

***Agenda Item 7(b)
November 23/21 EOC Meeting***

**Continuum of Options for Development and Launch of a
CAFII Education/Certification Program for Member Company Representatives
on Credit Protection Insurance Legislative and Regulatory Principles and
Environment**

Option 1—Annotated Self-Study Materials

Details—CAFII has many resources on its website which could be organized into an annotated series of self-study modules/courses, to which CAFII member companies would be able to give their new and/or other employees access.

Implementation—would require an IT investment, along with staff and/or consultant time to organize materials into integrated subject matter modules.

Option 2—Dedicated Webinar Modules/Courses

Details—CAFII would commission industry experts to produce one-hour webinars on key topics (e.g., Jill McCutcheon on the regulatory regime in Canada; Marc Duquette on the unique characteristics of the Quebec regulatory regime), to which CAFII member companies would be able to give their new and/or other employees access.

Implementation— this would require the considerable expense of having the webinars developed by industry experts, who would need to be paid for their time, under CAFII management oversight.

Option 3—Certification Program

Details—CAFII would develop -- with the assistance of an e-learning professional services firm -- a certification program composed of a series of online modules/courses. CAFII members would pay for their new and/or other employees to access this certification program. There would be tests of information/knowledge retention of the course material; and upon passing the full set of modules/courses in the program, a CAFII-branded certification/accreditation would be granted to the successful student.

Implementation—this would be a considerable financial investment and other resources undertaking for CAFII, requiring the ongoing partnership assistance of a professional e-learning firm such as Oliver's. There would be implications for CAFII management to oversee this effort; and for CAFII volunteers, as a significant ramp-up of a new Working Group would be needed to steer this effort.

Option 4—Establish CAFII Course Curriculum Standards for All Members

Details—CAFII would outline and establish the standards for courses for credit protection insurance programs. It would identify the competencies expected of the participants, the learning outcomes to develop those competencies, and the information and topics that need to be addressed and which content would be assessed and tested.

Implementation— this would require working with CAFII members to develop the standards and then implementing a process by which each CAFII member would sign on to the expectations.

Option 5—Delay at this time

This option would propose holding off on any further work on this initiative at this time, based on other priorities, an already ambitious strategic plan, and the challenge of resourcing this initiative with all the other regulatory and strategic priorities which CAFII is engaged in.