

STANDARDS

FOR

REGISTRANTS REGISTERED BY

RIBO

TRAVEL HEALTH INSURANCE

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**PREFACE TO
STANDARDS FOR REGISTRANTS
REGISTERED BY RIBO INCLUDING "TRAVEL HEALTH INSURANCE"**

These standards for registrants with respect to Travel Health Insurance have been adapted to conform to the provincially harmonized National Broker Skills Profile for general insurance brokers. They have been approved by RIBO Council for the "Including Travel" restriction on registration.

They are based on the Basic Skills levels and describe in detail the skills which are required to pass the RIBO Travel examination. The depth of knowledge to be possessed of each skill is shown. The Committee has revised the level of knowledge required for certain skills.

Three levels of knowledge have been defined ranging from Level 1 (the most basic) to Level 3 (the most comprehensive). The required level of knowledge assigned is a measure of its importance to the basic skills which insurance brokers registered "under supervision" are required to possess. The complete knowledge level descriptions and the comprehensive descriptions are shown in the Preface.

It is hoped that this document will be a useful guide for educators to follow in designing courses and seminars for potential candidates for this examination. It should also help applicants who choose self-study in preparation for the test.

SKILLS PROFILE FOR GENERAL INSURANCE BROKERS

DEFINITIONS

SKILLS LEVELS

BASIC SKILLS:

When we say that a broker needs a basic skill level in a particular area of expertise, we are saying that the broker needs to have **Knowledge and Comprehension** of that particular area.

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

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

INTERMEDIATE SKILLS:

When we say that a broker needs an intermediate skill level in a particular area of expertise, we are saying that the broker needs to be able to **Apply and Analyze** the knowledge and comprehension of that particular area.

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

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

ADVANCED SKILLS:

When we say that a broker needs an advanced skill level in a particular area of expertise, we are saying that the broker needs to be able to **Synthesize and Evaluate** the knowledge and comprehension of that particular area.

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

Definition of Evaluate: The broker appraises, assesses or critiques on a basis of specific standards or criteria.

Skill #1: Technical Skills

Outline: Develop and maintain related insurance, technical and personal competence. Complete appropriate studies, including courses and seminars, to attain and maintain insurance, technical and personal standards established for RIBO registration and Continuing Education requirements.

Description:

The broker is required to demonstrate skills and knowledge required for registration to include travel health insurance and Intermediate Level awareness of RIBO Continuing Education requirements.

The broker must have Advanced Level knowledge of travel health insurance. They must understand the ongoing responsibility to maintain the competence to perform efficiently as an insurance broker.

Skill #2: Client Service & Sales Skills

Outline: Manage new and existing clients. Analyze and review risk and provide ongoing service.

Description:

The broker must possess Intermediate Level skills to prospect for potential new clients through referred leads and other sources. They must then apply Advanced Level skills to gather relevant information in accordance with Office Practices and Guidelines. In particular, the client must be counseled regarding full disclosure of pre-existing medical conditions.

The broker must have Intermediate Level understanding of techniques to review and evaluate the risks and needs of each travel health insurance client. The broker must have Intermediate Level ability to negotiate with insurers and use their rate manuals.

The broker must have Intermediate Level knowledge of office procedures in order to process data and information accurately and quickly. The broker must have Intermediate Level ability to organize their daily schedules to permit client service work to be undertaken regularly and promptly, including insurance policy maintenance and claims processing.

Skill #3: Risk Management Skills

Outline: Identify and assess exposures of travelers and recommend methods to manage the risks associated with the travel.

Description:

The broker must have Intermediate Level knowledge and understanding of how to identify exposures of Canadians travelling outside Canada and of foreigners travelling to and within Canada.

The broker must have Advanced Level ability to identify activity exposures of travelers, including frequency and duration of trips. In particular, planned undertaking of hazardous sports or recreation during trips must be determined.

The broker must have Advanced Level knowledge and understanding of the financial exposures of Canadians traveling outside Canada and of foreigners traveling to and within Canada.

Advanced Level knowledge is required to assess those exposures and quantify them. The broker must then be able to select the insurer offering the coverage required by the client and help clients complete the application.

The broker must have Advanced Level knowledge and understanding to advise the traveler of the appropriate insurance response for their needs. This also entails clear explanation of its terms and limitations, including the procedures to be followed in order to make a claim under a policy.

Advanced Level skill is required to keep up-to-date on changes to industry travel policy forms and wordings.

APPENDIX A

TECHNICAL SKILLS

The technical skills in this report have been condensed for the purpose of keeping the skills profile simple and concise. The following skills are a broader definition of each of the major skills previously outlined.

(1) TRAVEL INSURANCE

◆ Common Clauses

- Health
 - Pre-existing conditions
 - Sporting activity exclusions
 - Excess hospital, medical and extended care for Canadian travelers
 - Regular hospital coverage for visitors to Canada
 - Accident dental treatment
 - Emergency transportation
 - Travel of family member
- Death or Disability
 - Funeral expense
 - Repatriation
 - Death benefits – accident (ground or air)
 - Disability and loss of sight benefits – accident

◆ Other Coverages

- Trip cancellation or interruption (usually standalone)
- Baggage and other possessions (standalone)
- Return of automobile
- Delay of return travel
- Child care attendant
- Collision waiver (for rental vehicles)
- Pet return (often restricted to dog or cat)
- Flight insurance (usually standalone)