



**MBRCC** Mortgage Broker Regulators'  
Council of Canada

**CCARCH** Conseil canadien des autorités de  
réglementation des courtiers hypothécaires

# MORTGAGE BROKER LICENSING EDUCATION ACCREDITATION POLICIES AND PROCEDURES



MORTGAGE BROKER  
LICENSING EDUCATION  
ACCREDITATION POLICIES  
AND PROCEDURES



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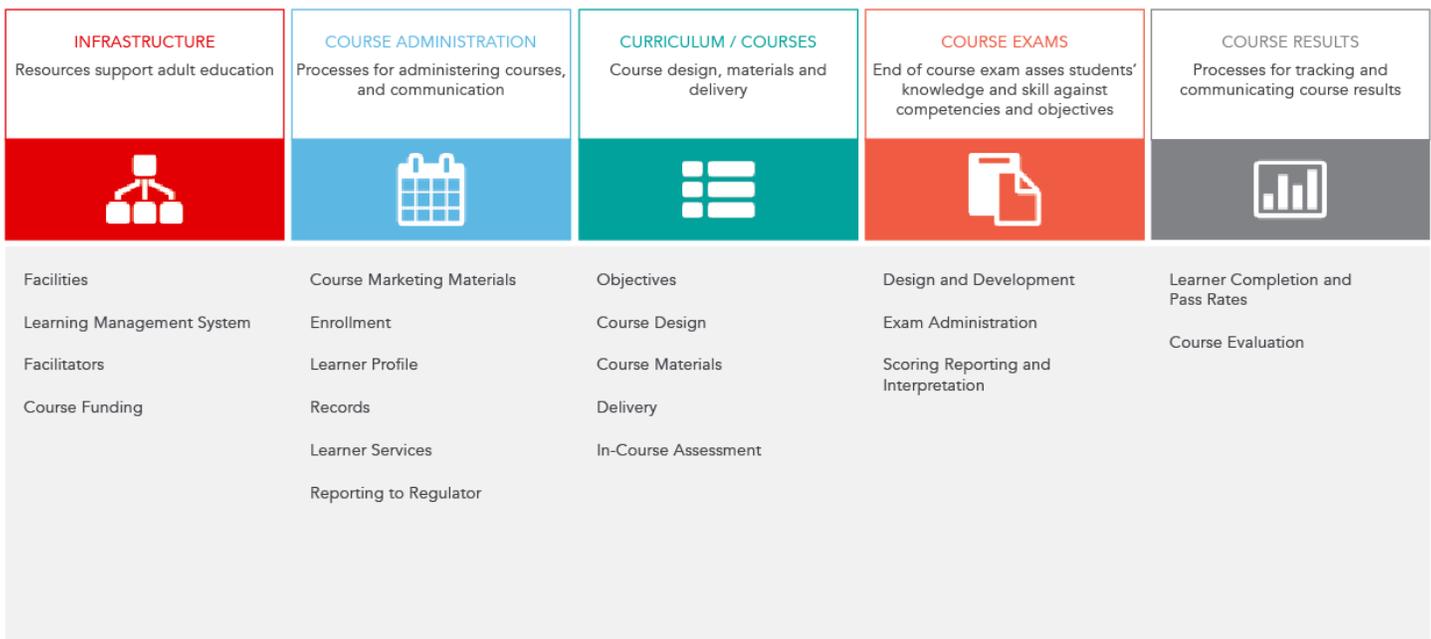
# BACKGROUND

The members of the Mortgage Broker Regulators’ Council of Canada (MBRCC) regulate the mortgage brokering industry in our respective jurisdictions. Our mandate is to “improve and promote the harmonization of mortgage broker regulatory practices across Canada to serve the public interest.” This focus on harmonization includes having consistent standards for mortgage broker licensing education across jurisdictions.

In 2014 we identified competencies and learning outcomes for mortgage agent and broker<sup>1</sup> licensing courses. These requirements are outlined in the MBRCC’s Mortgage Associate and Managing Broker Competencies and Curriculum documents, which can be accessed on the MBRCC website.

We have also developed standards for the instructional design, delivery and accreditation of mortgage agent and broker courses to ensure a minimum level of quality for mortgage licensing education across Canada. These Mortgage Education and Accreditation Standards are organized into five categories as illustrated in the diagram below. In order for mortgage agent and broker courses to be accredited by a Regulator, the Course Provider must meet these standards.

## INSTRUCTIONAL DESIGN, DELIVERY AND ACCREDITATION STANDARDS



<sup>1</sup> The terms agent and broker are used generally and include all licence categories across the provinces: submortgage broker, associate, salesperson, agent; and broker.



## HOW TO USE THIS DOCUMENT

This Accreditation Policy and Procedures document outlines a process to follow when applying the standards to mortgage agent and broker courses.

There are different audiences who will benefit from the process outlined in this document.



- Individuals who work for a mortgage broker Regulator.



- Regulators and/or Assessors who review mortgage brokering licensing education for accreditation.



- Course Providers who design courses and submit them for accreditation.

If a jurisdiction has an established accreditation process, compare the accreditation process outlined in this document with the process in place for that jurisdiction. Identify if there are any opportunities to enhance the process based on the information in this document.

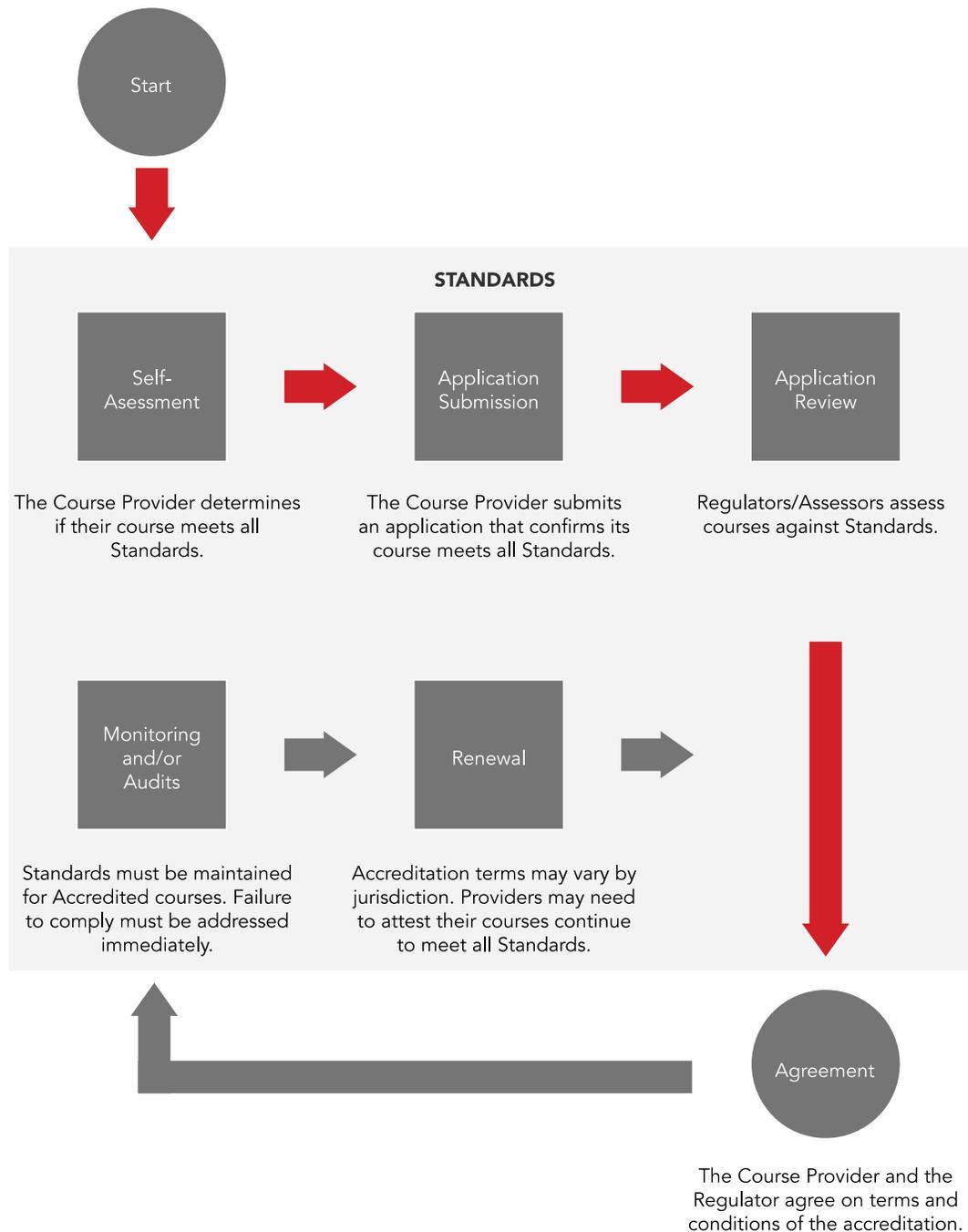
If a jurisdiction has adopted the process outlined in this document, review the process on the next page. Review the details for each step to ensure the expectations are understood.

If there are any questions, contact the Regulator for that jurisdiction.



# ACCREDITATION PROCESS

The diagram below outlines a process for accrediting mortgage agent and broker courses.



For additional information regarding the standards, please refer to the Mortgage Broker Education and Accreditation Standards User Guide and the Mortgage Broker Education and Accreditation Standards Checklist. Regulators and Assessors can find these documents on the Members Section of the MBRCC website. Course Providers can find these documents on their Regulator's website.



# SELF-ASSESSMENT



This phase of the accreditation process is for Course Providers.

In the self-assessment phase, Course Providers conduct an internal evaluation of a course to be submitted for approval. The self-assessment allows Course Providers to gauge whether the course meets the Mortgage Education and Accreditation Standards and is therefore ready for accreditation. Include the findings of the self-assessment in the accreditation application package.

The self-assessment includes these steps.

1. Become familiar with the course accreditation standards, which are outlined in the Mortgage Education and Accreditation Standards User Guide and Checklist.
  - Regulators and Assessors can find these documents on the Members Section of the MBRCC website.
  - Course Providers can find these documents on their Regulator's website.
2. Evaluate the course against each standard in the five categories. Summarize the findings for each standard in each of the five categories. Include if there are any deficiencies. If there are, describe how and when the deficiency will be addressed. The summaries form the accreditation application package.
3. Use the Mortgage Education and Accreditation Standards User Guide and Checklist to identify the required documentation. All standard groups require a summary of how the course meets the requirements. Each standard also has required documentation. For some standards Course Providers will need to provide the documentation with the application. For others, provide the documentation available if the Assessor requires it.
4. Have documentation samples available. The Assessor may request them during a pre- or post-approval on-site examination or inspection or for verification of any documentation deemed risky or non-compliant.

Refer to the Mortgage Education and Accreditation Standards Checklist in Appendix A to ensure your course meets all the requirements.



# APPLICATION SUBMISSION



This phase of the accreditation process applies to Course Providers.

After completing the self-assessment, if the course is ready for approval, submit a formal request for accreditation to the relevant Regulator(s).

The formal request for accreditation includes these steps.

1. Submit a complete accreditation application package including:
  - Accreditation application form in hardcopy or digital format (as per Regulator’s requirement).
  - Summary of the self-assessment for each standard. Include any planned enhancements to meet a standard, and the timeframe for completing the enhancement.
  - Required documentation for the critical standards.
  - Applicable accreditation fee.

Note: Incomplete accreditation application packages will not be processed by the Regulator.

2. The Regulator confirms receipt and completeness of the accreditation application package to the Course Provider.
3. Once the Regulator has indicated the package is complete, it begins reviewing the request for accreditation.

A separate accreditation application package is required for each course to be accredited.

Applications for accreditation are accepted based on each Regulator’s criteria and application period.

## RESOURCES

Course Providers can access these additional resources.

Resource	Where to access it
Regulator instructions for submitting the accreditation application package (e.g., contact name, method of submitting (digital and/or hardcopy))	On the Regulator’s website
Mortgage Education and Accreditation Standards User Guide	On the Regulator’s website
Mortgage Education and Accreditation Standards Checklist	On the Regulator’s website



# APPLICATION REVIEW



This phase of the accreditation process applies to Regulators and/or Assessors.

Once an accreditation application package is received, the Regulator reviews it for completeness. The Regulator assesses the standard summaries against the Instructional Design, Delivery and Accreditation Standards and identifies any areas of risk and /or non-compliance and confirms the Course Provider has included the required documentation for the critical standards.

Regulators may rely on internal staff to assess the submission package or have it assessed by a designate (i.e., a named Assessor). If the assessment is conducted by a team of Assessors Regulators may assign specific areas of focus to each team member.

These are the steps for assessing and making a decision regarding a request for course accreditation.

1. Review the accreditation application package and supporting documentation. Consider the quality (i.e., depth and breadth) of the information provided. If there is no specific documentation, rely on discretion (experience and best judgement) to assess compliance.
2. Visit the Course Provider's facilities as needed to validate the information in the accreditation application package. Consider observing and/or interviewing the Course Provider's staff and instructors.
3. Prepare a report of the findings. Regulators may provide a report of the initial assessment to the Course Provider. This gives them an opportunity to respond to any requests for clarification or action. If the Course Provider responds to this initial assessment, include their responses in the final accreditation report.

Note: Final accreditation reports are retained by the Regulator.

An application review may take up to six weeks to complete, depending on the complexity of the course being assessed.

Refer to the Mortgage Education and Accreditation Standards User Guide and the Mortgage Education and Accreditation Standards Checklist to guide the submission package review.

## RESOURCES

Regulators/Assessors can access these additional resources.

Resource	Where to access it
Mortgage Education and Accreditation Standards User Guide	On the Members Section of the MBRCC website.
Mortgage Education and Accreditation Standards Checklist	On the Members Section of the MBRCC website.



# ACCREDITATION DECISION



This phase of the accreditation process involves both the Regulator and the Course Provider.

Once the Regulator/Assessor has made a decision regarding the accreditation of a course, it communicates the decision and rationale, in writing, to the Course Provider. If the Assessor is independent of the Regulator, the Assessor communicates the decision and rationale to the Regulator, who in turn communicates it to the Course Provider.

There are two types of accreditation decisions. The steps for each are outlined below.

## ACCREDITATION GRANTED / ACCREDITATION GRANTED WITH CONDITIONS

1. The Regulator advises the Course Provider, in writing, that the accreditation was granted (with or without conditions).
2. The Regulator and Course Provider sign a written accreditation agreement. The agreement may be referred to as a “Letter of Intent”, “Recognition Agreement”, “Declaration” or other term identified by the Regulator. The agreement outlines:
  - The obligations of the Course Provider and the Regulator. For example, the Course Provider agrees to continue to meet the accreditation standards under which the course was approved. The Regulator agrees to list the approved course on its website.
  - The consequences for Course Providers who fail to maintain the accreditation standards once a course is approved or fail to meet any conditions that may have been imposed on the accreditation. Consequences may include suspension or withdrawal of accreditation.
  - The accreditation term, which may vary by jurisdiction (e.g., one year, three years, continuous until notified otherwise).

## ACCREDITATION DENIED

1. The Regulator advises the Course Provider, in writing, that the accreditation was not granted. The written communication includes the reasons why the accreditation was not granted. In most cases, the Regulator has made attempts to work with the Course Provider to perfect the application before taking this step.
2. The Course Provider may respond, in writing, to the Regulator’s concerns and reasons for not granting the accreditation, according to the legislation, regulations, guidelines or rules in the jurisdiction. The Course Provider’s response should indicate how it will address the Regulator’s concerns and demonstrate how and when the course will meet the accreditation standards.
3. The Regulator may agree to review the Course Provider’s appeal and determine whether sufficient additional evidence was provided to grant the accreditation, with or without conditions.
4. If warranted, the Regulator provides the Course Provider with its final decision regarding the accreditation request, generally this is in writing.
  - If the accreditation is granted on appeal, the Course Provider and Regulator complete the steps outlined in the accreditation granted / accreditation granted with conditions above.
  - If the accreditation is not granted, the Course Provider may re-submit a new accreditation application package in accordance with the legislation, regulations, guidelines or rules of the jurisdiction.



# MONITORING AND AUDITS



This phase of the accreditation process involves both the Regulator and the Course Provider.

Regulators have different processes for monitoring and verifying the performance of approved courses. Course Providers must co-operate with Regulator requests for information regarding an approved course.

Regulators may:

1. Require a Course Provider to submit course statistics and reports. For example, the names of the course enrollees and their pass marks, the completion and pass rates for the session, and a summary of the course evaluations/student feedback for each session may be required within a specified period of time of the end of each course offering.
2. Make announced/unannounced visits at course sessions.
3. Make periodic requests for program materials for review.
4. Investigate any concerns filed with the Regulator regarding the course and take appropriate action (e.g., require the Course Provider to correct the issue, withdraw the accreditation at any time if a condition of the accreditation agreement was not being met, require full/partial reassessment of the course).
5. Conduct formal audits according to a set audit cycle. Generally the Regulator conducts audits according to the legislation, regulations, guidelines or rules of the jurisdiction:
  - a. Advise the Course Provider, in writing, that it will be conducting a course audit.
  - b. Advise the Course Provider, in writing, of any required documentation or course access (e.g., course materials, student feedback, site visit).
  - c. Review the course against each accreditation standard.
  - d. Summarize the findings of its review/audit and notify the Course Provider of its findings.
  - e. Allow the Course Provider a set period of time from the notification of the audit findings to respond. If course modifications are required, the Course Provider may arrange a timeframe for implementation with the Regulator.

Course Provider must:

1. Appoint an examination contact person to act as a liaison with the Regulator.
2. Provide the Regulator with the requested information/course access in a timely fashion.
3. Maintain a copy of the Regulator's requests for information and/or audit findings and its responses.

## RESOURCES

Course Providers and Regulators/Assessors can access these additional resources.

Resource	Where to access it
Mortgage Education and Accreditation Standards Checklist	Regulators and Assessors can find these documents on the Members Section of the MBRCC website. Course Providers can find these documents on their Regulator's website.
Accreditation Agreement	In the Regulator/Assessor records or Course Provider records



# RENEWAL



This phase of the accreditation process involves both the Regulator and the Course Provider.

An accredited course must continue to meet the accreditation standards throughout the term of the accreditation. As noted earlier, Regulators may monitor/audit the approved course throughout the accreditation term to ensure the standards are being met.

## RENEWAL TRIGGERS

Triggers for renewal of an accreditation include:

1. **End of accreditation term** – In those jurisdictions with a set accreditation term (e.g., one year, three years), the accreditation must be formally renewed prior to the end of the term. An accreditation term may be based on calendar year or the anniversary date of the initial accreditation.
2. **Material change in the product or Course Provider** – A review of the accreditation may be required if there is a substantial positive or negative change in an approved course. For example:
  - Large course update or addition of new content.
  - Decline in the quality of the product/service as expressed by complaints to the Regulator.
  - Significant change in the Course Provider's Learning Management System (LMS).

The Regulator determines if a review is required based on the information provided by the Course Provider.

3. **Material changes in accreditation standards** – Accreditation criteria are reviewed and revised as required, often every three to five years. A partial or full-scale reassessment of an approved course against the revised standards may be required if there is a major change in the accreditation standards. The Regulator will advise Course Providers of all changes in accreditation standards, and indicate whether a reassessment of approved courses against the revised standards is required.



## RENEWAL PROCESS

In general, the process for renewing an accredited course is less complex. Renewal application forms may be less extensive, primarily requiring confirmation that the conditions of initial approval continue to be met.

The process for renewing an accreditation typically includes these steps:

1. The Regulator notifies the Course Provider, in writing, approximately six to three months before the end of the accreditation term. The notification outlines the type of renewal required.
  - A full-scale reassessment may occur if the Regulator has major concerns with the course.
  - A general renewal process occurs if the Regulator does not have major concerns with the course.
2. The Course Provider re-submits the course for renewal in accordance with the legislation, regulations, guidelines or rules of the jurisdiction.
  - If a full-scale reassessment is required, the Course Provider completes a self-assessment and submits an accreditation application package as outlined on pages 10 and 11 of this document.
  - The Course Provider must complete the required accreditation renewal application, which may include an attestation that the approved course continues to meet all the required criteria and that there have not been significant changes to the course or Course Provider.
3. The Regulator must receive the accreditation application package or accreditation renewal application, and any corresponding fee, in accordance with the legislation, regulations, guidelines or rules of the jurisdiction. Incomplete renewal applications will not be processed.
4. The Regulator confirms receipt of the renewal application to the Provider within a specific period of time from receiving the accreditation application package or accreditation renewal application.
5. The Regulator reviews the renewal application and notifies the Course Provider of its decision prior to the end of the accreditation term. The time required to review a full accreditation application package may extend beyond the end of the accreditation term. The Regulator determines and advises the provider whether it may continue to offer its course during this review period.
6. If the Regulator does not renew the accreditation, the Course Provider may appeal the decision by following the steps under Accreditation Denied on page 13. The Course Provider may continue to offer the approved course until a final decision is made regarding the Course Provider's appeal or the accreditation has expired, whichever is first.

Course Providers may obtain the accreditation renewal application form and the accreditation renewal fee from their Regulator's website.

