

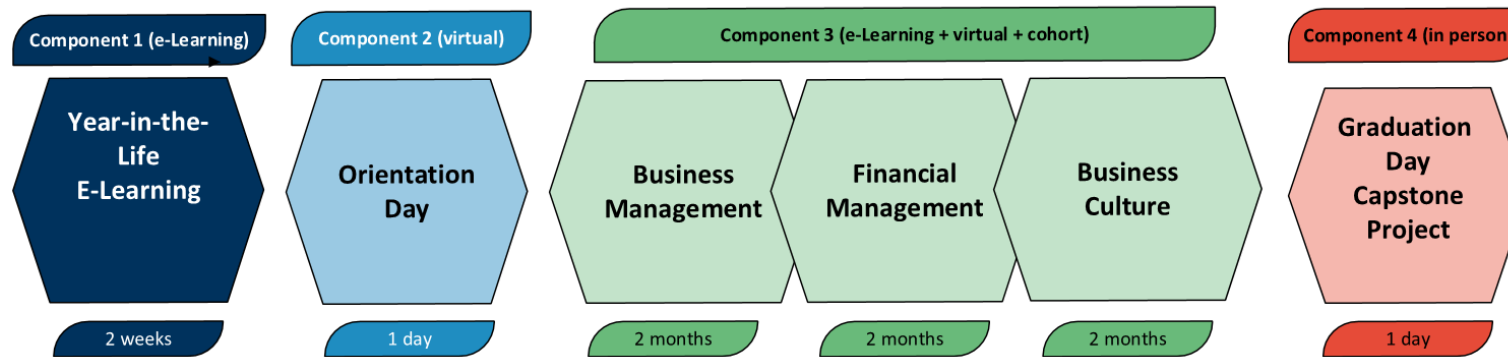
# Managing Broker Applied Practice Course



# Managing Broker APC Course Structure:

- Component 1: Narrative based – following a Managing Broker through a year in the life
- Component 2: Opportunity to create community of practice
- Component 3: Each module includes a full day in a virtual classroom + practical assignments:
  - 2-3 individual assignments
  - 1-2 cohort assignments
- Component 4: Licensees establish a working relationship between regulator and managing brokers

## Managing Broker Applied Practice Course



# Component One

## eLEARNING – A NARRATIVE APPROACH

- Follows the year in the life of a new managing broker
- Narrative covers key elements of practice
  - Business planning and brokerage license
  - Financing, joining associations/board, insurance
  - Trust accounts
  - Operations planning
  - Policies and procedures development
  - Recruitment and the employment lifecycle
  - Employee training
  - Opening week, service agreements are in!
  - Ongoing operations
  - Brokerage expansions – Strata management services
  - Annual Report and Audits





# Component Two

## VIRTUAL CLASSROOM

- Orientation day
  - Set the stage for the 6-month practical field assignment experience (explain the three pillars, assignments, etc.)
  - Managing broker responsibilities
- Cohorts assigned
  - Introduce learners and form them into cohorts, establish the beginning of a Community of Practice



# Component Three, Unit One – Business Management

## PRACTICAL FIELD ASSIGNMENTS

- Individual assignments – key takeaways, tools + practical skills
  - Business Planning
  - Delegation and Succession Planning
- Cohort assignments
  - Risk Register
- Virtual classroom connections provide instructor support
  - Risk Mitigation
  - Cybersecurity
  - Writing Policies
  - Onboarding & Training
  - Advertising
  - Delegation and Succession Planning





# Component Three, Unit Two – Financial Management

## PRACTICAL FIELD ASSIGNMENTS

- Individual assignments – key takeaways, tools + practical skills
  - FINTRAC
- Cohort assignments
  - Policies and Procedures
- Virtual classroom connections provide instructor support
  - Internal Controls
  - Analyzing Financial Statements
  - BCFSA Audits



# Component Three, Unit Three – Business Culture

## PRACTICAL FIELD ASSIGNMENTS

- Individual assignments – key takeaways, tools + practical skills
  - Conflict Reflection
  - Conflict Resolution
- Cohort assignments
  - Job Interviews
- Virtual classroom connections provide instructor support
  - Communication
  - Conflict Resolution
  - Coaching and Discipline
  - Recruitment and Retention
  - Consumer Protection





# Component Four

## CAPSTONE AND GRADUATION

- Present capstone
  - Policies & procedures manual
  - Comprehensive risk register
- Meet key BCFSA staff
  - BCFSA Audit team
  - Practice Standards Advisors
  - BCFSA Compliance and Enforcement
- Graduation ceremony + certificate







BUSINESS PLAN



STRATEGIC PLAN



RISK REGISTER



POLICIES &  
PROCEDURES  
MANUAL



CHANGE  
MANAGEMENT  
PLAN



TRUST ACCOUNT  
REVIEW  
PROCESS

# Outcomes

By the end of the course, learners will have created these six products for their brokerages.