



Continuing Education (CE) FAQ

1. How do I know what my CE requirements are?

The CE requirements vary from province to province. A list of the provincial governing bodies and their affiliated websites is on the [ivari learning](#) page of ivari.ca. Go to For my business > Continuing education > ivari learning.

2. How can I earn CE credits?

You can earn CE credits in three different ways:

1) Live webinars

ivari hosts live webinars across Canada throughout the year. Check with your ivari Sales Director to learn more.

2) In-person seminars

Check with your ivari Sales Director to learn more.

3) Online courses

ivari's online courses are available through the [Learning centre](#) on ivari.ca.

Online courses

VS

Live webinars



The Learning centre

ivari's exclusive advisor online experience. Online courses are easy to complete and training can be completed anytime, anywhere. Earn CE credits.

CE certificates are immediately available upon completion of the course and passing a quiz with a grade at least 80%.

Launch the [Learning centre](#) today!



My Live Sales Training History

ivari hosts live webinars across Canada throughout the year. Earn CE credits!

CE certificates are available for download from the [My live Sales Training History](#) tool on ivari.ca*

Check with your ivari Sales Director to learn more.

*Quebec CE credits are unavailable for download and will be emailed directly to you upon passing an online quiz with a grade at least 60%

3. I've attended a live webinar. How do I get my credits?

a) Quebec-licensed advisor

If you are a Quebec-licensed advisor and want to download your Quebec CE credits, you are unable to do so using ivari's self-serve system on ivari.ca (My Live Sales Training History). **Instead, ivari will email your Quebec CE certificates to you directly.** Any CE credits issued before April 23, 2022, are still accessible for download on My Live Sales Training History.

b) Other provinces

If you want to download your CE credits for all other provinces besides Quebec, and the live webinar you attended is CE accredited, you will access and download your CE certificate by going to My Live Sales Training History on ivari.ca. You will find the My Live Sales Training History link under For my business > Continuing Education. CE credits will be available to download within approximately two weeks of attending the course.

ivari does not email CE certificates to advisors, except Quebec certificates accredited by the CSF. It is your responsibility to download and store your CE certificates for your records and license maintenance.

4. I have taken a course by live webinar. Do I still need to take the quiz online?

a) Quebec-licensed advisors

Yes. **Due to regulations from the Chambre de la sécurité financière (CSF), advisors registered in Quebec must take an online quiz after attending a live webinar.** The quiz must be passed with a grade of at least 60% and completed within 7 consecutive days to receive Quebec CE credits. Please note that the quiz is only required if you did not submit random attendance taken during the delivery of the live webinar. For presentations that are held live and in-person, this regulation does not apply.

b) Other provinces

No. If you are not looking for Quebec CE credits, once you complete the webinar, no online quiz is required, and you do not need to do anything further.

5. Where do I find online courses? How do I take them?

The ivari [Learning centre](#) on ivari.ca is an excellent place to find online courses, no matter what stage of the business you're in. Courses are updated regularly, so keep checking back.

6. Can I retake an online course?

You can only earn CE credit(s) once for a particular course. Once you pass a quiz, you cannot take the quiz again, however, you can re-take the course content.

7. What is the minimum mark I must earn to pass an online quiz on the Learning centre?

You must earn at least 80% to pass a quiz.

8. I failed the online quiz. What do I do now?

Review the course material and give the quiz another go. Until you pass the quiz, you can take the quiz as many times as needed.

9. Can I take both the online and webinar version of the same course?

Yes. You can complete both the webinar and online versions of a course, but you can only earn the CE credit once.

10. I'm taking an online course, but the "launch quiz" button isn't showing. Why can't I take the quiz?

For all our CE-accredited online courses, the quiz won't appear until you have viewed the course for a minimum length of time. For example, a course that earns 0.5 credits should take you approximately 30 minutes to complete, and a one-credit course should take approximately one hour. This is a requirement from the provincial accreditation bodies.

If the course screen is left inactive (for example, if you open another window to send an email) the system will recognize this absence and won't display the quiz.

11. How do I get my CE certificate for an online course I completed on the Learning centre?

Once you have completed the course and passed the quiz with a minimum of 80%, a link will appear for you to download and save your CE certificate. Please keep it for your records, as we do not have access to your earned certificates.

12. I have certificates from both online and live webinar courses. What do I do with them?

Keep them. Your certificates are a record that you have successfully earned the credits. It is your responsibility to keep these, as they are proof of course completion and you will need them in case of an audit. Check your provincial guidelines for how many years you should keep them.

When your licence is up for renewal, you need the information from each certificate.

13. I don't see the province I'm looking for listed in the CE credit details. Can I still submit this course for CE credits in that province that I'm licensed?

Yes. The Saskatchewan Insurance Council will accept accreditation from The Institute in Ontario.

Four provinces have no CE requirement:

- a. Nova Scotia
- b. New Brunswick
- c. Prince Edward Island
- d. Newfoundland and Labrador

14. My accreditation body rejected the CE code. What do I do?

Be sure you are using the right code for the right accreditation body, as each has its own course code. If it's still being rejected, you can email us at education@ivari.ca

Like us. Follow us. Share us.



P.O. Box 4241, Station A
Toronto, Ontario M5W 5R3
ivari.ca

Telephone: 416-883-5000

Toll-free: 1-800-846-5970

conversation@ivari.ca



A Sagikor Company

For advisor use only

ivari® and the ivari logos are trademarks owned by ivari Holdings Inc.

IV2022 8/25