2.2.1 Formalities for recognizing a training activity

The provider must fill out the application form for recognizing a training activity and submit all the information requested. The form is available on the Chambre's website. In order to make it easier for the Chambre to process the application, the information requested must be as accurate and detailed as possible.

The application for recognition includes general information about the provider, trainers as well as a complete description of the training activity.

Information about the provider:

- The name of the provider and their contact information
- The type of organization
- The name and contact information of the contact person, that is to say the person whom the Chambre can contact for questions or if additional information is required for the application request.

Information about the trainers:

- The name of the trainers in charge of leading the activity
- Their representative number, if applicable
- The resume or a short biography of the trainer(s)
- A short description of the experience and acquired knowledge each of the trainers has that makes them capable of leading the training activity

If a trainer has not been selected yet, the provider must include this information on the application form. The Chambre will only grant recognition if it has information about the trainers listed in the application.

If the Chambre deems that the trainer selected by the provider does not possess the knowledge, skills, and experience required to lead the training activity, it may refuse or withdraw the recognition of the activity.

Information about the activity:

- The title of the activity and a brief description about the subjects covered and objectives
- Subjects covered as per section 2.1.3
- The date the activity is offered for the first time. This date will serve to determine the validation period for the recognition of the activity
- The scheduled duration of the activity: the number of hours of the activity, excluding

breaks and meals

- The number of PDUs requested for the activity
- The level of difficulty of the activity: beginner, intermediate or advanced
- The type of training activity (in-person course, distance training, symposium, conference, convention, etc.)
- If the activity is open to the public or only available at a workplace
- The target audience (representatives in insurance of persons, representatives in group insurance of persons, representatives in group savings plan brokerage, representatives in scholarship plan brokerage, financial planners)

Detailed description of the activity

- The knowledge, skills and professional competencies mentioned in section 2.1.1 that the training activity aims to expand upon along with an explanation as to how the activity will develop this knowledge and these skills and professional competencies
- The general objective of the activity as well as two specific objectives. The objectives detail the knowledge and skills that the participant should have acquired by the end of the training activity. These objectives must be clearly identified and be measurable. They are generally described by an action verb that describes a measurable behaviour (example: by the end of the activity, the participant will be able to explain and apply the rules regarding the termination of insurance of persons contracts)
- Methods of learning (presentation, workshop, practical exercise, case study, group discussion, etc.)
- The method used to evaluate whether the person successfully completed the activity or participated, in the case of distance training
- A description of the educational material used during the activity (documents issued, workbook, PowerPoint presentation, etc.)
- The training plan listing the topics and sub-topics covered, the time spent on each topic and the objectives for each topic. A model is available on the Chambre's website.

2.2.2 Fees for an application for recognition

The application for recognition must also include the payment for the base costs as per the *Règlement sur les frais exigibles de la Chambre*, available in French on the Chambre's website. Base costs are required to open a file and evaluate the request. If the Chambre refuses to recognize an activity, these fees will not be reimbursed.

When the application for recognition is accepted and the number of PDUs associated with the activity has been determined, the Chambre will send an invoice, if applicable, for the additional fees associated with every training activity worth more than five (5) PDUs. Fees will be incurred for every hour of a recognized training activity that exceeds five (5) PDUs, as per the *Règlement sur les frais exigibles de la Chambre*, available in French on the Chambre's website. The Chambre will send the provider an invoice for these fees once the activity has been recognized.

2.2.3 Deadline for submitting an application for recognition

In order to grant PDUs, a training activity must have been the subject of an application for recognition. This application must preferably be submitted before the activity is held, either by the provider or by the representative.

As per the Regulation (section 19), the application for recognition can be submitted up to six months after the training activity was held but before the end of the reference period. The provider that waits after the training activity is held to submit an application for recognition must accept there is a risk the Chambre denies their application. In addition, as long as they have not obtained recognition for the activity from the Chambre, the provider cannot claim, in their advertising or in any other manner, that the activity is recognized by the Chambre. Nor can the provider claim the activity is associated with a number of PDUs or issue a certificate of attendance to participants.

2.2.4 Duration of a training activity

To be recognized by the Chambre, a training activity must last at least one hour. The Chambre will not grant fractions of a PDU. For calculation purposes, the number of PDUs is rounded down.

The duration of the activity does not take into account time spent on meals and breaks.

2.2.5 Validation period of a recognition

The recognition of a training activity is valid for up to 24 months after the date the activity was held for the first time.

The recognition of a one-time training activity (convention, symposium, etc.) is only valid for its duration.

At the end of the validation period, the provider must submit a new application for recognition if they want to offer the training activity again. In the case of a distance training activity, the provider must inform the participant when the recognition period ends in order for the participant to complete it before it is no longer recognized.

2.2.6 The Chambre's evaluation of the application for recognition

Every application for recognition is evaluated according to a standard process that uses an evaluation grid developed in line with the criteria listed in section 2.1.2.

Applications must be complete. An incomplete application will be returned to the sender.

The Chambre will take reasonable steps to render a decision to recognize or refuse any standard and complete request within 15 business days of receiving the application at its offices. However, this timeframe does not apply to applications regarding conventions, university courses, PDUs for writing, teaching and designing courses, and for training activities worth more than 10 PDUs. The Chambre will take reasonable steps to process these applications within 30 business days.

The person who submits the application must always respond to any request for additional information within 15 business days. If they do not, their request will be withdrawn. As a result, the provider will have to submit a new application and pay the base costs once more.

When the application is approved, it will be granted a recognition number.

2.2.7 The Chambre's refusal to recognize a training activity

If after evaluating the application, the Chambre intends to refuse it, grant fewer PDUs than requested or associate it with another category, the Chambre will write to the person responsible for the request with the provider. The Chambre will also inform this person they can submit their written observations within 15 business days of receiving the email notifying them of the refusal.

After examining the applicant's observations, the Chambre may maintain or change its decision. It will notify the applicant of this decision which is then final.

2.3 Modifying a training activity

2.3.1 Formalities for modifying a recognized training activity

An application to modify a training activity must be submitted to the Chambre before the activity is held again. However, depending on the circumstances, the application may be submitted after the activity is held. In this case, the application must be submitted as soon as possible.

The provider must fill out the application to modify a training activity and send it to the Chambre. This form is available on the Chambre's website.

2.3.2 Modification criteria

The person responsible for a recognized training activity must submit to the Chambre any modification made to this training activity. A modification pertains to:

- The description of the activity, its duration, the number of PDUs associated with it, its content (subjects covered, objectives, etc.) as well as the evaluation method used, if applicable
- The addition or substitution of a trainer

2.3.3 Fees for an application to modify

Fees will be incurred when a request to modify a training activity requires the Chambre to undertake a new and complete analysis. For example, when the content or duration is modified. However, no fees will be incurred if the modification requires little or no evaluation, such as the addition or substitution of a trainer.

The fees incurred by a request to modify are those listed in the *Règlement sur les frais exigibles de la Chambre*, available in French on the Chambre's website.

2.3.4 The Chambre's evaluation of the application to modify

The Chambre will take reasonable steps to render a decision to recognize or refuse any request to modify within 15 business days of receiving the application at its offices. The Chambre can maintain or cancel the recognition of the training activity or increase or decrease the number of PDUs associated with the training activity. It may also accept or deny the addition or substitution of a trainer.

2.3.5 The Chambre's refusal to accept a modification

If after evaluating the application to modify, the Chambre intends to refuse it, it will write to the person responsible for the application. The Chambre will also inform this person they can submit their written observations within 15 business days of receiving the email notifying them of the refusal.

After examining the applicant's observations, the Chambre may maintain or change its decision. It will notify the applicant of this decision which is then final.

SECTION III – RULES FOR HOLDING A TRAINING ACTIVITY

3.1 Participation and attendance rules

3.1.1 Participation rules

Participants are required to attend the entire training activity. However, when a training activity is equal to 1 PDU, participants may be absent for 5 minutes.

The participant who has been absent for longer than the time permitted will not be granted any PDUs for the activity, regardless of its duration.

Cellphones, tablets, laptops, etc. must be only be used for the purposes of the activity. If a representative does not seem to be participating in the training activity (ex.: they are doing paperwork, on their cellphone, browsing the web), they may be denied their PDUs.

3.1.2 Control measures

The provider is responsible for implementing control measures to take attendance in compliance with participation rules, for example making participants sign an attendance sheet when they arrive and leave. The provider must require participants to sign an attendance sheet at the beginning and end of the activity. The provider must also make sure the trainer implements these measures. To help the trainer, the provider may assign someone who is responsible for taking attendance. The Chambre reserves to right at any time to make sure the provider is implementing control measures.

The trainer must make sure that participants are not absent from the activity for more than the time permitted. If the participant is absent for more than 5 minutes, the trainer must notify the participant that they can return to class, but they will not receive any PDUs because they were not present for the amount of time required

If the participant is present but they do not seem to be taking part in the training activity, the trainer must notify the participant they must cease what they are doing or risk not obtaining any PDUs. If the participant continues to not pay attention, the trainer must notify them they will not be receiving any PDUs.

The trainer must make a note on the attendance sheet of who has not complied with the participation rules and who will not be receiving PDUs.

The trainer may delegate their duty to implement control measures to the person responsible for taking attendance.

3.2 Participation and attendance rules for distance training

A distance training activity must include a summative evaluation which is a questionnaire that aims to determine how much the participant has learned.

It must meet the following criteria:

- Include at least 10 questions for every hour of the activity
- The questions must be hard enough to determine whether the participant has paid attention during the entire training activity
- Its passing grade must be at least 60%

The evaluation must be sent to the Chambre with the application for recognition of the training activity.

Learning activities that occur during the training activity can also serve as a summative evaluation, as long as they are difficult enough.

A synchronous training activity may be recognized even if it does not include an evaluation if the trainer is able to see and identify the participants by videoconference during the entire duration of the activity. Otherwise, the participant will have to complete a summative evaluation satisfying the requirements listed above.

3.3 Taking attendance and submitting attendance lists

The provider must take attendance during every training activity. They may submit this list to the Chambre.

The provider can submit the attendance list to the Chambre if they want the Chambre to enter the PDUs for members who took part in the activity. The Chambre will then invoice them for the fees as per the *Règlement sur les frais exigibles de la Chambre* available in French on the Chambre's website.

The provider does not have to send the attendance list if they will be the ones to enter the PDUs into the Chambre's system or when they notified participants that they must enter the PDUs into their file themselves.

However, the provider must keep attendance lists for 24 months after the end of a period in case the Chambre wishes to validate attendance.

The attendance list kept by the provider must include:

- The provider's name
- The title of the training activity
- The activity's recognition number
- The date on which the activity was held
- The trainer's name
- The number of PDUs granted
- Participants' names
- The certificate numbers of participants
- The signature of participants, if applicable (a signature is not mandatory but when it is required by the provider, participants who have not signed will not be granted PDUs)
- The name and signature of the person who took attendance

An example of an attendance list is available on the Chambre's website.

3.3.1 Issuing and delivering certificates of attendance

In the 30 days that follow the training activity or when they receive the confirmation the Chambre recognizes the activity, the provider make a certificate of attendance available to every participant who has complied with the participation rules.

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

A certificate of attendance issued by the provider must include:

- The participant's name
- The participant's certificate number
- The name of the provider
- The title of the training activity
- The recognition number of the activity
- The date on which the activity was held
- The provider's name
- The number of PDUs granted
- The subject(s) covered by the activity
- The name and signature of the person who took attendance

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

3.4 Rules on advertising

The provider that intends to advertise and promote a training activity cannot in any way engage in or allow false, deceptive or misleading advertising about the training activities they offer.

The provider cannot mention or imply in their advertising that the content of the training activity has been validated or approved by the Chambre.

The provider can, in their advertising, specify that the training activity is recognized by the Chambre as long as they have obtained recognition from the Chambre and authorization to use its logo.

3.4.1 Using the Chambre's logo

The Chambre owns a logo derived from its official trademark. The use of the logo confirms that a training activity has been recognized:



After a training activity has been recognized, the following symbol may be used. It displays the number of PDUs associated with the recognized training activity. For example, an activity worth 8 PDUs will be represented by:



The provider can use this symbol on certificates of attendance and in their advertising or promotions for the recognized training activity, for as long as the training activity is recognized.

If they want to use the logo, the provider must fill out a form available on the Chambre's website and submit it with their application for recognition.

SECTION IV: DUTIES AND RESPONSIBILITIES OF THE PROVIDER

- 4.1 The provider commits to complying with the rules listed in the Policy as well as the duties and obligations detailed in this section.
- 4.2 The provider must offer quality training activities that allow participants to acquire, maintain, update, improve and expand their knowledge, competencies and skills related to the professional activities of the representative, in compliance with the Chambre's expectations.
- 4.3 The provider is responsible for the training activity that they have had recognized. They must make sure the training activities satisfy the Policy's requirements regarding content and quality.
- 4.4 The provider ensures the training activities, as submitted in their application for recognition, correspond to the activities that are held, specifically in terms of content and duration.
- 4.5 The provider must not plagiarize or use content from a training activity given by another provider without prior authorization.
- 4.6 The provider make a certificate of attendance available to participants in the 30 days that follow the training activity.
- 4.7 The provider is responsible for the trainer. Among other things, they must make sure the trainer:
 - ✓ Possesses the knowledge and competencies required to give the training activity
 - ✓ Delivers a quality training activity that corresponds to the detailed description and training plan submitted to the Chambre
 - ✓ Complies with the participation and attendance rules and does not issue certificates of attendance before the end of the activity. Certificates must only be issued to participants who have complied with the participation rules.
- 4.8 The provider must comply with the rules on advertising. They cannot:
 - ✓ Use the Chambre's logo without receiving prior authorization
 - ✓ Claim that a training activity has been recognized by the Chambre if it has not
 - ✓ Claim that the content of a training activity has been validated or approved by the Chambre
 - ✓ Engage in false, deceptive or misleading advertising about the training activities they or the trainers offer.
- 4.9 The provider commits to not tarnishing the Chambre's image.

SECTION V – DUTIES AND RESPONSIBILITIES OF THE TRAINER

5.1 The provider's responsibilities regarding trainers

Every provider is responsible for the trainers who lead the training activities they have had recognized by the Chambre. Therefore, the provider must make sure the trainer:

- Possesses the knowledge, competencies, and experience required to give the training activity
- Delivers a quality training activity that corresponds to the detailed description and training plan submitted to the Chambre
- Complies with the participation and attendance rules and does not issue certificates of attendance before the end of the activity and only to participants who have complied with the participation rules.

The provider must implement control measures in order to make sure their trainers comply with the obligations listed above. If they become aware that one of the obligations has been breached, they must immediately intervene with the trainer and, if needed, make sure the situation has been rectified or find a substitute for the trainer.

A provider that does not adequately live up to their responsibilities regarding a trainer could be sanctioned. This can include the Chambre withdrawing its recognition of the training activity.

5.2 Competencies of trainers

In order to ensure the quality of training activities, the trainer who gives them must:

- 1 - Possess the knowledge and experience required to give the training activity described in the application for recognition
- 2 - Be able to transfer their knowledge to participants

The first criterion refers to the trainer's experience and knowledge about the subject the training activity covers. The trainer must master this subject. In addition, the trainer must keep in mind that training activities allow representatives to update their knowledge. To this end, the trainer must be aware of any new developments such as new products, standards, practices, legal and regulatory provisions, etc.

As for the second criterion regarding the transfer of knowledge, the Chambre expects the trainer to be able to:

- Organize and prepare their training activity
- Communicate with a group using a language that is clear and understandable for participants
- Lead a group
- Simplify and adapt their educational approach in line with participants' characteristics
- Make connections between notions described and a representative's professional practice
- Answer participants' questions
- Meet the needs and expectations of participants

5.3 Probity of trainers

A trainer must have the necessary probity to give training activities to members of the Chambre.

The Chambre reserves the right to verify a trainer's probity of its own initiative or following any information received about the trainer. As soon as a provider learns about a decision rendered as per the following paragraph, they must notify the Chambre.

Based on the severity of the accusations, the Chambre may rule on the probity of a trainer who:

- Has been found guilty by the Chambre's disciplinary committee, another self-regulatory organization's disciplinary committee, or the disciplinary board of a professional order
- Has had a decision rendered against them or a sanction imposed by the *Tribunal administrative des marchés financiers* or the *Autorité des marchés financiers*
- Has been found guilty of, or pleaded guilty, to a violation or criminal or penal act related to their professional activities
- Has had a decision rendered against them by a civil court that holds them liable in a matter related to their professional activities

When the Chambre deems a person no longer has the probity necessary to be a trainer, it will notify the provider in writing. Thereafter, the trainer will no longer be able to give training activities.

Unless they have listed more than one trainer for the activity, the provider that wants to keep giving the training activity must submit an application to modify the activity within 15 business days of receiving the Chambre's email. They must also submit all the information required about the new trainer.

If the Chambre does not receive an application to modify the activity within the prescribed time, it will withdraw the recognition of the activity given by the trainer mentioned in its decision.

SECTION VI – EVALUATING THE QUALITY OF TRAINING ACTIVITIES

To validate the quality of training activities, the Chambre will send an evaluation questionnaire to every representative who has, according to the Chambre's records, participated in an activity.

The goal of this evaluation is to understand the level of appreciation for the Chambre's recognized activities and allow it to evaluate the quality of activities offered to representatives.

The survey's purpose is to validate whether:

- The training activity's objectives were met
- Knowledge was acquired and if it is transferable to the workplace
- Participants' expectations were met
- The activity corresponds to the application for recognition that was submitted
- The trainer possesses the knowledge required to lead the training activity
- Attendance measures were implemented

The Chambre will notify the provider if the evaluations received are not favourable to a provider, trainer or training activity. The Chambre may then ask the provider to immediately rectify the wrongful conduct in question and implement the measures necessary to avoid the situation from occurring again. The Chambre may also, depending on the circumstances, impose sanctions as per section 7.3, after following the process outlined in section 7.2.

To ensure the quality of activities offered and compliance with criteria for recognition, the Chambre may conduct verifications or attend the training activities in question. The criteria used to evaluate training activities are the following:

- The topic corresponds to the initial request
- The duration corresponds to the recognition granted
- The category corresponds to the recognition granted
- The control measure is valid
- The structure is dedicated to learning
- Compliance with the principles for recognition listed in 2.1.1 of the Policy
- The certificate of attendance was received within the prescribed time
- The competency of trainers

SECTION VII - NON-COMPLIANCE WITH THE POLICY

7.1 Non-compliance with the Policy

Providers and trainers must comply with the rules listed in this Policy.

Failure to comply with the Policy includes:

- Giving a training activity where the content or duration does not correspond to what was listed in the application for recognition
- Giving a poor-quality training activity
- Allowing a trainer to give, or continue giving, a training activity without possessing the required competencies and qualifications
- Failing to comply with the participation rules and control measures as well as those regarding advertising

As an example, a training activity is of a poor quality if its educational content is false, inaccurate, incomplete or out of date, or if the activity does not contribute to the acquisition, enhancing or updating of the representative's knowledge, competencies and skills, or if the educational methods used do not meet the stated objectives, etc.

7.2 Complaint against a provider or trainer

7.2.1 Filing a complaint

Providers and trainers must comply with the rules listed in this Policy. Anyone can file a complaint with the Chambre against a provider or trainer, for conduct that is derogatory to the Regulation or this Policy.

The complaint must be written and must briefly state the reasons on which it is based. The Chambre can reject any complaint that is clearly unfounded.

7.2.2 The Chambre's investigation

Upon receiving a complaint, or of its own initiative, the Chambre may investigate the behaviour of a provider or trainer who may have acted in a manner that breaches the Regulation or this Policy.

The Chambre will notify the provider in question about the reasons for the complaint it has received or the reasons for its investigation and will refer them to the provisions of the Regulation or the Policy the trainer or provider has breached. The Chambre will notify the provider that they can, within 15 business days, submit their written account of the facts and, if applicable, submit any supporting documents. The Chambre can also require the trainer in question to submit their own account, if applicable.

7.2.3 The Chambre's ruling

If the Chambre concludes that the provider or trainer acted in a way that breached the Regulation or the Policy it may, in the case of a minor breach and first offence, notify the provider and require them to immediately rectify the faulty conduct or implement measures to prevent the situation from occurring again. However, in the case of a more severe breach or repeat offence, the Chambre will impose sanctions as per section 7.3 that are

appropriate for the circumstances and the severity of the breach.

If the Chambre suspends or withdraws a recognition, the provider will not be entitled to receive a refund of the costs incurred for recognition.

Depending on the circumstances, the Chambre may also decide that no PDUs will be granted to participants of a training activity that does not comply with the rules.

The Chambre's decision must be in writing and provide justifications. This decision will be sent to the provider in question.

The Chambre will notify the complainant in writing of how the complaint was handled. This does not mean that confidential information can be disclosed.

7.3 Sanctions

A provider that does not respect the rules or does not make sure that trainers respect the rules related to the training activities is liable to one of the following sanctions, depending on the circumstances and severity of the breach:

Withdrawal of the activity: The provider's training activity will no longer be recognized, and the provider will have to submit a new application for recognition.

Withdrawal of all the activities: The provider's training activities will no longer be recognized and the provider will have to submit a new application for recognition for each of their training activities.

Three-month suspension: The provider's training activities will no longer be recognized and the provider will not be able to apply for recognition for a period of three months. After this suspension period, the provider will have to submit a new application for recognition for each of their training activities.

A provider that commits more than three offences within one reference period will not be able to submit an application for recognition for the current and following reference period.

DEFINITIONS

ATTENDANCE LIST: A list kept by the trainer, training organization, educational institution or company that monitors attendance for a training activity.

CERTIFICATE OF ATTENDANCE: Document issued by the provider that certifies a Chambre member has taken part in a training activity.

CONFERENCE: Public oral presentation that aims to inform participants about a specific theme.

CONTACT PERSON: Person acting for the provider who applies for recognition of the training activity on their behalf. This person answers the Chambre's questions, if applicable, sends them additional information as required during the recognition process.

CONVENTION: Meeting of a large number of people gathered to debate one or more given topics.

COURSE: Teaching and learning activity recognized and defined by a study program designed to achieve objectives. The course takes place over one or more days and is structured according to an approach based on competencies or learning objectives.

DISTANCE TRAINING: A training activity that is done through one or more means such as a computer (intranet, internet, CD-ROM), correspondence course, online training activities, webinars, videoconferences, etc.

EDUCATIONAL INSTITUTION: Any educational institution recognized by the Ministry of Education that offers workplace or customized training.

LEARNING: The goal of learning is to explore a specific theme in order to reach a determined learning objective.

PDU (PROFESSIONAL DEVELOPMENT UNIT): The quantitative value associated with a training activity recognized by the Chambre. One PDU is equal to one hour of a recognized training activity.

POLICY: The Policy on Compulsory Professional Development Activities.

PROFESSIONAL DEVELOPMENT: Training or learning activities that allow a Chambre member to acquire, maintain, update, improve and expand the knowledge, competencies and skills related to their professional activities.

PROFESSIONAL DEVELOPMENT UNIT: A training activity recognized by the Chambre de la sécurité financière whose goal is to help Chambre members acquire, maintain, update, improve and expand their knowledge, competencies and skills related to their professional activities.

PROVIDER: A trainer, training organization, educational institution recognized by the Ministry of Education or a company in the financial services sector that wants to get a training activity recognized by the Chambre.

QUALIFYING TRAINING: Training offered within a structured learning process that allows the professional to master the competencies required for their professional activities.

RECOGNITION OF TRAINING ACTIVITIES: Recognition process by which the Chambre evaluates and approves training activities whose content relates to the categories and subjects listed in the Regulation respecting compulsory professional development.

REFERENCE PERIOD: A two-year period beginning on December 1st of an odd-numbered year during which a representative must have accumulated at least 30 PDUs, as per 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 as per sections 202.1 and 312 of the *Act respecting the distribution of financial products and services*.

SUMMATIVE EVALUATION: Evaluation carried out at the end of a training activity or study program to determine a participant's level of knowledge, competencies and skills and determine if they've successfully completed the activity or course.

SYMPOSIUM: A meeting of professionals that generally includes several conferences and allows participants to collectively explore, discuss, and debate their ideas and opinions on a given theme.

TRAINER: Person whose role is to lead, guide and advise a participant in their training process. The trainer designs, organizes or leads training activities.

TRAINING EVALUATION: An evaluation of training activities to determine whether objectives were met as well as the efficiency and quality of the teaching methods.

TRAINING PLAN: The training plan describes the topics and sub-topics covered, the time allotted to each one, in line with training objectives.

TRANSFERABLE TRAINING: Training offered within a structured learning process that allows the professional to master the competencies that are recognized in other sectors related to financial services.

VIDEOCONFERENCE: Teleconference that allows participants to see and hear each other through the use of cameras and screens that are installed to transmit images.

WEBINAR: Interactive multimedia seminar, accessible online after registration, that brings together professionals and may be viewed online, in real-time or not, in order to help representatives perfect their knowledge on specific subjects.

WORKSHOP: An activity led by a trainer during which a group of individuals collectively explore a subject in order to learn.