

Mutual Service Certification Requirements

Members select and complete 10 courses. Upon completion of any 10 courses an overall "OMIA Certification Program - Mutual Service Certificate" is granted. Please note: Members may opt to:

- 1) Follow the Certificate requirements as outlined.
- 2) Use the course selections to create an Onboarding plan for new hires.
- 3) Use the course selections to create an individual development plan based on annual performance reviews.

Certificates are not automatically sent out right after completion. Please wait 4-8 weeks to receive an email with your certificate attached.

Important Notes:

- You would get credit if you completed the OMIA course in the last 5 years.
- OMIA is not currently accepting course equivalencies.
- You must be fully engaged, interactive, and present for the entire course to earn credit(s).

COURSE TITLE	
1.	Communication Fundamentals – Verbal & Non – Verbal (On Demand)
2.	Communication Fundamentals – Written (On Demand)
3.	Dealing with Difficult People (On Demand)
4.	Ethics in the Business of Insurance (General) (Live Online/Hybrid/On Demand)
5.	Insurance Act, Law & Fraud (Live Online/Hybrid Under Development)
6.	Introduction to the Business of Reinsurance (Live Online/Hybrid/On Demand)
7.	Introduction to the Insurance Industry (On Demand/Live Online/Hybrid)
8.	Introduction to the Mutual System (On Demand/Live Online/Hybrid)
9.	Leading and Participating in Effective Meetings (On Demand) (Under Development)
10.	Privacy & PIPEDA Introduction (On Demand) – update 2023
11.	Problem Solving (On Demand)
12.	Time Management (On Demand)
13.	Understanding the Role of Loss Control (On Demand)
14.	Understanding the Role of Marketing (On Demand Under Development)
15.	Understanding the Role of the Adjuster (On Demand)
16.	Understanding the Role of the Underwriter (On Demand)
17.	Understanding the Role of the Board of Directors (Research phase)
	18. Understanding the Role of the Sales Professional (Research phase)



ONTARIO MUTUAL
INSURANCE ASSOCIATION