



Insurance Institute

Saskatchewan Automobile Licensing

Restricted Agent Course OUTLINE

Course Description

This course has been approved by the Insurance Councils of Saskatchewan (ICS) for students wishing to earn their Saskatchewan Restricted Automobile-Only Licence. The course is intended for those who are interested in entering the insurance industry or who are already working in the industry, especially in a client service role.

Students will finish this course with a thorough understanding of the basics of automobile insurance and a solid foundation of knowledge about the laws, regulations and provisions that impact motorists in Saskatchewan. Students will be able to enter the role of an agent and be equipped to explain to potential and existing insurance customers the benefits and differences between the compulsory licence plate coverage and optional extension coverage. In addition, they will be able to advise clients on the basic manner that claims are processed and settled. As a result, this course will provide students opportunities to enhance their assessment, problem-solving, decision-making and communication skills.



To successfully, complete this course, students must write the final course exam. For convenience, students can write the General Insurance Council Bylaws exam following the course exam. These exams are administered by the Insurance Institute of Saskatchewan (IIS) depending on whether it is a one or two day course. Students are responsible for obtaining current copies of the Bylaws and schedules from the ICS website (<http://www.skCouncil.sk.ca/genbylaw.htm>). To successfully, complete this course, students must also attain a passing mark of 60% on the course exam. A mark of 75% is required to pass the General Insurance Council Bylaws exam¹.

On completion of the examination, students will be awarded three continuing education hours as outlined by ICS. Insurance Institute of Saskatchewan will mail students their successful completion certificates and/or letters. In order for students to become a Restricted Auto Agent, they must forward a copy of their completion certificate and apply to ICS prior to practicing and commencing to sell extension policies. Students will have one year from the time they successfully complete the exams to apply and become a Restricted Auto Agent. If students do not apply within this timeframe, students will be required to rewrite and pass the exams again as per Council's common practice ghn other qualification examinations. Once approved, Restricted Auto Agents must take continuing education classes, on an annual basis, to maintain their licence². For more information regarding ICS requirements and Bylaws, please visit <http://www.skCouncil.sk.ca/genbylaw.htm>.

Prerequisites

- 1) None* if two-day course
- 2) Successful completion of the SGI New Issuer Training exam or challenge exam.

*However, we recommend you thoroughly read the textbook and the current Bylaws and schedules prior to commencing in-class studies.

Learning Objectives

Upon completion of this course, students will be able to meet the following objectives:

- Explain the basic concept and components of insurance and how insurance is regulated at the federal level including the solvency of insurers and insurance consumer protection.

¹ "General Insurance Council Bylaws," accessed March 8, 2013, <http://www.skCouncil.sk.ca/genbylaw.htm>

² "Important Notice Regarding General Insurance Council Bylaws examination," accessed March 8, 2013, <http://www.skCouncil.sk.ca/genbylaw.htm>

- Summarize the elements required for forming automobile insurance contracts under common law, and the role of indemnity in the payment of automobile insurance claims.
- Explain how binding authority affects insurance intermediaries, and if acting as an intermediary, identify when and how to obtain additional expertise from other insurance professionals.
- Explain the legal, ethical and moral obligations and privacy implications related to the use of clients' personal information and safeguarding of personal information, and outline best practices for agents to avoid and respond to privacy breaches or "errors and omissions" claims.
- Outline how automobile insurance is distributed in Canada; identify the types of automobile insurance coverage available in Canada and highlight variations in provincial automobile insurance schemes.
- State the role of each of the following in the regulation of automobile insurance in Saskatchewan: The Superintendent of Insurance, the Insurance Councils of Saskatchewan (ICS), The Saskatchewan Insurance Act, The SGI Act, The Automobile Accident Insurance Act (AAIA), The Traffic Safety Act, The Limitations Act, The Snowmobile Act, and privacy and freedom of information laws.
- Describe the basic licence plate coverage in Saskatchewan and explain who is eligible for coverage under the Auto Fund, including benefits for third parties injured in collisions involving Saskatchewan motorists.
- Describe the compulsory automobile insurance coverages provided under the AAIA; and the two forms of Accidents Benefits available in Saskatchewan and highlight key considerations for customers when deciding on tort or no-fault coverage and choosing coverage limits, including common causes and damage awards for liability lawsuits Saskatchewan.
- Demonstrate knowledge of key additional terms and provisions that impact Saskatchewan compulsory coverage and be able to explain to customers what coverage options apply to non-private passenger vehicles (excluding commercial vehicles) , who is eligible to receive coverage under Auto Fund, including the benefits for third parties injured in collisions involving Saskatchewan motorists.
- Explain to customers the legal consequences for impaired driving and the affects it has on coverage amounts.
- Explain and describe the benefits that Saskatchewan extension automobile insurance provides beyond the basic Auto Fund, including covering vehicles other than the describe automobile; adding to plate coverage or acting as "first party" coverage and providing additional coverage through the use of endorsements.
- Explain the basic rating process used by insurance companies to calculate automobile insurance rates and premiums, the purpose of the Statutory Conditions, and the ways automobile insurance policies can be terminated, including how the return of premiums are affected.
- Define what a claim is and identify the typical automobile insurance claims situations in Saskatchewan involving Auto Fund and/or extension insurance, and advise customers of the process for settling and resolving disputes for the claim situations and roles that intermediaries play in the process.

Required Services and Supplies

- Saskatchewan Automobile Licensing: Restricted Agent textbook
- **Current** ICS Bylaws and schedules (See: <http://www.skouncil.sk.ca/genbylaw.htm>)
- Online tutorial
- Calculator

Your Learning Experience

Your learning experience includes a self-study preparation period, an in-class learning program, a final course exam, a Bylaw exam and an online tutorial. If you have any questions and/or concerns, your instructor will be able to assist you either in-class and/or via the online tutorial forum.

1. Self-study Preparation Period

We recommend that you review the outline and learning objectives during the self-study preparation period, so you can plan for when and how much you will be able to study. There is a lot of material to cover during the in-class period, and we recommend that you thoroughly read the textbook, Bylaws and schedules and set study goals during the self-study period. The textbook has enhanced useful features such as figures, tables, examples and bold key terms to help you identify and quickly-grasp key concepts. While reading the materials, reflect on your prior learning, knowledge and experience and try to make connections between them and the new learning material so that it resonates with you. Reviewing the study questions at the end of each study will also help you to recall information and apply what you have learned. For additional study tips, please visit the following: <http://insuranceinstitute.ca/insuranceeducation/Default.aspx?DN=2231&l=English>

2. In-class learning program

Your in-class instruction takes a learner-centred approach and will contain lectures, activities and resource materials. Classroom discussions and activities will encourage you to reflect and apply what you learned to customer situations and inquiries that you may encounter on the job as a Restricted Auto Agent. We highly recommended that you actively participate in class, so you can exchange ideas with fellow classmates, reinforce learning concepts and increase your familiarity with the material.

3. Exam

There is a course exam, and for your convenience, an General Insurance Council Bylaws exam will be conducted after the course exam.

a. Course exam

You will write the course exam on the second day of your in-class program, and will be examined on textbook content. The course exam will consist of 50 multiple-choice questions, and you will have two hours to complete. To pass the course exam, you must answer a minimum of 30 questions correctly, which equates to a passing mark of 60%.

b. Bylaws Exam

It is your responsibility to ensure you attain the current versions of the General Insurance Council Bylaws and schedules, which are available on ICS' website (<http://www.skcouncil.sk.ca/genbylaw.htm>). You are required to do your own preparation for the Bylaws exam, including familiarizing yourself with them. The Bylaws exam will follow the course exam and will consist of 10 true and false questions and 20 multiple-choice questions³. To pass the Bylaws exam, you must answer a minimum of 22 questions correctly, which equates to a passing mark of 75%⁴.

4. Online Tutorial

We are offering an online tutorial component using our e-learning platform. You will have access to course announcements, class and exam dates and locations, resource links and an online forum. You may post any questions or concerns you have to your instructor through the course's online forum and an instructor will respond to you as soon as possible.

To access your online tutorial, please enter the following URL in your browser:

<http://elearning.insuranceinstitute.ca/login/index.php> and follow the below steps:

1. Enter your User Name and Password. (Note: When you first log in, you will be prompted to change to your password.)
2. On your home page, please click the "Saskatchewan Automobile Licensing Restricted Agent Course." Alternatively, you may also find the course by going to the "Navigation" menu located on the top-right side of your screen. Click on "My Courses" and select "Saskatchewan Automobile Licensing Restricted Agent Course."

³ "General Insurance Council Bylaws," accessed March 8, 2013, <http://www.skcouncil.sk.ca/genbylaw.htm>

⁴ "Important Notice Regarding General Insurance Council Bylaws examination," accessed March 8, 2013, <http://www.skcouncil.sk.ca/genbylaw.htm>

If you have any questions or concerns about Moodle, please contact: elearning@insuranceinstitute.ca or Shannon Karok, Insurance Institute of Saskatchewan.

Students Requiring Academic Accommodations

The Insurance Institute will try to accommodate the needs of students with disabilities who may require special arrangements to write the final examinations. If you are a student who requires accommodations, please contact Shannon Karok, Manager, Insurance Institute of Saskatchewan for further information.

Academic Policies and Procedures

Please refer to the syllabus on the Insurance Institute's website for a complete listing of our academic policies and procedures: <https://www.insuranceinstitute.ca>

