



## 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 Let's talk about...*CE credits* page of [ivari.ca](http://ivari.ca). Go to For My Business > Continuing Education > Provincial CE Guidelines.

### 2. How can I earn CE credits?

There are currently two different ways to earn your required CE credits: live webinars and online courses (we will offer in-person courses when it's safe to do so again). We host live webinars across Canada throughout the year. Check with your ivari Sales Director to learn more. Online courses are available through the Learning Centre on [ivari.ca](http://ivari.ca).

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

If the live webinar is CE accredited, you must access and download your own CE certificate by going to the self-serve CE tool on [ivari.ca](http://ivari.ca). This tool is located in the "My Live Sales Training History" link under Continuing Education. Please wait at least 72 hours after taking the course for your CE certificate to be available for download. ivari will no longer email CE certificates to advisors, and it is your responsibility to download and store them for your records and license maintenance.

### 4. 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. We recommend putting the information into an Excel spreadsheet, so you have all the details in one place.

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

No. Once you complete the webinar, you do not need to do anything further.

### 6. Where do I find online courses? How do I take them?

The ivari Learning Centre on [ivari.ca](http://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.

## 7. Can I re-take an online course?

Yes, you can re-take a course at any time. However, you can only earn CE credit(s) once for a particular course.

## 8. What is the minimum mark I must earn to pass an online quiz?

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

## 9. I failed the online quiz. What do I do now?

Review the course material and give the quiz another go.

## 10. 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.

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

For all of 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 which 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.

## 12. How do I get my CE certificate for an online course?

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.

## 13. I don't see my province listed in the CE credit details. Can I still submit this course for CE credits in my home province?

Yes. The Insurance Council of British Columbia and the Saskatchewan Insurance Council will accept accreditation from The Institute in Ontario.

There are four provinces that have no CE requirement:

- Nova Scotia
- New Brunswick
- Prince Edward Island
- 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 their own course code. If it's still being rejected, reach out to your ivari Sales Director.

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