TTAIFA

TRINIDAD AND TOBAGO ASSOCIATION OF INSURANCE AND FINANCIAL ADVISORS

STUDENT HANDBOOK

REVISED: AUG 2020

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TTAIFA'S MISSION

WE EDUCATE OUR ADVISORS WITH KNOWLEDGE AND HOLISTIC DEVELOPMENT BY:

T - Transforming Advisors into Professionals and Prospects into Advocates

T - Technically disseminating Information

A - Advocating Ethical and Best practices

I - Inspiring and Informing

F - Focusing on Building Family Financial Strength

A - Alliances (with regulators, for the benefit of financial advisors and the Industry)

TTAIFA'S VISION

TO BE THE RECOGNIZED ASSOCIATION FOR PROFESSIONAL EDUCATIONAL DEVELOPMENT OF INSURANCE AND FINANCIAL ADVISORS FOR THE BENEFIT OF THE INSURANCE INDUSTRY AND THE CITIZENRY OF TRINIDAD AND TOBAGO.

TTAIFA'S PURPOSE

"TO ENRICH T&T ONE FAMILY AT A TIME BY ENSURING THE LONG-TERM GROWTH OF OUR INDUSTRY".

QUALITY POLICY STATEMENT

The Board of TTAIFA and the Education Committee are committed to ensuring that the delivery of its educational services meets and exceeds the expectations of its students and other stakeholders in the Financial and Insurance Advisory Industry.

To this end, the organization has established, documented and is committed to maintaining and continually improving a Quality Management System, to ensure the long term viability of the Association.

We will ensure that resources are provided for adherence to all related regulatory and statutory requirements. Everyone associated with the organization is responsible for quality and for ensuring that all objectives are achieved.

BRIEF HISTORY OF TTAIFA

The Trinidad and Tobago Association of Insurance and Financial Advisors (TTAIFA) name changed in 2003, was established in November 1987 as the Life Underwriters Association of Trinidad and Tobago (LUATT). The founders of the Association in 1975 were a group of Million Dollar Round Table (MDRT) salespersons who saw the need to belong to a professional association and to further educate themselves.

That Association struggled for a number of years and in 1985 emerged with a new vision and new projects. The first LUATT Newsletter was published to inform members and keep them abreast of pertinent matters relative to the industry. NIHERST, UTC & LUATT came together to train underwriters to market/sell Units on behalf of the Unit Trust Corporation.

The Constitution of the Association was revised to incorporate Chapters. Four (4) Chapters were established - North, South, East and Tobago. The objective behind this change was to relinquish some of the burden on the National Board in looking after the affairs of all salespersons in the different areas. This meant that each Chapter was made responsible for the salespersons in its area on a more personalized operational basis. Each Chapter was structured with its own President and Board operating under the scrutiny of the National Board.

Continuing on its vision for progress and improvement, the Board members felt that the managers in the Association needed more, and efforts were put in train to establish an Association exclusively for managers.

Through GAMA (General Agents and Managers Association) LUATT was able to establish the GAMATT (General Agents and Managers Association of Trinidad & Tobago) in 1986. Unfortunately, interest in this Association waned and the Association closed its doors in 1989.

In 1988, the Awards Committee proposed to the National Board the idea of establishing a "LUATT HALL OF FAME" to honour those stalwarts within the industry for distinguished service to the Life Underwriters Association, as well as for their contribution to the Life Insurance Industry.

In 1995, the relationship with the regional body CALU was re-established to foster good relations within the region. LUATT over the years has been invited to send representatives to Government Committees to make inputs on reform and other relative issues affecting the financial services sector.

In 1997 ATTIC approached the LUATT Board to collaborate on issues and make presentations on matters concerning the life insurance sector.

TTAIFA'S PLEDGE

As a member of the Trinidad & Tobago Association of Insurance and Financial Advisers I pledge:

To place the interest of my clients and policyholders above my own; and ensure that any advice I tender them will be without bias or regard for my own personal advantage. To respect the confidence of any clients and prospects and carefully guard any information which becomes known to me concerning their personal affairs.

To refrain from making statements of a misleading or derogatory nature which might cause the public to lose confidence in any Life Insurance company, its policies, financial products or its agents and under no circumstances to rebate or offer to rebate any part of a premium.

INTRODUCTION

TTAIFA provides professional education for Life Insurance & Financial Advisors in Trinidad & Tobago. Through a framework of cooperation with the American College and the Centre for Professional Development, the Association has been providing open enrolment program delivery and facilitation services for a wide range of courses leading to the Financial Services Certified Professional (FSCP). A module of the Chartered Insurance Agency Manager (CIAM) namely the Agency Management Training Course (AMTC) and a certificate course Prospect and Perish are also conducted.

Upon registering, each student of the Trinidad and Tobago Association of Insurance and Financial Advisors (TTAIFA) formally agrees to observe and obey all the policies and rules governing students and the operations of member associations.

TTAIFA has the right to change any information appearing in this or any other publication relating to admissions, programme fees and the requirements for the granting of certification and any other matter.

Students are expected to familiarize themselves with the information in this Student Handbook.

FINANCIAL SERVICES CERTIFIED PROFESSIONAL

Product and skills training is the foundation for career-long learning and helps advisors and agents succeed. The FSCP™ program is designed to take our current training curriculum to the next level – offering fresh content and the latest delivery technology to give financial services professionals' even greater results.

COURSES

The eight (8) courses constituting the educational requirement for the CARAIFA FSCP Designation are:

FA 201 - Techniques for Exploring Personal Markets

FA 202 - Techniques for Meeting Client Needs

FA 251 - Essentials of Business Insurance

FA 257 - Essentials of Life Insurance Products

FA 261 - Foundations of Retirement Planning

FA 271 - Foundations of Estate Planning

FA 290 - Ethics for the Financial Services Professional

FP 99 - FSCP Certification Course

Please note that students are required to complete the eight (8) courses must be done in the order shown above.

COURSE DESCRIPTIONS - FSCP

FA 201 – Techniques for Exploring Personal Markets

Description:

Provides an in-depth look at penetrating the personal markets using the life-cycle marketing strategy and selling/planning process. Learn to segment your market into four adult life-cycle segments and recognize the common insurance and financial needs members of these market segments have. Apply this approach to new prospects and existing clients. Create a basic marketing plan to apply the life-cycle marketing strategy to your practice. Other topics covered include disability income, life, long-term care and Medicare supplement insurance; overview of investment products; special markets; and retirement and estate planning.

Highlights:

- Presents basic planning concepts and needs applicable to the personal insurance market.
- Covers the process of prospecting, with an emphasis on referrals.
- Discusses how to develop a strategy for identifying target markets.
- Addresses the process of client-building through servicing and monitoring insurance plans.
- Discusses the concept of "life-cycle segmentation" for prospecting.
- Presents basic product knowledge for life insurance, disability income, Medicare supplement, and other products.

FA 202 – Techniques for Meeting Client Needs

Description:

Offers an introduction to the life insurance sales career and the sales/planning process in the personal market. Addresses total needs selling, the consultative selling process and the needs for personal life insurance. Presents the skills used throughout the sales/planning process, from the initial client meeting, through fact finding and sales presentations, to servicing and continuing a mutually profitable relationship. Presents a review of insurance products, policy provisions, underwriting and service.

Highlights:

- Focuses on effective communication skills for use throughout the sales/planning process.
- Presents basic sales skills to successfully conduct the sales/planning process.
- Emphasizes the importance of relationship building skills as the basis of sales success.

FA 251 – Essentials of Business Insurance

Description:

Covers how life and disability income insurance can guarantee the control and value of a business following the owner's or key person's death, disability, or retirement through buy-sell agreements and key person insurance. Explores the basics of estate planning for the business owner. Examines what to say, how to say it and when to say it to capture the attention of the business owner.

Highlights:

- Reviews the problems and solutions to those problems that result from the death or disability of a business owner or key employee for the business and its dependents.

- Explores succession planning, with emphasis on buy-sell agreements funded with insurance.

- Examines the ways in which a business owner can retain disability, or retirement from the business.

- Discusses the various organizational forms under which business owners operate.

- Presents the basics of estate planning for the business owner.

FA 257 – Essentials of Life Insurance Products

Description:

This course begins with an overview of the two basic types of life insurance policies—term and whole life—and then builds on that knowledge with an overview of the many product variations sold in today's markets. The course also explores personal, family, and business uses of life insurance products, as well as policy illustrations, cost comparison methods, income and estate taxation, policy provisions, marketing ideas, and ethical issues facing the financial advisor. Provides a review of the selling/planning process for life insurance product solutions.

FA 261 – Foundations of Retirement Planning

Description:

Guides professionals in examining the retirement planning process, fact finding, and methods of analysing facts, retirement planning software and sales tracking. Discusses the role of Social Security, Medicare, Medicaid and tax policies in retirement planning and the suitability of various accumulation vehicles, such as stocks, bonds, mutual funds, life insurance and annuities for retirement planning. Explains how retirement planning creates estate planning needs and addresses pay out options, spousal benefits and investment strategies.

Highlights:

- Addresses ways to accumulate money for retirement, to fund an education, to satisfy long-term needs, and more.
- Discusses the role of Social Security, Medicare and Medicaid, and tax policies in retirement planning.
- Explores the suitability of accumulation vehicles, including stocks, bonds, mutual funds, life insurance, and annuities.

FA 271 – Foundations of Estate Planning

Description:

Offers an introduction to estate planning and the role life insurance plays in the planning process. Discusses how different types of property are transferred during life and at death, and the tax implications of not planning. Also presents the steps required to settle an estate and discusses the importance of having a will, the gift and estate transfer tax system, state death and estate taxes, trusts and planning estates of business owners.

FA 290 – Ethics for the Financial Services Professional

Description:

Provides a practical framework for making ethical business decisions in the financial services industry. This ethical module examines legal, compliance and practice standards that apply to the financial services professional. It also investigates ethical approaches to placing financial products, determining suitability and assessing risk. This course is required to earn the FSCP designation.

Highlights:

- Describes the evolution of the financial services market and its ethical problems.
- Provides a framework for ethical decision making, including ethical sensitivity exercises and decision processes.
- Discusses federal and state regulations, compliance limitations, the increasing emphasis on professionalism and ethics codes, and practice standards.
- Explores the ethics of specific professional practices including unnecessary replacements, misleading sales practices, suitability requirements, and rebating, along with a discussion regarding conflicts of interest.
- Examines the NASD Rules of Conduct and Fair Dealing with Customers.
- Discusses the scope of responsibilities assumed by Registered Investment Advisors.
- Discusses categories of investments, types of investment risk, and risk management, and provides a useful tool for assessing an individual's risk tolerance and investment philosophy.

FP 99 – FSCP Certification Course

Description:

This certification course is designed to serve as an overview of the major planning components that make up a comprehensive financial plan. It's intended to serve as the avenue where the culmination of theoretical principles and practical application acquired over the course of the program are assessed. The students will attend weekly 3 hour courses over a period of 8-weeks reinforcing their level of knowledge in preparation for the comprehensive final exam.

FSCP CERTIFICATION

Upon completing the educational requirements for this Designation, students are required to **APPLY for the Designation** by completing an application form, along with supporting documents of successfully completed educational requirements **no later than** one calendar month after supplemental examinations for each Semester, ***(which can be sourced from TTAIFA's office or via our website*****)** and submitted to TTAIFA's office. Applications are accepted three (3) times per year: February, July and October.

FSCP PASS REQUIREMENT

The moderator's grade is an average of the grades students earned for class participation, written assignments & Projects.

- If a student fails examinations (<70%) their Final Grade = Exam Grade
- If a student passes examinations (>=70%) their Final Grade is calculated as follows: ***(Moderator's Grade + Examination Grade/2)***

FIVE (5) Year Rule

In order to keep its programs and coursework relevant and current, The American College of Financial Services implemented in 2006 a "5-Year Rule," which allows a student to apply completed course credits to a designation or certificate program for up to five years after a course is successfully completed.

If the designation program is completed within those five years, the course credits become permanent on the student's transcript and may be applied at a later date toward the fulfilment of requirements for other designation programs, if the course is part of the program's current curriculum. However, if the designation is not earned within five years, the course credits will expire, and the course must be repeated to meet the program requirements, where applicable. In other words, credits for courses passed after 1/1/2006 are **CONTINGENT** until completion of a College program of study, at which time they become **PERMANENT**. But if the program is not completed within five years from the date a course was passed, the credits expire and the course must be repeated if it is needed to meet program requirements.

If the expired course no longer exists in the program's current curriculum, the student must take a new course to complete the program.

NB: The 5 Year Rule became effective April 2019.

ELECTIVE COURSE – FA 200

FA 200 – Techniques for Prospecting: Prospect or Perish

Description:

FA 200 Techniques for Prospecting: Prospect or Perish teaches advisors industry proven methods for successfully identifying, selecting, and approaching prospects for financial products and services. The course covers procedures for creating prospect awareness, target marketing concepts, and prospect qualification and prioritization techniques. Strategic, tactical, and operational business planning processes are presented in detail. Professionalism and ethics are also explored throughout the course.

Highlights:

- Describes the evolution of the financial services market and its ethical problems.
- An insightful collection of prospecting strategies for financial services professionals.
- Overcome the psychological barriers to prospecting
- Learn innovative approaches to setting income and activity goals
- Learn and utilize effective contact management systems

NB: The FA 200 course is **NOT a mandatory course** for the FSCP designation. Upon successfully completing the course, students will receive a certificate of completion.

FA 200 PASS REQUIREMENT

Please see passing requirement for the FSCP course. **(PAGE 14)**

AFA, PFA AND MFA

ASSOCIATE FINANCIAL ADVISOR (AFA)

AFA is the first designation in LIMRA's Producer Development Series of programs. The Associate Financial Advisor (AFA) designation is conferred for Stage 1.

COURSES

The three (3) courses constituting the educational requirement for the LIMRA AFA Designation are:

PDS 101 - How to Sell in the New Financial Services

PDS 102 - How to Manage your Business as a Professional

PDS 103 - Building Relationships for Professional Growth

COURSE DESCRIPTIONS – AFA

PDS 101 - How to Sell in the New Financial Services

Description:

This dynamic three-day course is designed for new producers in the financial services industry. First, it provides an essential understanding of today's industry and life insurance as the foundation of any financial plans created for clients. Then it takes participants through the sales process as well as how to find clients and provide them quality service.

PDS 102 - How to Manage your Business as a Professional

Description:

This comprehensive three-day course is designed for producers in their first year in the financial services industry. It focuses on building the skills necessary to effectively run a business practice - including analysing the business environment, coping with change, planning, solving problems, analysing performance, time management, decision making, and organizational skills. It also features sessions on finance and marketing, and concludes with topics such as business ethics, interpersonal skills, and having an entrepreneurial spirit.

PDS 103 - Building Relationships for Professional Growth

Description:

Referrals drive the financial services business. Successful producers master the art of communication early both in the office and out. In Building Relationships for Professional Growth producers will learn how to leverage their individual style to influence others and create avenues for new markets.

After taking this course, producers will know how to:

- Use their individual work style to generate more sales.
- Increase productivity by relating to associates, clients, friends & family.
- Improve their negotiating and conflict resolution skills.

PROFESSIONAL FINANCIAL ADVISOR (PFA)

PFA is the second designation in LIMRA's Producer Development Series of programs. The Professional Financial Advisor (PFA) designation is conferred for Stage 2.

COURSES

The three (3) courses constituting the educational requirement for the LIMRA PFA Designation are:

PDS 201 - Creating Clients Moving from Sales to Market Development

PDS 202 - Managing Your Business as a Professional

PDS 203 - Building Relationships for Professional Growth

COURSE DESCRIPTIONS – PFA

PDS 201 - Creating Clients Moving from Sales to Market Development

Description:

Developing client relationships is one of the best ways to build a long-lasting, successful business. Creating Clients: Moving from Sales to Market Development helps producers scrutinize their client base and establish a three year plan for growth. In a matter of days, companies can maximize productivity and help transition producers on their way to becoming full financial advisors.

Upon completing the course, producers gain an in-depth understanding of target marketing. For example, how to:

- Advance beyond prospecting
- Increase productivity by changing behaviour
- Drive engagement

PDS 202 - Managing Your Business as a Professional

Description:

Entrepreneurship is powerful. Research shows it's one of the most attractive aspects of the financial services industry. Yet, many producers struggle to learn the advanced financial matters needed to successfully manage their business.

In Managing Your Business as a Professional, producers will learn how to:

- Achieve profitability
- Establish cost-benefit analysis
- Navigate change and organize priorities
- Effectively utilize technology
- Engage key individuals for growth

PDS 203 - Building Relationships for Professional Growth

Description:

Referrals drive the financial services business. Successful producers master the art of communication early both in the office and out. In Building Relationships for Professional Growth producers will learn how to leverage their individual style to influence others and create avenues for new markets.

After taking this course, producers will know how to:

- Use their individual work style to generate more sales.
- Increase productivity by relating to associates, clients, friends & family.
- Improve their negotiating and conflict resolution skills.

MASTER FINANCIAL ADVISOR (MFA)

MFA is the third designation in LIMRA's Producer Development Series of programs. The Master Financial Advisor (MFA) designation is conferred for Stage 3.

COURSES

The three (3) courses constituting the educational requirement for the LIMRA MFA Designation are:

PDS 301 - Financial Advisor Skills Training

PDS 302 - Improving Your Effectiveness as a Financial Advisor

PDS 303 - Business Growth for the Financial Advisor

COURSE DESCRIPTIONS – MFA

PDS 301 - Financial Advisor Skills Training

Description:

FAST is a five-day course designed for new financial advisors selling multiple product lines, including life, health, general insurance, and investment products. The course provides tools, tips, and techniques to increase the performance of financial advisors. The course is appropriate for traditional life insurance agents making the transition to becoming financial advisors, including selling equity-linked products. It is also ideal for those just joining the expanding financial services industry.

PDS 302 - Improving Your Effectiveness as a Financial Advisor

Description:

This five-day course is designed for financial advisors who need to build their practice. It focuses on improving advisors' self-management skills and self-motivation, increasing the effectiveness and productivity of their communication with clients, and enhancing their professional financial knowledge.

PDS 303 - Business Growth for the Financial Advisor

Description:

This five-day course is designed for experienced advisors who wish to move their financial practice to a new, higher, and more productive level. Advisors will be introduced to business financial planning, business fact finding, and needs analysis for small companies.

AFA, PFA AND MFA CERTIFICATION

Please Note: The AFA, PFA and MFA designations **must be completed within 5 years.** If students have done parts of the programme more than 5 years ago, they will need to start all over from the beginning, before moving on to the other courses.

AIAM, CIAM AND CMFA

ASSOCIATE INSURANCE AGENCY MANAGER (AIAM)

WHAT IS AIAM?

When a producer decides to pursue a management career path, the AIAM introduces the candidate to the fundamental skills, best practices, philosophies and tools to improve agent productivity through focused performance management. The key to success in today's increasingly competitive global financial services environment is to identify the right sales leaders and equip them with the knowledge and skills required to effectively grow a strong sales organization. The newly-recognized, country-specific, designation, Associate Insurance Agency Manager (AIAM) prepares tomorrow's sales leaders today.

HOW DO I QUALIFY FOR THE AIAM DESIGNATION?

To earn the AIAM designation, you must complete two requirements. LIMRA recommends that the steps be completed in the following order.

Step 1 - Fast Track to Management

Fast Track to Management training program is an ideal starting point. It equips beginning recruiters with basic/foundational knowledge and techniques for finding potential agents, positioning the career and on boarding new agents.

Participants can their Fast Track to Management certificate by completing two required courses plus two elective courses focusing on your market and their needs. Certification is the first step to achieving the AIAM designation.

Required Courses:

- Seeing the Opportunity - Shift in mindset to embrace new role
- Selling the Opportunity - Top techniques for sourcing agents presenting the career

Elective Courses:

- Supporting Your Agent's Prospecting Success
- Develop Sales Skills in Your New Agents

Step 2 - Pacesetter

While sales managers' core job duties haven't changed, the world around them has. Pacesetter embraces these changes replacing the Management Skills Seminar with an all-new program that gives your first year managers today's best practices for recruiting, selecting, training and managing today's top talent.

Pacesetter helps your new managers perform core elements of their job at a higher level than ever. This all new 4 ½ day programme:

- Focuses on the core skills of recruiting, selecting, training and managing today's "Gen Next" agents.

- Enhances understanding of core skills through experiential exercises.

- Ensures new skills are implemented via in-programme action planning and post programme virtual coaching.

- Elevates manager performance to reduce turnover and deliver a powerful ROI (Return on Investment).

CHARTERED INSURANCE AGENCY MANAGER (CIAM)

WHAT IS CIAM?

The Chartered Insurance Agency Manager (CIAM) designation is an international educational achievement for managers in the life insurance and financial services industry. Today, as never before, field managers must be fully equipped to meet the challenging demands of their role as leaders in the distribution of life insurance and financial services. LIMRA created the CIAM designation to provide a track for professional development and a benchmark by which the manager can be measured and recognized. The candidate for CIAM makes a personal commitment to growth and development as a field manager. Since CIAM is international in scope, the curriculum for each step reflects the unique stages of industry development in countries all over the world.

CERTIFIED MANAGER OF FINANCIAL ADVISORS (CMFA)

WHAT IS CMFA?

The Certified Manager of Financial Advisors (CMFA) designation symbolizes management excellence and is the mark of quality, professional advice in financial services and asset accumulation. CMFA is an international designation, recognizing commitment to professional excellence. Managers are continually challenged by changes in the economy, staffing, profitability, activity management, products, and business transition. They must stay on the cutting edge of new developments to manage their enterprises effectively.

HOW DO I QUALIFY FOR THE CIAM AND CMFA DESIGNATION?

The CIAM and CMFA candidate must meet five (5) steps of qualification to attain the designation. See the steps stated below:

Step 1 – Fast Track to Management ***(See more above, page 22)***

Step 2 – Pacesetter ***(See more above, page 23)***

Step 3 – Agency Management Training Course ***(See more below, page 27)***

Step 4 – Field Management Seminar ***(See more below, page 26)***

Step 5 – Advanced Management Development ***(See more below, page 26)***

This step can be achieved by CIAM candidates if they complete the **Profitable Management Workshop (PMW)** or **Regional Officers School (ROS)** programmes.

For CMFA candidates this step is achieved by completing the **Managing Financial Advisors (MFA**) course.

Field Management Seminar (FMS)

FMS is the insurance industry's answer to the continuing needs of field managers. It's sponsored by LIMRA. It is an opportunity for field managers to sharpen and refine their management skills through intensive, peer-oriented training consisting of discussions, workshops, and audio and video presentations

Profitable Management Workshop (PMW)

This 4½ day program is an advanced course for managers who have completed AMTC or a LIMRA basic management training course. Further skill building in planning, leadership, team building, problem solving, and performance management are some of the major topics that will be addressed.

Regional Officers School (ROS)

This 4 ½ day educational program is intended for head office executives often referred to as Field officers, who supervise the company's field managers and serve as a 'linking pin" between the head office and the field.

Managing Financial Advisors (MFA)

This four day program is designed for Managers of Financial Advisors/Planners. The course provides managers with the background, skills, and techniques necessary to manage and develop financial advisors. It also helps advisors to become client-centered, build a marketing plan, and utilize fact-finding skills.

AGENCY MANAGEMENT TRAINING COURSE (AMTC)

AMTC is the insurance industry's premier skill-development program for field managers. It is a skill-building course designed to improve skills in areas critical to agency management, moderated by local, experienced, successful managers utilizing class discussion, skill demonstrations, role-play, planning projects, and action projects. Areas covered include planning, recruiting, selection, training, and performance appraisal.

WHO SHOULD ENROL?

The AMTC is designed for field managers making the transition from a position with production responsibility to one with managerial responsibility. It is also appropriate for agency heads or functional managers, those having specialized functions such as recruiting or training, and those who need to develop their management skills to increase performance.

WHAT MAKES AMTC SUCCESSFUL?

The AMTC is not a course that simply emphasizes the acquisition of knowledge. The prime reason for AMTC's continuing acceptance and success is that it is a skill-building course. AMTC students not only acquire the information they need to be successful, but the course shows them how to apply that information in the field and in their offices where they work every day. The AMTC trains in 27 skills that LIMRA has identified as critical to successful field management and, through a unique classroom environment, provides an experience that lasts a lifetime.

WHAT HAPPENS IN AN AMTC CLASS?

The AMTC is 23 weeks long and consists of one three-hour class each week. Different from many types of educational experiences, and AMTC class emphasizes adult learning techniques. There is much participation and students are responsible for taking an active part in the learning process. The first 30 minutes are spent reinforcing skills learned in previous sessions and from the field projects. Action Projects and Planning Projects are an integral part of the AMTC and allow the student to transfer what is learned to the field. The next 60 minutes of the class are devoted to presenting and discussing the new topic for that day's class. Ideas, methods, and necessary skills are discussed. Students will have prepared for the session through assigned reading from the text. For the next 75 minutes, students are shown models of the new skill they will learn. This modeling can be done through audio- or videotape or by the moderator. Students then role-play and practice the new skill based on the model. The final 15 minutes are spent summarizing the class and assigning new projects and reading material to prepare for the next class.

WHO LEADS THE AMTC CLASS?

The AMTC is not a lecture course, so classes are led by moderators who facilitate lively discussion. AMTC moderators are accomplished field managers from your country who deliver the course in your language. For classes conducted in "your" company, moderators are selected, trained, and certified from your company.

WHAT WILL I LEARN?

Throughout AMTC's 23 weeks of classes, you will acquire knowledge and develop skills in five critical areas of field management:

Planning - You will develop a mission statement and build an annual plan to achieve your specific goals and objectives. A key project of the AMTC will allow you to set plans and goals for the future.

Recruiting - You will be able to locate and talk to recruits with high potential using proven techniques of agent referral, warm nominators, and personal activity. You will develop approaches to these sources and learn alternate methods as well.

Selection - You will discover proven selection methods and develop a process that can help reduce agent turnover.

Training - You will develop a mission statement and build an annual plan to achieve your specific goals and objectives. A key project of the AMTC will allow you to set plans and goals for the future.

Performance Management - You will learn training techniques that effect a change in behaviour in your agents. You will develop skills in setting training objectives, role-playing, fieldwork, training meetings, and clinics.

Outlined below are the curriculum subjects covered in each of the AMTC class sessions

SESSION	TITLE	*DESCRIPTION*
1	**Orientation**	An introduction to course content, procedures, and objectives, as well as confirming student's intentions to successfully fulfill course completion requirements
	PLANNING	
2	**Culture, Mission, Philosophy, and Planning**	Identifying the unit/agency culture, developing a mission and philosophy, and implementing a planning process
3	**Annual Planning and Individual Annual Reviews**	How to create an overall annual plan directed toward achieving defined goals and objectives, and developing skill in helping agents review performance and plan future goals and objectives
	RECRUITING	
4	**Creating an Agent Referral System**	How to develop a recruiting plan and implement the use of an agent referral system as a key recruiting skill
5	**Recruiting Through Warm Nominators**	How to use people students already know well to obtain the names of recruits

6	**Recruiting Through Cultivating Nominators and Personal Activity**	Helps a manager develop people who are known casually into valued sources of recruits' names and identifies more opportunities for a manager to recruit through personal contact
7	**First Contact With Recruits**	Creates a recruiting system and demonstrates how to use the three methods of initiating contact with a candidate
8	**Other Recruiting Methods**	Discussion and explanation of how to recruit using other techniques such as advertising, employment agencies, seminars, campus recruiting, and recruiting specialists
	SELECTION	
9	**The Initial Office Visit**	An overview of selection principles and procedures, as well as how to prepare for and conduct the first face-to-face meeting with a recruit
10	**Next Steps: Communication of Test Results and the Major Selection Interview**	How to present selection test results to a candidate, and a discussion of the purpose, value, definition, and preparation necessary to conduct the major evaluation interview

11	**The Major Selection Interview (continued)**	Develops interviewing skills by using structured interview guides and observing interviewing rules
12	**Reference Checking and the Career Presentation**	Gets recruits to give you the names of references who can provide valuable selection information and develops skill in interviewing those references. Develops an individualized career presentation and gains skill in making career presentations to the candidates.
13	**The Job Sample**	Creates a job sample program to help a manager select agents, as well as develop skill in explaining and using the results from a job sample.
14	**Finalizing Mutual Commitments and Skill Reinforcement**	Uses the discussion with a ―Very Important Person as a way to describe the agent's job and to enhance the mutual selection process. Also, reach a selection decision, discuss it with a candidate, and prepare to assimilate the person into the agency. Last, an opportunity to review skill development so far in the AMTC and receive additional help in improving one's planning, recruiting, and selection skills.

TRAINING		
15	**Training for Results**	Explain the meaning and purpose of PESOS and applying it to meeting a manager's training objectives. Also, focus on how to write training objectives and develop programs that meet these objectives.
16	**Drill, Rehearsal, and Role-Play**	How to use role-play effectively as a training technique and develop skill in conducting role-play training sessions
17	**Training Through Fieldwork**	Develop skill in using fieldwork as a training technique (for example, how to preview a call, demonstrate or coach, and review the call)
18	**Agency Meetings, Conferences, and Clinics**	Distinguishes between these three approaches to training and developing skill in using each as a way to achieve training objectives
PERFORMANCE MANAGEMENT		
19	**Creating and Activity Management System**	An overview of performance management principles and methods, plus how to analyze records of agent's activity as a step in the performance management process

20	**Using Your Activity Management System**	Develops the skills of planning for and conducting activity review meetings with agents
21	**Problem-Solving Meetings**	A discussion of performance deficiencies resulting from personal and/or motivational problems faced by agents. In addition, development of skill in how to conduct meetings designed to help agents handle these problems
22	**Planning and Implementing Individual Improvement**	A presentation and discussion of how to diagnose performance deficiencies and use the performance management process to tailor-make a development program for each agent
23	**Planning The Future**	Implementation of AMTC principles and processes for the future growth of the manager and his/her managerial unit

SEMESTER SCHEDULE

TTAIFA operates a 12 month academic year consisting of **three (3) semesters.** Where applicable, classes are scheduled by member associations in keeping with agents' schedules and demand. The schedule of the academic year is shown below:

Semester	Semester starts	Enrolment Deadline	Classes Begin	Exam Dates:	Supplemental Exam Dates:
1	January	November	January	March	April
2	May	March	May	July	August
3	September	July	September	November	December

TTAIFA reserves the right to make changes to the above-outlined schedule.

TTAIFA'S RESPONSIBILITIES

Registration of Students; Organization of Class Schedules and Examination Schedules

CARAIFA'S RESPONSIBILITIES

Ordering of course material from partner advocates; releasing of examination results and discretionary application of policies regarding extenuating circumstances.

All deadline dates in this publication are deadline dates by which students MUST submit the relevant information/documents to TTAIFA. They MUST adhere to the Association's deadlines. If students have met the Association's deadlines, but for reasons outside of their control the TTAIFA deadline is missed. Students will not be penalized.

ADMISSION

Application forms, Programme of Courses and Semester & Examination Schedules MUST be obtained at or from TTAIFA.

UNDER-SUBSCRIBED COURSES

If registration is low for a particular course, the course may not be offered, in which case the fees can either be refunded or deferred to the following semester with no penalties.

REGISTRATION – (Courses/Programmes)

In order to enrol in the courses offered by TTAIFA, a student MUST be a member who is in good standing, i.e., has paid all membership dues and has been in the business for at least one (1) year, with a valid life insurance license. Allowances are made for non- members who are engaged in the financial services industry. An additional fee is required in this instance. Students are required to complete an evaluation form two (2) weeks prior to the end of class.

REGISTRATION FORM

Each student is required to complete and sign a registration form, which is to be submitted to TTAIFA Office. Individuals are not considered registered unless they have met all registration conditions. TTAIFA reserves the right to prohibit registration or withdraw an individual from a course/programme for failing to meet registration conditions. Unregistered individuals should not attend classes.

FEES

Each student is required to complete and sign a registration form, which is to be submitted to TTAIFA Office. Individuals are not considered registered unless they have met all registration conditions. TTAIFA reserves the right to prohibit registration or withdraw an individual from a course/programme for failing to meet registration conditions. Unregistered individuals should not attend classes.

FEE STRUCTURE

The components of fees are as follows:

- Administration
- Registration
- Course Material
- Shipping of Course Material
- Examination

FSCP ENROLMENT	TT $3,400.00
FSCP RE-ENROLMENT	TT $2,200.00
AMTC ENROLMENT	TT $11,000.00
AFA / PFA / MFA ENROLMENT	US $1,100.00
AIAM / CIAM / CMFA ENROLMENT	US $1,100.00
SUPPLEMENTAL EXAMINATION	TT $900.00
DEFERRAL	TT $900.00
CANCELLATION	TT $1,200.00
STUDENT HISTORY (TTAIFA)	TT $100.00
STUDENT HISTORY / TRANSCRIPT (CARAIFA)	US $100.00
RE-MARK OF EXAM	US $50.00
CONTINUOUS EDUCATION (CE) CREDITS	US $50.00

CANCELLATION & DEFERRAL PROCESS

CANCELLATION

Students requesting cancellation of their course registration **MUST** send a written request to TTAIFA **NO LATER THAN TWO WEEKS PRIOR TO THE START OF CLASSES** for that course in order to be eligible for a refund of their registration fee. **<u>All refunds are subject to an administrative penalty plus any applicable shipping and handling costs associated with the cancellation.</u>**

In addition, the course material must be returned to TTAIFA Office unused in order to be eligible for the refund. Any requests for cancellations after the deadline will be denied and no refund will be given under any circumstances.

DEFERRAL PROCESS

Deferrals are not eligible for refunds, but are subject to an administrative deferral fee. Students may defer a course to the **<u>next semester ONLY, based upon approval from TTAIFA Education Chairman.</u>**

<u>Written notification</u> of deferral requests must be sent to the TTAIFA Office **NO LATER THAN ONE WEEK PRIOR TO THE START OF CLASSES**. Any request for deferral after the deadline will be denied."

<u>Written notification</u> of cancellations and deferral requests must be submitted to the TTAIFA Office via e-mail or post. Any request to **<u>cancel after the deadline</u>** will be denied and no refund will be given **<u>unless</u>** proof of extenuating circumstances can be provided. This concession is granted based on TTAIFA's discretion.

A non-refundable administration fee will be charged for **all** courses for any cancellation or deferral. Refunds for the other components of the fees usually take four (4) weeks to process. Refund cheques will be sent to payee unless otherwise noted.

ASSESSMENT OF COURSES

Most of the courses offered by TTAIFA are assessed by a final examination as well as course work and projects.

CLASS ATTENDANCE

Class attendance **is compulsory for most courses**. To be eligible to sit the final examination students enrolled in the 8-week FSCP course, you may be absent from no more than 2 regularly scheduled classes or a grade for incomplete WILL be entered for individuals who fail to meet the attendance requirement of the course.

ABSENCE FROM EXAMINATIONS

It is the responsibility of the candidate to submit written substantiation of medical or other legitimate reasons for missing an examination within five (5) working days of the date of the missed examination. This submission will be reviewed by the Education Committee for eligibility of a deferral to the following semester.

Candidates who absent themselves from final examinations without a valid reason, will receive a failing grade.

Candidates who identify clashes with moderated class schedules or examination schedules should report it immediately to the student affairs officer at TTAIFA.

NOTIFICATION OF EXAMINATION RESULTS

Grades are released to students no later than 3 weeks after the date of the examination. An exam status grade letter for each student on CARAIFA letterhead will be sent to each student via email. Also each company would be notified of their agent/student results.

SUPPLEMENTAL & RE-ENROLMENTS

Students who have failed the examination with a grade less than 40%, will not be permitted to sit a supplemental examination. Students attaining a grade between 40 – 68 percent will be permitted to write the supplemental exam. This examination will be scheduled within three (3) to four (4) weeks after the regular exam.

A supplemental fee will be charged based on the following conditions:

- Students MUST apply/register for the supplemental examination within five (5) working days of receiving regular exam results (registration is not automatic)
- Moderator's grade MUST be at least 70%
- Supplemental examination is ONLY offered at the next available sitting after qualification.

For self-study courses, students who fail the examination with a grade of at least 40%, will be permitted to sit a supplemental examination under the same conditions as listed above except for the moderator's grade criterion.

Students who have failed both the supplemental examination and the regular examination with a grade of less than 40% will have to re-enrol for the course. A reduced cost will be charged, provided that the course material remains unchanged and the old workbook can be reused.

Students will have to re-attend all classes and re-do the moderated portion of the course as well as re-sit the examination. For self-study courses, students would only need to re-sit the examination. Final and supplemental examination scripts will remain the property of CARAIFA and stored for a period of 3-years.

Students shall NOT be able to view examination scripts.

INSTRUCTIONS TO STUDENTS TAKING EXAMINATIONS

It is the responsibility of each student to make sure of the dates and times of the examination for which he/she is registered. An exam slip with this information will be sent via email 2 weeks before the examination.

- Candidates should be at the examination room at least fifteen (15) minutes before the scheduled time of the examination.
- Candidates will not be admitted to the examination later than one hour after it has begun.
- All cellular phones and pagers should be turned off during the examination.
- Candidates must remain silent for the duration of the examination unless permission to speak is granted by the invigilator. Candidates must not converse, communicate with or willingly receive communication from any persons (other than the invigilator) in any way during the examination.

- All books, handbags, mobile phones and other electronic devices and materials should be placed on desks provided in the designated area(s) before the start of the examination.
- Reading or attempting to read the work of another candidate is not permitted.
- Photo identification card must be prominently displayed on the desk.
- Candidates who fail to present their identification will not be permitted to sit the examination and will be required to sit the next regular-sitting of the examination at an additional cost.
- Candidates should ensure that they correctly complete answer sheets & examination booklets: Note that all personal identification is to be completed with pens but answers to the questions are ticked in pencil.
- Questions with more than one answer will be marked as incorrect.
- First and Last name as well as your birth date D/M/Y MUST be indicated on the answer sheet.
- Candidates MUST put their Student ID number on the answer sheet and on the examination booklet OR exam scripts will not be marked.
- Candidates MUST sign the front page of the examination booklet.
- Return BOTH the answer sheet and the examination booklet to the presiding Examiner.
- Candidates must answer all multiple-choice questions on the answer sheet. Candidates are not permitted to use sheets of scratch paper, but may use the examination booklets for rough work.

- Candidates with questions should raise their hand. If the candidate thinks that a question can be answered in more than one way, he or she should state the interpretation of the question and base the answer on such interpretation.

- Candidates will not be permitted to leave the examination room during the writing of an examination. In the event of an emergency however, and at the discretion of the presiding examiner, a candidate may be permitted to leave the examination room for a brief period.

- Candidates will be permitted to use pocketsize, battery-operated, silent calculators and mathematical slide rulers during the writing of an examination. Any type of calculator or slide ruler, which contains any information or performs any function other than mathematical calculations, shall not be permitted.

Be advised that examinations run for a continuous two and a half (2 ½) or three hour (3) without a break.

Any violation of the above regulations will be reported to TTAIFA and can result in the candidate(s) examination booklet being declared null and void. In addition, the Education Committee of CARIFA may prescribe the following penalties: (a) Forfeiture of the course in that semester. (b) Suspension from participating in any TTAIFA educational programmes for a period of up to two (2) years.

RE-MARK POLICY

All appeals of examination results must be done in writing within ten (10) working days of the grades being released to members.

Formal request for appeal of examination results should be addressed to the Education Committee Chairman.

The candidate will be requested to pay a fee for the remark of each script payable upon the submission of the request for re-mark. If the exam status changes to a “pass” the re-mark fee will be refunded.

Please note that grades within a 4-mark difference of the pass mark are automatically re-marked before they are released.

Re-marking will be carried out under the supervision of the Secretary General (CARAIFA) and a response will be sent to TTAIFA within 48 hours of the request and payment of the re-mark.

STUDENT HISTORY REQUEST (TRANSCRIPT)

All requests for student history of courses done must be made via TTAIFA to CARAIFA. The transcript will be sent within two (2) working days of request and payment of the required fee.

CONTINUING EDUCATION (CE) CREDITS

TTAIFA/CARAIFA has adopted a continuing education programme for designees. Continuing Education (CE) is mandatory for all designation holders. These designees are required to earn a minimum of **30 CE credits each reporting period** from educational activities in acceptable subject matter areas. Designees with more than one designation may need only 30 credits to satisfy the requirements for both designations.

All first-time designees are exempt from CE requirements for the reporting period in which their first designation is received. **For example students who attained their designation in Semester 1, 2015 would begin reporting January 1st 2017.** Therefore, this student will have a moratorium until January 1st, 2017 when that student's reporting period begins. Any deficiency in one reporting period must be made up by the next reporting period in addition to the full credit requirement for that period. Non-compliance will be subject to sanctions. **Sanctions will be determined by the Education Management Council of CARAIFA.**

Persons qualifying for CE Credits at whatever time during the year will commence reporting on January 1 the following year. If the agent loses the designation they cannot continue to use it until the designation is reinstated.

Anyone who does not satisfy the requirements of the CE Credits for the renewal of their designation will first have 90 days grace period to make up the shortfall.

In the absence of that, there will be a revocation of their designation and the commencement of 2 years within which time they must make the 30 CE Credits for the reinstatement of their designation. The designation will be reinstated at the time of completion, at any time during the 2 year period, with the approval of the Education Management Council of CARAIFA.

Designees who have earned all 30 CE credits through courses offered by TTAIFA do not have to sign and file a Statement of Compliance. CARAIFA will record the credits and notify designees when they have met CE credit requirements.

Designees who have not earned the full 30 credits are required to file a signed Statement of Compliance and should be ready to independently verify credits if audited.

POINTS TO NOTE

- Exemption may be granted to designees aged 60 or older who have complied with CARAIFA's CE credit requirements for at least two reporting periods. They may request Emeritus status, which means they no longer need to report CE activities. In addition, for reasons of hardship or disability, designees may request a temporary exemption for the current reporting period only. Each case must be presented in writing and will be reviewed by the Education Management Council.

- The credit requirement is 30 credits (not hours) every two years for all members.

- A student can attend one seminar and attain credit for both designations.

Below is the list of CE Credits that will be granted for Members of Associations:

CREDITS ASSIGNED	
CARAIFA CONGRESS	10
ASSOCIATION'S LOCAL CONGRESS	10
ONE-DAY SEMINAR BY LOCAL ASSOC. / COMPANY	3
COMPLETION OF CARAIFA COURSES	15
MDRT	7.5
LAMP	5
MODERATOR	10
ATTENDANCE AT (2) ACCREDITED CONGRESS WORKSHOPS	2.5
PARTICIPANT IN CONGRESS SPEAKER'S FORUM	2.5
SIGNED ATTENDEES AT CONGRESS SPEAKER'S FORUM	1.5
RELEVANT NON-CARAIFA COURSES	7.5
AMTC COURSE	25

Any person who serves as teacher, speaker or moderator panelist in an educational meeting e.g. seminar or workshop earns one credit for each 30 minutes of participation activity

N.B - You cannot claim credit both for passing an examination and attending or teaching a course for that examination. In such a case you will be awarded credit for completing and passing the course and not as a moderator.

Courses in the following subject matter are acceptable for CE credits:

Disability income insurance
Long-term care,
Business law
Accumulation planning,
Medical expense insurance,
Financial planning,
Business ethics,
Retirement planning,
Property and liability insurance,
Client planning
Economics,
Employee benefit planning,
Pensions,
Group insurance,
Financial institutions,
Accounting,
Investments,
Underwriting,
Life insurance,
Risk management,
Taxation,
Insurance company operations,
Health insurance,
Business planning,
Annuities,
Estate planning, regulation,
Actuarial science.

Courses pertaining to stress management, motivational speaking, or sales promotion do not qualify for CE credits.

N.B. **-** Applicants are required to pay an administrative fee for CE Credits for each reporting period ***(24 months)***.

LIST OF CLASS VENUES

Guardian Life of the Caribbean	Keith Callender's Branch Cor. Wilson Street & Eastern Main Road, St. Augustine.
	4th Floor Conference Room 92-96 St. Vincent Street, Port of Spain
	Lennox Barrow's Branch 28-30 Endeavour Industry Chaguanas
	Ramlal Basdeo's Branch Hobson's Court, 13-17 Keate Street San Fernando
SAGICOR Life Inc.	SAGICOR, St. Augustine Office Emerald Plaza, Eastern Main Road, St. Augustine.
	SAGICOR, Chaguanas Office Cor. De Verteuil Street & Penco Street,
	SAGICOR, South Office Keate Street, San Fernando
Maritime Financial Group	190-192 Cipero Street, San Fernando

LIST OF STUDENT FORMS

- Student Enrolment Forms
- Student Re-Enrolment Forms
- Student Supplemental Forms
- Student Feedback Forms
- Students Complaint Forms

EVACUATION PROCEDURE

1. Sound the Alarm
2. Call 990
3. Attempt to put out the Fire, if possible
4. Evacuate the Building
5. Gather at the Muster Point
6. Take a Roll

HEALTH CARE SERVICES

Please be advised, TTAIFA has obtained an agreement with Med Corp Limited to admit any student in need of emergency medical care while on approved class premises. Students are required to present a Student ID or any other form of identification at the Medical Facility (St. Clair Medical Centre). In addition, students will be responsible for bill payment and will be required to make necessary deposits as stated by the Medical Facility.

As an alternative to the above mentioned facility, a listing of nearby health facilities are accessible to all students in cases of emergency while on approved class premises.

TTAIFA'S OFFICE

- The Student Affairs Officer has been formally trained to administer basic First Aid services.
- First Aid Kits are placed at accessible locations within the building.
- List of public health facilities are made available relative to site location, containing the address and emergency contact information.

OTHER PREMISES

- All class locations are provided with accessible First Aid Kits.
- The resident Safety Officer remains available to provide services as required.
- List of public health facilities are made available relative to site location, containing the address and emergency contact information.

LIST OF PUBLIC HEALTH FACILITIES

FACILITY	ADDRESS	PHONE
Caura Hospital	St. Augustine	(868) 645-4630
Mt. Hope Women's Hospital	Uriah Butler Highway, Champs Fleurs	(868) 225-4673
Eric Williams Medical Sciences Complex	Champs Fleurs	(868) 662-7006
Port-of-Spain General Hospital	Upper Charlotte Street, Port-of-Spain	(868) 623-2951
San Fernando General / Teaching Hospital	Independence Avenue, San Fernando	(868) 652-3581 (868) 225-HEAL
Chaguanas District Health Facility	Main Road and Galt Street, Chaguanas	(868) 669-8958
St. James District Health Facility	#112 Western Main Road, St. James	(868) 622-1142
Pembroke Street Health Centre	Pembroke Street, Port-of-Spain	(868) 623-9084
Roy Joseph Health Centre	Gomez Street, San Fernando	(868) 652-0806
St. Joseph Enhanced Health Centre	Uriah Butler Highway, Champ Fleurs	(868) 663-3419
Oxford Street Health Centre	Corner of Observatory Street & Oxford Street, Port-of-Spain	(868) 623-6741
Woodbrook Health Centre	92A Tragarete Road, Port-of-Spain	(868) 622-2045
St. Clair Medical Centre	18 Elizabeth Street, Port-of-Spain	(868) 628-1452 (868) 628-1451

COUNSELLING SERVICES

Please be advised that TTAIFA has contracted the services of Mr. Frank Dolly, Behavioral and Change Consultant, to provide guidance support and counseling services to ALL registered students.

- Any Student wishing to meet with Mr. Dolly is advised to adhere to the following procedure:

- Submit a verbal or written request to Student Affairs Officer

- Having scheduled the appointment, the Student Affairs Officer will provide the student with a Student Guidance Appointment Slip (attached) indicating date and time of the interview.

The Student is required to present this slip to Mr. Dolly on arrival at the session.

Please Note: All discussions which take place between Student and Counsellor will be regarded as strictly CONFIDENTIAL.

Contact Information

Franklin Dolly, Student Counsellor:
Dolly & Associates
Tel: (878) 625-7107 / 627-1845
#9 De Verteuil Street, Woodbrook

EXTRACT FROM THE STUDENT GRIEVANCE POLICY

STUDENT GRIEVANCE PROCEDURES

The student grievance resolution procedures are based on the following principles:

- That the procedures used to review and resolve complaints or grievances are fair and must be seen to be fair;
- Confidentiality will be respected for all parties, unless the use of the information is authorized by law;
- That faculty and/or staff involved in resolving complaints or grievances will act fairly at all times and ensure that conclusions will be based on a fair hearing of each point of view;
- There will be no reprisals or Acts of victimization as a result of a complaint or grievance made by a student in good faith;
- That complaints or grievances are handled in a timely manner with achievable deadlines specified for each stage in the resolution process;
- Any student who makes a complaint or grievance and any staff member or student on whom the complaint or grievance has a direct impact, is regularly informed of the progress of the matter;
- Where the complainant is not satisfied with the outcome proposed by the decision-maker, the student is entitled to seek a review, either on procedural or substantive grounds, from the Board of TTAIFA or to CARAIFA for academic grievances only.

TYPES OF STUDENT GRIEVANCES

1. **Academic Grievances**

   These are usually complaints or appeals against academic decisions. They include but are not limited to:

   - Academic progress decisions
   - Assessment matters
   - A decision of a member of academic staff that affects an individual or groups of students
   - Selection or admission decisions
   - Content or structure of academic programs, nature of facilitation, or assessment

2. **Administrative Grievances**

   These relate to decisions and actions associated with administrative or academic services.

   They include but are not limited to:

   - Administration of policies, procedures and rules by the Administrative Staff and facilitators
   - A decision by an administrative staff member that affects an individual or groups of students
   - Access to facilities at Head Office and at the other teaching facilities

3. Discrimination, Sexual harassment and Bullying

Because other procedures apply, these procedures do not apply to complaints or grievances relating to:

- Discrimination on the grounds of gender, race, disability, age, career status, gender identity, parental status, political belief or activity, lawful sexual activity, breastfeeding, industrial activity, sexual orientation, marital status, physical features, religious belief or activity, pregnancy, sex ***(refer to The Equal Opportunity Policy via TTAIFA's website)***
- Sexual Harassment

4. Grounds for Complaint or Grievance

With limiting the circumstances which may give rise to a complaint or grievance, a student has valid grounds for making a complaint or grievance or lodging an appeal against a decision made in relation to a complaint or grievance, where the student considers he or she has been adversely affected by one or more of the following:

- Failure by a facilitator or staff member to act fairly.
- A decision that has been made without sufficient consideration to facts, evidence or circumstances of specific relevance to the student.
- Failure by the Association to make a decision in a timely manner.

5. Procedures for the handling and resolution of Complaints and Grievances

Informal Approach

- When a student has a complaint about any of the matters listed in sections 3.1, or 3.2 above, he or she should first discuss the matter with the person concerned. If the student has concerns about raising the matter with this person, then he or she should discuss it with the General Manager or the Chair of the Education Committee.

- It is expected that in most cases the discussion of the concern or complaint with the relevant facilitator or staff will result in a prompt resolution of the matter which both parties will find acceptable.

- If this informal approach to dealing with the student's concerns does not lead to an acceptable resolution then the student should pursue the more formal process for resolution of the matter as set out below.

Having first attempted resolution of the complaint though the informal process, a student who believes that his or her complaint has not been adequately addressed is strongly advised to discuss the matter with the Student Representative.

Depending on the outcome of the discussions, the student may then decide to take no further action, or lodge a formal grievance.

STUDENT GRIEVANCE REPORTING TIMELINE

Stage/Action	Responsible	Timeline
Stage 1 Making a complaint	Student	Lodge complaint within 10 working days of the event which is the focus of the grievance
Stage 2 Acknowledgement of the receipt of the grievance & submission to Quality Management Consultant Response to student	Student Affairs Officer Quality Management Consultant	On receipt Within 5 working days of receipt
Notification of the resolution	Student Affairs Officer	Dependent on the case but in a timely manner - no more than 10 working days after the commencement of the investigation.
Stage 3 Lodging an appeal with the Board of Directors	Student Affairs Officer	Within 20 working days
Acknowledgement of Appeal	Secretary of Board	Within 5 working days
Hearing of the appeal	Board of Directors	Within 15 days of acknowledgement
Notification of the Appeal decision	Secretary of Board	Within 5 working days

CODE OF ETHICS

1. A life underwriter shall place the interests of policy owners and prospective purchasers before his own and advise them to the best of his ability without bias and without regard for his own personal advantage.

2. **Confidential Information**

   A life underwriter shall respect the confidence of policy owners and prospective purchasers and carefully safeguard any information which becomes known to him regarding their personal and business affairs.

3. **Misrepresentation**

   A life underwriter shall not make any false or misleading statement or representation in the course of selling or servicing life insurance. This requirement places the responsibility on the life underwriter to make full and adequate disclosure of all facts necessary to enable a policy owner or prospective purchaser to make decisions which are his own best interest.

4. **Defamation**

   A life underwriter shall uphold the institution of life insurance and refrain from making statements of a misleading or defamatory nature which might cause members of the public to lose confidence in any life insurance company, its policies or its agents.

5. Rebating

A life underwriter shall not, directly or indirectly, rebate or attempt to rebate all or any part of a premium for life insurance. Rebating shall include any agreement as to the premium to be paid for a policy other than as set forth in the policy any payment, allowance, or gift as an inducement to insure; any paid employment, contract for services, or inducement of any kind intended to be in the nature of a rebate of premium for life insurance, in respect of which a reduced special premium has been established on the understanding that the life underwriter will forego all or part of the regular commission normally payable.

6. When a Sale is to be Considered Complete

a) A life underwriter shall regard a sale of life insurance as being completed not only when the life insurance is in force and a policy has been issued but also from the moment that the sale is considered completed in accordance with following conditions:

1) When an application for life insurance is signed and settlement in whole or part of first premium as specified in the application is made by applicant.

i. *payment of cash or cheque * in full,*

ii. *part cash or cheque and not for balance,*

iii. *partial settlement in cash or by cheque,*

iv. *a signed authorization for a salary savings case or under a banker's order plan, or*

v. *a signed authorization to transfer fund from one policy to another within the same company:*

2) When, in case of a single premium annuity contract, the application is signed and full settlement of the premium is made;

3) When, in the case of life .insurance issued with an interim term period not exceeding one year, the application has been signed and the interim term premium is paid;

4) When, in the case of funds to be transferred to a Registered Pension Plan, or a Registered Retirement Savings Plan.

5) When, in the case of funds to be transferred from whatever source the life underwriter has received an authorization and direction to transfer the funds, duly signed and completed by the applicant.*whenever the word “cheque” appears above, it shall mean a cheque which is not post-dated.

b) A sale of life insurance may be reopened:

1) When partial settlement is made but no further arrangements are made within the next 60 days to pay the balance of the premium;

2) When full settlement of the premium is made but, where a medical examination has not been completed within 60 days, or

3) When the life insurance is issued on terms which differ from those applied for and the new terms have not been accepted by the applicant.

7. Replacement

a) A life underwriter shall not, where it could be detrimental to the interest of the policy owner, directly or indirectly induce or attempt to induce a policy owner to:

1. *Rescind*
2. *Lapse*
3. *Forfeit, or surrender for cash, or for paid up or extended insurance, or other valuable considerations, or*
4. *Subject to substantial borrowing whether in, a single loan or over a period of time, any existing contract of life insurance in order to replace it with another contract for life insurance.*

b) Where it appears that a replacement, as described in paragraph (a) above, could be detrimental to the interests of a policy owner, a life underwriter shall make every reasonable effort to maintain the existing life insurance in force.

c) Where it appears that, due to a change in circumstances, existing life insurance should be amended or changed to another plan of life insurance, a life underwriter shall endeavor to have the life insurance amended or changed by the insurer which issued the existing life insurance in order that any values, credits or privileges in the existing life insurance can be transferred to the amended or changed contract of life insurance unless it becomes apparent that such amendment or change by the existing insurer would be detrimental to the interest of the policy owner.

d) Where a policy owner decides to proceed with a replacement, whether or not such replacement could be detrimental to the interests of the policy owner, the life underwriter shall:

1) Obtain with or as part of each application a list of all life insurance in force,

2) List in a "Replacement of Life Insurance Form" (as prescribed by the Board of Directors) the policy number and the name of the insurer that issued each contract of life insurance intended to be replaced,

3) Compile and present to the applicant and leave with the applicant, not later than at the time of taking the application, a fully completed "Replacement of Life Insurance Form" signed by the agent,

4) Forward a completed copy of the "Replacement of Life Insurance Form" to every insurer whose life insurance is intended to be replaced,

5) Where a substantial borrowing (in excess of 50 per cent of the tabular cash value of one or more policies) on existing life insurance is involved in the transaction, caution the applicant that it is not usually advisable to borrow against loan values beyond the expected ability of the applicant to repay.

6) Forward a true copy of the "Replacement of Life Insurance Form" as presented to the applicant, to the company requested to issue any new life insurance, and

7) Deliver the new policy or policies, unless contrary written directions have been received from the applicant, as soon as practical after the date the "Replacement of Life Insurance Form" was delivered to the applicant.

8. Rated Policies

A life underwriter shall make every reasonable make every effort to have an insurer reduce or eliminate the extra premium for a medical or occupational rating under existing life insurance when it appears that another insurer would now issue new life insurance on the same plan without any extra premium or with a substantially reduced extra premium. If the insurer which issued the existing life insurance will not reduce or eliminate the extra premium, the life underwriter shall proceed in accordance with Code 7 (d) except that where the completed application must be submitted to the new insurer in order to ascertain the precise terms of the proposed new life insurance Form" as required in Code 7 (d) may be deferred until the terms of the proposed new life insurance are available.

9. Transfer of Group Insurance

A life, underwriter shall, when obtaining a proposal or proposals for group insurance, endeavor to the best of his ability to protect the interest of the purchaser with respect to any existing group insurance contract or contracts. The life underwriter shall therefore satisfy himself that any existing insurer has a reasonable opportunity to conserve its business or make any desirable changes because the transfer of group business to a new insurer will normally result in new acquisition costs and may also result in loss of accumulated contingency and other reserves. Where possible, the life underwriter shall endeavor to ensure that the insurer or insurers making a new proposal are provided with the pertinent facts relating to past claims experience and the actual rates charges.

10. Transfer of Pension Business

A life underwriter shall, when obtaining a proposal or proposals for any employees' pension plan, endeavor to the best of his ability to protect the interests of the purchaser with respect to any existing contracts either group pension contracts or individual pension trust contracts. The life underwriter should therefore satisfy himself that any existing insurer has a reasonable opportunity to conserve its business and to may any desirable changes in the plan in order to provide maximum credit for all existing pension values. It should be borne in mind that most pension contracts are of a long-term nature and it is unlikely to be in the best interest of the purchaser to carriers for merely temporary advantage. In the case of any transfer of pension business between carriers, the life underwriter shall endeavor to the best of his ability to see that the rights of existing participants in the pension plan are not prejudiced in any way.

11. Holding Out To The Public

a) A life underwriter shall hold himself out publicly, and carry on business in good faith, as a life agent in conformity with provisions of law of Trinidad and Tobago under which he is licensed. It therefore follows that a life underwriter licensed as life agent shall not hold himself out as being unconnected with any life insurer.

b) A life underwriter shall not hold himself out as offering counsel in the fields of law, accounting, taxation or investment. Notwithstanding the foregoing, a life underwriter who is duly qualified as a lawyer, accountant or investment counsellor, may identify his qualification.

c) A life underwriter shall not, with respect to his business as a life insurance agent, indicate his capacity to provide advice or services other than in connection with employee benefits, group insurance, pension plans, business life insurance, life insurance annuities, health insurance, income replacement, and estate planning.

d) A life underwriter shall not carry on his business as a life agent under a business name or description which includes the words "and associates" unless the life underwriter has at least one associate who is a licensed agent directly associated with him.

12. Improper Advertising

A life underwriter shall not solicit publicity or pay for advertising which indicates a volume of personal production or membership in a club or other organization in which the production of a stipulated volume of business is a necessary qualification for membership. This prohibition does not apply to publicity in insurance company publications or in insurance trade journals.

TRINIDAD & TOBAGO ASSOCIATION OF INSURANCE AND FINANCIAL ADVISORS

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