



REGISTERED INSURANCE BROKERS OF ONTARIO

COMPETENCY PROFILE

ENTRY LEVEL BROKER



TABLE OF CONTENTS

Introduction

Key Terms	2
Purpose and uses	3
Process for development	3
Acknowledgements	3

Competencies

1. Legal and Regulatory Compliance	4
2. Professionalism, Integrity, and Ethics	6
3. Insurance Product and Industry Knowledge	8
4. Risk Identification, Assessment, and Classification	13
5. Consulting and Advising	14
6. Relationship Management	17
7. Claim Services	18
8. Critical and Analytical Thinking	19
9. Information Management	20
10. Continuous Learning and Development	21

RIBO Level 1 Examination

Blueprint	22
-----------	----

INTRODUCTION

RIBO has established the Registered Insurance Brokers of Ontario (RIBO) Entry Level Broker Competency Profile for the “Acting Under Supervision” restriction on registration.

The RIBO Entry Level Broker Competency Profile is a set of standards or baseline expectations for individuals working at an entry level with three years of experience or less. The profile was developed to clearly define the knowledge, skills, abilities, and other characteristics required for someone to be successful in the entry level broker role in Ontario. The competency profile is divided into the 10 most critical competencies required for success.

By using competencies as opposed to knowledge levels to define an entry-level broker role, employers, as well as third-party broker training and education providers will be able to better assess whether their existing programs and supporting materials require updating. 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 their examination.

INTRODUCTION

KEY TERMS

Competency = A collection of the knowledge, skills, abilities, behaviours, and other traits required for someone to be successful in their role.

Each competency has the following components:

- A **Name** describes what the competency is called (e.g., Legal and Regulatory compliance).
- A **Definition** provides an overview of the expected behaviours and knowledge (e.g., Understands, identifies, interprets, and follows legal and regulatory requirements in the insurance industry).
- **Themes** describe the most critical topics or key actions associated with success for that competency (e.g., Applies knowledge of legal and regulatory frameworks to their role).
- **Behavioural Examples** describe the observable behaviours and what someone would need to do to be considered successful (e.g., Identifies legislation, policies, and procedures relevant to own role; Ensures that work is compliant with regulatory and legal requirements).
- **Supporting Knowledge** describes what someone would need to know to perform the behaviours well (e.g., Awareness of RIBO regulatory framework and consequences for non-compliance (e.g., RIBO investigations, complaints and discipline, fines, etc.).

PURPOSE AND USES

The competency profile describes baseline expectations for someone to be successful in the entry level broker role. The primary purpose for developing this profile was to describe the criteria and content for updating the Entry Level or Level 1 (Acting Under Supervision) RIBO Licensing exam. The competency profile can also be used for a variety of Human Resource applications, such as job descriptions, recruitment and hiring, learning and development, and performance management. It can also be used for broader industry training purposes, such as curriculum development.

INTRODUCTION

PROCESS FOR DEVELOPMENT

The competency profile was developed through extensive industry research and stakeholder consultation. First, the research team reviewed existing competency profiles from Ontario and other provinces that described the requirements for insurance broker jobs in order to generate a list of relevant competencies. Then, the team conducted one-on-one phone interviews with a Working Group of seven industry stakeholders to further identify and refine the most critical competencies. The Working Group members then met in person for a 1.5-day DACUM (Developing a Curriculum) job analysis workshop to build out the most important behavioural examples and supporting knowledge for each competency. Then, the team reviewed and validated the draft competency profile with an Advisory Group of 9 industry stakeholders to ensure nothing was missing. The draft profile was then distributed via an online survey to a broader group of brokers for additional feedback. A total of 1,423 survey responses were received. The results of the survey were reviewed with the Advisory Group for final sign-off on the competency profile. The consultations confirmed the need for more basic knowledge on commercial insurance for entry-level brokers to better align with current industry practices. These findings have culminated in the creation of the Registered Insurance Brokers of Ontario (RIBO) Entry Level Broker Competency Profile and the new Level 1 exam blueprint.

ACKNOWLEDGEMENTS

Working Group Members:

Rose Cavaliere, Dawson & Keenan

Amanda Ketelaars, Mitchell & Whale
Insurance Brokers

Shirley Chisholm, Marsh

Shara Bierman, Donovan Insurance

Fleur Parmar, Scoop Insurance

Justin Tisdale, Zensurance

Matthew Carr, Gifford Carr Insurance Group

Advisory Group Members:

Leslie Lacroix, HUB International

Clare Kempe, Westland

Thomas Watson, Guardsman

Traci Boland, Ontario West Insurance Brokers

Steven Harris, Kanetix/Scoop Insurance

Maurice George Audet,
AON Reed Stenhouse Inc.

William Chan, Broker Team, Richmond Hill

Christa O'Neil, McFarlan Rowlands

Danish Yusuf, Zensurance

COMPETENCIES

1. Legal and Regulatory Compliance

Understands, identifies, interprets, and follows legal and regulatory requirements in the insurance industry.

Themes	Behavioural Examples	Supporting Knowledge
<p>1-A Applies knowledge of legal and regulatory frameworks to their role.</p>	<ul style="list-style-type: none"> • Identifies legislation, policies, and procedures relevant to own role. • Ensures that work is compliant with regulatory and legal requirements. • Follows instructions consistent with regulatory frameworks. 	<ul style="list-style-type: none"> • Awareness of the legislative requirements relevant to licensed brokers in Ontario and consequences of non-compliance: <ul style="list-style-type: none"> - Ontario Insurance Act, and applicable FSRA rules, including the Take All Comers Rule. - The <i>Registered Insurance Brokers Act</i>, Regulations & RIBO By-Laws. - RIBO Guidelines, e.g., Principles of Conduct and RIBO Fact Sheet. - Disclosure requirements. • Roles and responsibilities of various regulatory bodies and industry associations: <ul style="list-style-type: none"> - Registered Insurance Brokers of Ontario (RIBO). - Financial Services Regulatory Authority of Ontario (FSRA). - Canadian Council of Insurance Regulators (CCIR). - Canadian Insurance Services Regulatory Organizations (CISRO) and that they have established guidelines that may be enforceable in some jurisdictions. • Awareness of broker's duty as it pertains to fraud. • Legal and technical terms and concepts relevant to own role, e.g., liability, negligence, errors and omissions, contract, indemnity. • Understanding types of liability for professional insurance brokers <ul style="list-style-type: none"> - Legal Liability. - Premises liability. • Awareness of regulatory compliance for insurers. • Implications and consequences of dealing with unlicensed insurers. • Licensing requirements for serving Ontario customers and out of province customers and restrictions (e.g., tied selling is prohibited). • Types of Canadian legal systems (e.g., common law, civil code).

COMPETENCIES

2. Professionalism, Integrity, and Ethics

Treats clients and industry stakeholders (e.g., Industry associations, regulatory bodies, adjusting firms, 3rd party adjusters, insurance companies) ethically and fairly, while displaying the utmost honesty and integrity.

Themes	Behavioural Examples	Supporting Knowledge
<p>2-A Demonstrates integrity, ethics, and trust.</p>	<ul style="list-style-type: none"> • Understands and applies ethical standards and the RIBO code of conduct when performing one's work. • Understands what working under the supervision of a Principal Broker means. • Identifies and reports non-compliance to their employer, files a complaint with RIBO or FSRA as the case may be. • Treats clients and industry stakeholders with fairness, honesty, and respect and demonstrates values consistent with Diversity, equity, and inclusion (DEI) best practices. • Maintains confidentiality and privacy of sensitive information. • Keeps promises and commitments made to others. • Takes accountability for own actions and results. • Understands the importance and requirements of obtaining Consent (written or verbal). 	<ul style="list-style-type: none"> • Awareness of requirements and expectations related to brokers' ethical behaviour: <ul style="list-style-type: none"> - RIBO Code of Conduct. - Fair Treatment of Consumers. - CISRO Code of Conduct for Insurance Intermediaries. - Disclosure requirements. • Awareness of the Typical conflicts of interest that exist (e.g., fees, commissions, ownership, etc.). • Aware of RIBO regulatory framework and consequences for non-compliance (e.g., RIBO investigations, complaints and discipline, fines, etc.). • Referral fee rules (e.g., who you can and cannot pay for leads). • Express and implied consent. • Basic understanding of negative billing option. • Awareness of federal legislation and basic requirements for brokers: <ul style="list-style-type: none"> - Personal Information Protection and Electronic Documents Act (PIPEDA) legislation. - Canada's Anti-Spam Legislation (CASL).

COMPETENCIES

3. Insurance Product and Industry Knowledge

Applies a basic understanding of the different products, coverages, and services available in the insurance market of Ontario.

Themes	Behavioural Examples	Supporting Knowledge
<p>3-A Applies knowledge of insurance industry and products to their own work.</p>	<ul style="list-style-type: none"> • Demonstrates an understanding of the different roles and responsibilities in the insurance industry. • Stays current on global issues and trends impacting own area of business. • Uses general insurance knowledge/ general insurance terms in own work. 	<ul style="list-style-type: none"> • Key industry terms (e.g., negligence, insurable interest, peril, deductible, exclusions, endorsements, etc.). • Different insurance distribution methods – agent, broker, direct. • Lloyd's of London market and Lloyd's syndicates. • What the facility association is, how it operates, and eligibility of the insured. • Different company structures and sources of product – company, mutual, Managing General Agents (MGA). • Insurance lifecycle and the different insurance roles and their associated responsibilities, including underwriter, broker, and claims adjuster. • Beneficial role that insurance plays in society. • Binding authority. • Awareness of what loss ratio is. • Awareness of the factors that impact pricing and availability, including but not limited to: <ul style="list-style-type: none"> - Inflation. - Factors impacting building values. - Impact of climate change (e.g., water endorsements). - Global events (e.g., natural disasters and secondary perils). - Impact of new and evolving technologies. - Impact of fraud.

COMPETENCIES

<p>3-B Demonstrate general awareness of insurance options aligned to client needs.</p>	<ul style="list-style-type: none"> • Compares policies to understand the differences between what they offer. • Explains key features and differences between policies to clients so they understand their options. • Reads policy wordings, manuals, and other insurance company resources to understand the product. 	<ul style="list-style-type: none"> • Umbrella policy (personal and commercial) and when it applies. • Awareness of the differences between insurance companies and the classes of insurance they can write. • Awareness of different products and coverages in the market. • Existing resources and where to obtain them, e.g., insurance company portals, manuals, wordings, memos, Insurance Institute website, Insurance Brokers Association of Ontario (IBAO) website, Canadian Council of Insurance Regulators (CCIR). • How insurance rates are determined. • Structure / layout of a policy, and where key information, e.g., exclusions, can be located.
<p>3-C Demonstrate general awareness of personal lines automobile insurance to meet client's needs.</p>	<ul style="list-style-type: none"> • Demonstrate knowledge of auto insurance policies and endorsements. • Identify the main elements and characteristics of an auto insurance contract including exclusions. • Understands and identifies forms. 	<ul style="list-style-type: none"> • Auto policies and the Ontario Automobile Policy (OAP) 1: <ul style="list-style-type: none"> - Liability and Ontario Policy Change Form (OPCF44). - Minimum mandatory coverage. - Accident benefits: understanding of standard coverages and options. - Direct Compensation for Property Damage (DCPD). - Uninsured auto. - Different options available for physical damage coverage. - Jurisdictions and effective date (e.g., where and when the policy applies). - Interpreting fault charts. - Purpose of endorsements. - Endorsements (5, 16, 17, 19, 19a, 20, 23a, 27, 28, 28a, 39, 40, 43, 44, 47, 49, conviction protector), exclusions, extensions, special limits, and why they exist. - Sharing economy (e.g., ride share, uber, food delivery). - Statutory conditions. - Basic understanding of no-fault insurance. - Snowmobile, ATVs, motorcycles, speciality purpose autos. - Use and class changes.

COMPETENCIES

		<ul style="list-style-type: none"> - Ontario Motorist Protection Plan. - Awareness that auto insurance requirements differ from province to province in Canada. • Auto insurance specific knowledge: <ul style="list-style-type: none"> - FSRA's role in rate setting and approval of Underwriting rules for Auto Insurance in Ontario. - Compulsory Automobile Insurance Act. - Motor Vehicle Accident Claims Act. - Agreement Not to Recover for Loss or Damage from an Automobile Collision (OPCF49).
<p>3-D Demonstrate general awareness of personal lines habitational insurance to meet client's needs.</p>	<ul style="list-style-type: none"> • Demonstrate knowledge of personal lines habitational insurance policies and endorsements. • Identify the main elements and characteristics of a personal property contract including exclusions. 	<ul style="list-style-type: none"> • Different habitational policy forms, e.g., homeowner, tenants, condo, secondary, seasonal, vacant: <ul style="list-style-type: none"> - Basic understanding of the structure of a policy (Coverage A, B, C, D, E, F, G, H). - Differences between named perils and all perils, e.g., water, fire, etc. - Basic and broad form policies. - Co-insurance clauses, penalties, and the concepts that it applies to (e.g., basic calculations). - Endorsements, exclusions, extensions, special limits, and why they exist. - Sharing economy, e.g., Air BnB. - Recreational, e.g., trailers, boats, etc. <ul style="list-style-type: none"> • Boat types • Horsepower • Motor types - Home-based business. - Extended water coverage (ground water, over land water, sewer backup / water escape, sump pump failure) and how to bundle them (concurrent causation). - Cyber / identify theft.

COMPETENCIES

<p>3-E Demonstrate general awareness of commercial lines insurance in support of meeting the client's commercial insurance needs.</p>	<ul style="list-style-type: none"> • Demonstrate general knowledge of commercial lines insurance policies and endorsements. • Identify the main elements and characteristics of coverages contained within a business insurance contract, including exclusions. 	<ul style="list-style-type: none"> • Commercial Insurance: <ul style="list-style-type: none"> - Types of insured (e.g., sole proprietorship, corporation, partnership). - Subscription policies. - General liability. - Professional liability. - Cyber insurance and coverages. - Claims made vs. occurrence forms. - Deductible. - Business property (building, equipment, stock, and the types of properties covered). - Different forms of business interruption and how they can assist a business that suffers a loss. - How to determine rebuild values. - Equipment breakdown: <ul style="list-style-type: none"> • Boiler and machinery. - Crime policies (e.g., safe, employee dishonesty, theft, etc.) - Builders risk. - Garage risk. - Commercial auto: <ul style="list-style-type: none"> • Basic commercial fleet, individually rated commercial auto insurance (IRCA) (OAP1) and garage (OAP 4). • Non-owned automobile policies (OPCF 27). • Standard coverages. • Endorsements (19, 20a, 27b, 28, 40, 44). • License requirements and Commercial Vehicle Operator's Registration (CVOR). • Driver eligibility. - Examples of speciality lines: Errors & Omissions (E&O), Directors & Officers (D&O), e.g., bonds, marine cargo, transit, trade credit, surety, farm). - Certificates of insurance (intent and limitations).
--	---	---

COMPETENCIES

<p>3-F Provide basic information on travel insurance to support their travel insurance needs.</p>	<ul style="list-style-type: none">• Demonstrate general awareness of travel insurance policies and endorsements.	<ul style="list-style-type: none">• Basic understanding of travel insurance:<ul style="list-style-type: none">- Types of coverage.- Types of travel health insurance.- Exclusions.- Claims process.- Medical questionnaires.- Medication changes.- Travel advisories.
--	--	---

COMPETENCIES

4. Risk Identification, Assessment, and Classification

Assesses, classifies, and understands the different types of risk to offer the appropriate coverage and risk mitigation options.

Themes	Behavioural Examples	Supporting Knowledge
<p>4-A Identifies risks and exposures.</p>	<ul style="list-style-type: none"> • Gathers information, asking tailored and probing questions to gain an in depth understanding of the risk and coverages needed. • Identifies when to ask open-ended versus closed-ended questions. • Listens actively to the client, confirming own understanding of the risks. • Identifies when additional information is needed to classify risk. • Confirms all information received, ensuring documentation is in place. • Identifies when to escalate risks to other experts. 	<ul style="list-style-type: none"> • Different risk types. • Awareness of risk appetite, eligibility, and rating criteria that Insurers use. • Claims examples relevant to each risk. • Main policy types and what risks may require specialized coverage. • Awareness of the impact of errors and omissions and how they may occur. • Effect and consequences of making an error. • Duty of care. • Impact of non-disclosure and material misrepresentation. • Building materials and construction. • Resources needed to collect information. • Broker's role and responsibility in terms of cases of fraud (e.g., address, identity). • Difference between a moral hazard and a physical hazard.
<p>4-B Assesses and classifies the risk.</p>	<ul style="list-style-type: none"> • Assesses potential impact of the exposures. • Identifies exposures and understands how different types of exposures impacts insurance needs (e.g., risk levels). • Determines risk accurately and in a timely manner. 	<ul style="list-style-type: none"> • Awareness of the different methods for quantifying exposures. • Awareness of options for mitigating and managing risk. • How to apply appropriate coverages to the risk. • Base coverages and Supplementary coverages.

COMPETENCIES

5. Consulting and Advising

Provides advisory services in General insurance and identifies and considers a wide range of factors to recommend solutions aligned to client needs.

Themes	Behavioural Examples	Supporting Knowledge
<p>5-A Conducts a needs analysis.</p>	<ul style="list-style-type: none"> Identifies client needs and focuses on client outcomes. Identifies critical areas of protection, offering solutions that align to those areas. Checks with client to confirm understanding of their needs. Explains complex insurance concepts in an easy-to-understand manner. Plans own work to ensure client requests and needs are met. 	<ul style="list-style-type: none"> Awareness of contextual information relevant to the type of insurance the client needs (e.g., renovations; new license; knowledge of sources of revenue for businesses). Type of transaction taking place (e.g., renewal; policy change; remarket). When to refer the client to someone else or bring in additional support. Awareness of the complexity of additionally insured requirements. Definition of insured and additional named insured.
<p>5-B Help the insured through the validity period of coverage.</p>	<ul style="list-style-type: none"> Provides after-sales service to customers by communicating with the client. Compares new coverage and that provided by the current coverage in relation to the client's current needs and situation. Provides explanations to the client regarding their existing policy coverage, limits, and exclusions. Provides explanations to the client regarding potential amendments that can be brought to their policy. Inform the insured of their contractual obligations. 	<ul style="list-style-type: none"> Awareness of the available insurance products and resources. Awareness of the differentiating insurance company application or change processes.

COMPETENCIES

<p>5-C Recommends options to clients.</p>	<ul style="list-style-type: none"> • Analyze available base coverage that meets the insured's needs based on the risk to be insured. • Analyze available coverage endorsements and supplementary coverage to meet the insured's needs. • Propose different insurance products to the insured by comparing the advantages and limitations of each one, in particular regarding coverage and premium cost. • Advises on policy benefits and exclusions so that clients can make an informed decision. • Provides claims examples and how a policy may respond. • Recommends coverages and limits taking into account: <ul style="list-style-type: none"> - each party's legal obligations; - products selected in the recommendation; - exclusions and coverage limitations; - elements that impact the premium amount; • Looks for opportunities to help the client beyond their immediate needs, considering risks they may not have identified. • Verifies and confirms rates for all available quotes. • Discloses any real, or potential conflicts of interest prior to making a recommendation to the client. 	<ul style="list-style-type: none"> • Awareness of the available insurance products and resources. • Awareness of the differentiating insurance company binding authorities and how it differs by market. • How insurance coverages respond to relevant claims situations. • Different payment options available to clients. • How insurance companies issue policies. • Why information in an application is required. • Understanding the importance of binding.
--	---	--

COMPETENCIES

<p>5-D Implements client decision to purchase, renew. and/or Modify an existing contract of insurance.</p>	<ul style="list-style-type: none"> • Anticipates what information insurance companies will need. • Collects all required information from the client for the insurance company and ensures that products included in the application are those selected by the client. • Completes applications, questionnaires, and surveys as required. • Explains the contract in detail including options or amendments to the initial recommendation. • Follows relevant protocols and regulatory requirements , including those related to the type of insurance product being purchased. • Documents all advice and takes adequate notes in client files. 	<ul style="list-style-type: none"> • Understands laws and regulations related to the distribution of insurance products and contracts: <ul style="list-style-type: none"> - RIBO Guidelines . - FSRA Take-All-Comers rule for auto insurance. - Personal Information Protection and Electronic Documents Act (PIPEDA). - Payment Card Industry (PCI).
<p>5-E Concludes the renewal transaction according to applicable policies and procedures for the transaction.</p>	<ul style="list-style-type: none"> • Ensures critical client information is received to finalize the contract (e.g., forms are filled out accurately, client payment is received, forms are signed by the client). • Efficiently processes contract amendment, renewal and contract cancellations. • Counsels clients on material changes to risk, as required. • Efficiently delivers policy documents or ensures that client receives timely delivery of policy documents. 	<ul style="list-style-type: none"> • Understands policies and procedures required of the brokerage for the processing of all documents. • Awareness of the important of clear and accurate documentation in client files and brokerage management system.

COMPETENCIES

6. Relationship Management

Strives to build strong relationships with individuals/entities seeking to purchase insurance, clients, and industry stakeholders (e.g., Industry associations, regulatory bodies, adjusting firms, 3rd party adjusters, coworkers, insurance companies).

Themes	Behavioural Examples	Supporting Knowledge
<p>6-A Builds and maintains relationships.</p>	<ul style="list-style-type: none"> • Develops connections with clients and industry stakeholders. • Proactively checks-in with clients for renewals. • Treats industry stakeholders as valued partners. 	<ul style="list-style-type: none"> • Importance of developing strong relationships with industry stakeholders and clients. • Technology used in the new business and renewal process.
<p>6-B Communicates with others to create shared understanding.</p>	<ul style="list-style-type: none"> • Identifies client communication preferences, reaching out to them as needed. • Responds to communications in a timely, accurate, and helpful manner. • Keeps clients up to date on when they can expect an answer to their request. • Maintains two-way communication with others. • Demonstrates empathy in communication with others. • Tailors communication to the audience, considering different perspectives. 	<ul style="list-style-type: none"> • Client communication preferences, including frequency. • Different channels of communication that are available, and when they should be used.
<p>6-C Resolves conflicts.</p>	<ul style="list-style-type: none"> • Treats everyone with respect, remaining calm during difficult conversations. • Helps others to navigate difficult or stressful situations. • Seeks clarification and actively listens to make sure others feel heard. • Consults the appropriate industry stakeholders to help resolve issues, escalating when required. 	<ul style="list-style-type: none"> • Awareness of conflict resolution methods, including how to deescalate a situation. • Resources and people available to resolve conflicts. • When to escalate conflicts to others.

COMPETENCIES

7. Claims Services

Applies an understanding of the processes and procedures for processing a claim.

Themes	Behavioural Examples	Supporting Knowledge
<p>7-A Assists in the claims process.</p>	<ul style="list-style-type: none"> • Gathers information about the claim. • Contacts the insurance company and provides first notice of loss. • Informs client of the claim process, helping to manage their expectations. • Advocates for clients during the claims process as needed. 	<ul style="list-style-type: none"> • Broker's role in the claim process. • Statutory conditions as they apply to the claims process. • Policy coverages, extensions, exclusions, and deductibles as they relate to the claims process. • Awareness of the documents required to process a claim. • Awareness of the lifecycle of a claim. • Consequences and implications of a claim. • Impact of fraudulent claims on the claims handling process. • Awareness of claim dispute and resolution options (e.g., when to seek legal advice).

COMPETENCIES

8. Critical and Analytical Thinking

Evaluates and integrates information to identify issues, solve problems and make sound conclusions.

Themes	Behavioural Examples	Supporting Knowledge
8-A Analyzes data and information.	<ul style="list-style-type: none"> Identifies how and where to obtain accurate information. Distinguishes relevant from less relevant information. Evaluates information critically to determine credibility of the source. Analyzes information from various sources. Analyzes and calculates insurance limit needs. 	<ul style="list-style-type: none"> Awareness of common sources of information and data. Understanding of math concepts (e.g., calculating co-insurance, Section 6 and 7 in Ontario Automobile Policy (OAP 1)).
8-B Prioritizes requests and activities.	<ul style="list-style-type: none"> Identifies most important activities, working on these first. Adapts quickly, shifting focus to the most critical activities. 	<ul style="list-style-type: none"> Awareness of the importance of prioritization and accuracy. Awareness of the tools used to support task prioritization.
8-C Solves problems.	<ul style="list-style-type: none"> Identifies the elements of a problem. Defines problems accurately before identifying potential solutions. Identifies a variety of potential solutions to address a problem. Seeks input from others, when required, to help inform problem solving. Confirms that the problem was resolved. 	<ul style="list-style-type: none"> Resources available to address issues and problems. Problem solving techniques.

COMPETENCIES

9. Information Management

Manages and stores information safely, securely, and accurately.

Themes	Behavioural Examples	Supporting Knowledge
<p>9-A Analyzes data and information.</p>	<ul style="list-style-type: none"> • Ensures data and information are complete and accurate. • Understands RIBO record keeping requirements and guidelines. • Follows all data security procedures within the brokerage that complies with various legislation, e.g., Personal Information Protection and Electronic Documents Act (PIPEDA), Canadian Anti-Spam Legislation (CASL), Payment Card Industry (PCI) Compliance. • Identifies what information is required and where it should be stored. • Follows procedures when accidental disclosure of confidential information occurs. 	<ul style="list-style-type: none"> • Importance of information/data security and privacy. • Principles of information management. • Awareness of where and how to access important sources of data and information. • Layers of compliance required, e.g., Registered Insurance Brokers of Ontario (RIBO), Errors & Omissions (E&O), government, insurers, contract requirements, employer/brokerage).
<p>9-B Prioritizes requests and activities.</p>	<ul style="list-style-type: none"> • Uses employer required digital applications for completing work related tasks. • Efficiently navigates between multiple digital tools to complete work. • Uses digital tools to find information and content. Efficiently uses digital tools to keep notes. • Supports cyber security by following all procedures for managing and storing information. • Identifies sources of potential cyber threats (e.g., phishing, fraudulent emails). 	<ul style="list-style-type: none"> • Best practices for locating and accessing information. • Basic computer and trouble shooting techniques. • Cyber security risks. • General understanding of digital and technological advances.

COMPETENCIES

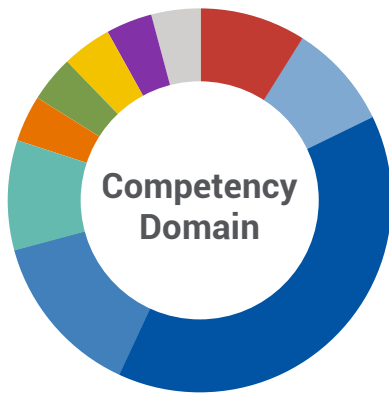
10. Continuous Learning and Development

Shows a continuous commitment to developing and enhancing knowledge, skills, and abilities.

Themes	Behavioural Examples	Supporting Knowledge
<p>10-A Identifies own learning needs.</p>	<ul style="list-style-type: none"> Identifies personal knowledge gaps and areas in need of development. Investigates new topics and emerging industry trends. Stays up to date on Continuing Education (CE) credits, as required by Registered Insurance Brokers of Ontario (RIBO). 	<ul style="list-style-type: none"> Awareness of the number of required RIBO CE credits and renewal date. Awareness of the differences between the types of courses required (e.g., ethics, management, technical).
<p>10-B Engages in learning and development opportunities.</p>	<ul style="list-style-type: none"> Stays current on industry trends and insurance company changes. Seeks out relevant courses and other educational resources applicable to the industry, beyond RIBO CE requirements. Asks questions of more experienced brokers to learn in the moment. 	<ul style="list-style-type: none"> Awareness of the relevant insurance company bulletins and industry publications, e.g., Canadian Underwriter, RIBO bulletins, Insurance Brokers Association of Ontario (IBAO) bulletins. Where to access insurance-related courses and content. Awareness of other insurance professional designations, e.g., Canadian Accredited Insurance Broker (CAIB), Chartered Insurance Professional (CIP), Certified Risk Manager (CRM), Fellow Chartered Insurance Professional (FCIP). Awareness of the importance of industry advocacy and participation, e.g., IBAO mentorship program.

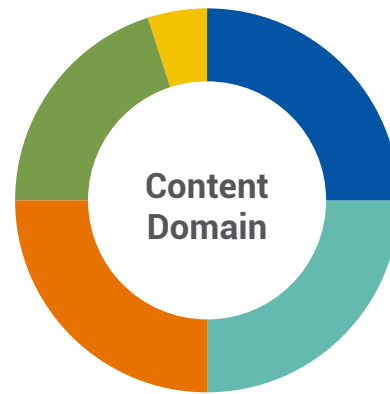
RIBO LEVEL 1 EXAMINATION - BLUEPRINT

The Exam blueprint identifies both the set of competencies and content tested, and the relative weight on the test given on each. The blueprint used together with the competency profile can be used to understand how the exam will be assessing a particular topic, behavioral learning objective and intellectual skills such as knowledge, comprehension, and application (critical thinking and problem solving).



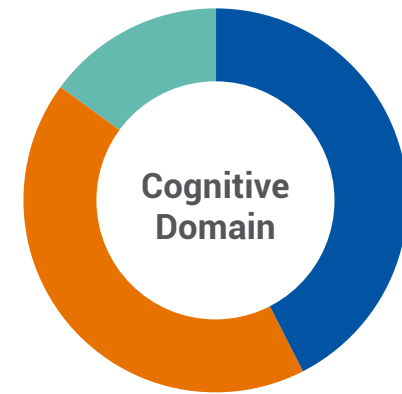
The following is a breakdown of the knowledge, skills, abilities, behaviours, and other traits required for someone to be successful in their role as an entry level broker.

■ Legal and Regulatory Compliance	8-10%
■ Professionalism, Integrity, and Ethics	8-10%
■ Insurance Product and Industry Knowledge	38-42%
■ Risk Identification, Assessment, and Classification	14-17%
■ Consulting and Advising	9-11%
■ Relationship Management	3-5%
■ Claim Services	3-5%
■ Critical and Analytical Thinking	3-5%
■ Information Management	3-5%
■ Continuous Learning & Development	3-5%



The following breakdown reflects how the competency profile is divided among the different lines of business an entry level broker may be exposed to in their day-to-day operations.

■ General Insurance and Industry Knowledge	25%
■ Personal Lines Automobile	25%
■ Personal Lines Habitational	25%
■ Commercial Lines	20%
■ Travel	5%



The following breakdown highlights how much focus is placed on testing an individual's ability to recognize, understand, and apply concepts.

■ Knowledge	40-45%
■ Comprehension	40-45%
■ Application	15-20%

New Blue Print will become effective January 1, 2025



REGISTERED INSURANCE BROKERS OF ONTARIO

401 Bay Street
Suite 1200, P.O. Box 45
Toronto, ON M5H 2Y4

Toll Free: 1-800-265-3097

Tel: (416) 365-1900

Fax: (416) 365-7664

Business Hours:

8:30am to 4:30pm

www.ribo.com

