

Managing Broker Applied Practice Course

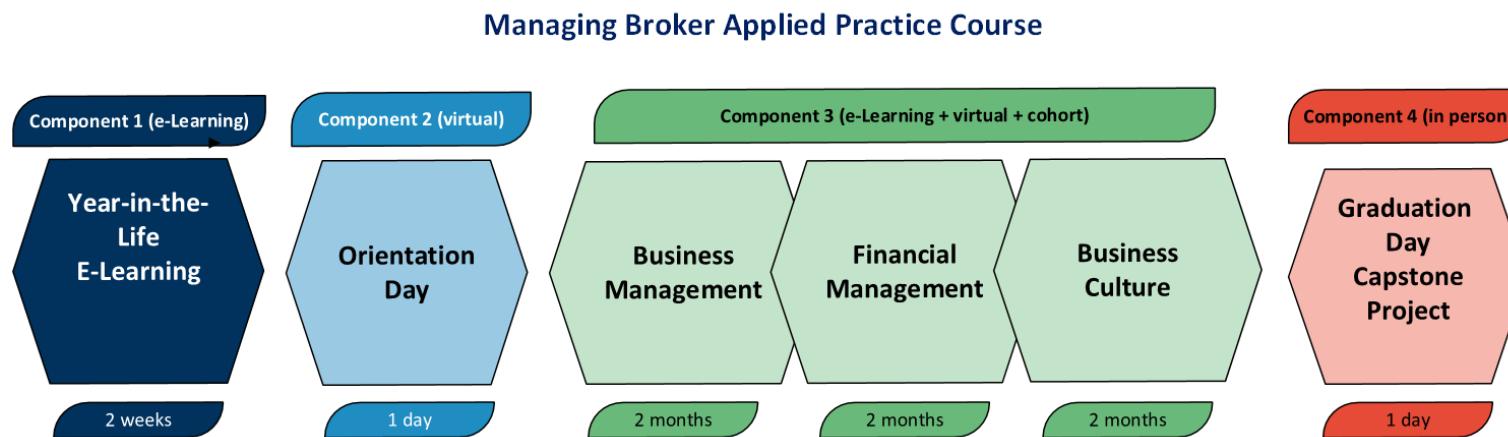


BC Financial
Services Authority

Classification: Protected A



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

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
MANUALCHANGE
MANAGEMENT
PLANTRUST ACCOUNT
REVIEW
PROCESS

Outcomes

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