

August 2, 2004.

**STANDARD INSTRUCTIONS AND GUIDELINES APPLICABLE
FOR APPROVAL/RENEWAL OF AGENTS TRAINING
INSTITUTES APPROVED/TO BE APPROVED BY THE
AUTHORITY**

These instructions/guidelines are applicable to all the training institutes including in-house training institutes of the insurers. These guidelines will be effective -----, 2004. Any violation, non-adherence and breach of these instructions shall be treated as violation of provisions of IRDA Act, Insurance Act and regulations made thereunder requiring practical training for the grant of licence to an insurance agent and renewal thereof and met with penal provisions including fine, suspension, cancellation of the approval granted by the Authority from time to time.

1. The applicant shall have to undergo atleast 100 hours' practical training in life or general insurance business which may be spread over three to four weeks, where such applicant is seeking licence for the first time to act as an insurance agent. The approved training institutes will cover the syllabus already prescribed by the Authority during this period. In case of 50 hours of training, the duration will be half as mentioned above.
2. The training duration should be minimum 18 working days excluding Sundays and holidays with 6 hours per day excluding lunch and tea break applicable for full time batches. For part-time batches the training can be imparted 3 hours daily in the evening excluding tea break and the minimum duration of the training will be 34 working days excluding Sundays and holidays.
3. No product training/market survey/revision examination should be included into this hundred 100 hours training. The product training, if any, to be given by the insurance company should be over and above the minimum training hours prescribed by the Authority.
4. The attendance record of the trainees should be maintained at the Institute for necessary inspection at any given point of time.

The candidates should sign the attendance register in his/her own hand-writing. It will be the duty of the In-charge of the Institute to mark absent preferably with red-ink. No relaxation in attendance is permitted. The attendance will be counter-signed by the faculty or incharge of the training centre.

5. In case of short-fall of attendance, extra class may be permitted but the extra hours may be specified separately with proper attendance and details of faculty.
6. Every Institute should have atleast one qualified permanent faculty atleast Associate or Fellow from the Insurance Institute of India for each stream. Those not fulfilling this requirement may be required to obtain the above qualification within 2 years.
7. The attendance register of the faculty members should be maintained at the training institutes. The faculty should sign the attendance register in his/her own hand-writing daily. It will be the duty of the In-charge of the Institute to mark absent preferably with red-ink.
8. The record of the payment made to faculty should be maintained at the training institute i.e. batch-wise payment detail should be maintained. In case the employment of the faculty is full time, record of monthly wages/payment should be maintained.
9. The faculty should provide details of the other Institutes with whom they have been empanelled as part-time/guest faculty.
10. The sponsorship letter must be available with the training institute at the time of commencement of training session and thereafter kept for the record and inspection purposes.
11. Register should be maintained at the training institute giving details of batches completed, strength of the each batch, number of candidates decertified, name of the sponsored insurer and details of faculty who imparted the training with dates. The record of results of the examination whether passed/failed

recorded in the same register giving details of date of examination and centre.

12. The seating capacity of each class-room should not exceed 40.
13. The fresh accreditation will be given on need basis after assessing the needs of the particular city/town.
14. The initial approval will be for a period of 2 years and consideration of further renewal upto 2 years would depend on the satisfactory compliance of requirements of accreditation.
15. The insurance companies would regularly send their officials to the oversee the proper conduct of the training at the institutes and would not sponsor candidates to those institutes that are not maintaining the required standards of and facilities for the training.
16. The training institute must display the certificate of accreditation to impart training issued by the Authority at the training institute.
17. The Institute should not allow a franchisee to conduct courses on its behalf even if the faculty is that of the Institute. The Institute should conduct the training on its own or hired premises with proper infrastructure.
18. No marketing fee/consultancy fee payment is permitted for getting the training batches.
19. Henceforth, no temporary accreditation will be given by the Authority. The existing institutes who have been granted temporary accreditation shall cease to operate within one month from the date of issue of these guidelines or the actual date of expiry whichever is earlier.
20. It will be the responsibility of the Insurance Company to check the status of the institute before sponsoring any candidates for training. If name of the training institute is not displayed on IRDA web-site, no insurer should sponsor the candidate for training to such an institute.

21. In case of mofussil areas or the cities where there are no accredited institutes and an insurance company intends to appoint agents, it will be the responsibility of the insurance company to conduct training and comply with the requirements strictly.
22. The Institutes must keep with them one set of records of the training at the place where the training is being imparted.
23. No accreditation will be given to the institutes that are imparting training in the hotels. Fresh accreditation/renewal, if any, will be granted by the Authority only to Institutes who are maintaining good infrastructure and complying with all other requirements specified in the application form for licence/renewal of the criteria of obtaining marks which is placed on the web-site of the Authority already prescribed by the Authority in this behalf.
24. The Institute should confine its activities only to the place/city for which it has been given the approval. No training outside the said place/city is permitted. The premises approved for the training shall not be used for any other purposes and no sharing arrangements in the said premises shall be permitted for other training or other institutes or organizations.
25. The Institutes that have not conducted any training during the last financial year will not be considered for renewal.
26. (i) The existing Institutes may convey their willingness to abide by these instructions on a simple form for each centre separately. The information may include: Name & Address of the Institute, Date of Accreditation of the Institute, Expiry date of validity of the Accreditation, Accreditation granted for Life/General or both, Name of the In-charge of the Institute.

(ii) The above information must reach the Authority within 30 days from the date of issuance of these guidelines. The consolidated list of approved training institutes will then be placed and updated from time to time on our web-site so that

Insurance Companies can approach them for conduct of training.

27. Prior approval of the Authority must be obtained if the Training Institute intends to change any of the particulars, details or provisions already approved by the Authority. All such changes would be simultaneously incorporated on IRDA web-site.

CHAIRMAN