



# TICO Certification Program & Exam Fee Review Consultation

May 28, 2025 – June 30, 2025





Travel Industry Council of Ontario

# About TICO

# About TICO: Who We Are



- Formed in 1997, TICO regulates Ontario's approximately 1,900 travel agencies, booking websites and tour operators. TICO certifies all individuals selling travel in Ontario.
- TICO administers the *Travel Industry Act, 2002*.
- As a consumer protection organization, TICO facilitates a consumer complaints process and administers the Ontario Travel Industry Compensation Fund.
- By booking travel with a TICO-registered business, consumers have access to added protection.



# TICO: What We Do

- Education (TICO Certification Program and Exam)
- Registration
- Consumer and Registrant Awareness
- Continuing Education
- Compliance
- Complaints Handling
- Administration and Protection of Compensation Fund
- Prosecutions and Convictions





Travel Industry Council of Ontario

# About this Fee Review Consultation

# Purpose of this Fee Review Consultation

- Inform industry about upcoming enhancements to TICO's Certification program and exam, and proposed changes to applicable fees.
- To gather feedback before final decisions are made and implemented.
- TICO's fee setting process and criteria are governed by an [Administrative Agreement](#) with the Ontario government.
- **Note**: The scope of this fee review consultation only applies to individuals who are completing their TICO Certification exam to enter the travel services industry. Other fees are not being reviewed at this time.





# About the TICO Certification Program & Exam

# About the Existing Certification Program

- In 2009, Ontario government legislated that all individuals selling travel on behalf of a TICO-registered retailer must obtain TICO Certification.
- The TICO Certification program delivers information about regulatory compliance, industry standards and consumer protection.
- The existing program is a digital flipbook manual, where learners must rely on memorization to complete the exam.
- There are limited checks to verify the consumer protection information is understood and properly applied.
- Two existing levels: Travel Counsellor, followed by Supervisor/Manager.





# About the New Program

- TICO, in partnership with a best-in-class technology partner, will launch an enhanced Certification program and exam in Fall 2025.
- The enhanced program reflects best practices in adult learning and e-learning delivery, moving away from memorization. This includes interactive modules, practice materials and a user-friendly platform.
- The focus is on applying regulatory consumer protection content to day-to-day interactions, enhancing regulatory knowledge and professionalism.
- The program features enhanced security tools and uses emerging technologies.
- Instead of having two levels like the existing program, there will be a single exam, so that new entrants to the industry are better prepared to meet their consumer protection obligations from day one.



# Program Comparison

Existing Study Manual - Chapters
<b>Travel Counsellor Program &amp; Exam</b>
Intro to Education Standards Program
Ontario's <i>Travel Industry Act, 2002</i>
TICO's Role in the Travel Industry
Registrant Obligations: Before the Sale
Registrant Obligations: After the Sale and Before Customer Travels
Ontario Travel Industry Compensation Fund
<b>Supervisor/Manager Program &amp; Exam</b>
Registration Requirements
Financial and Record-Keeping Requirements
Complaints
Investigations and Offences
Glossary

New Online Interactive e-Learning Course	
Modules	Module Sections
Introduction to TICO's Education Standards and Online e-Learning	
Introduction to Travel Industry Law	
TICO's Role in the Travel Industry	
Registration Requirements	<ul style="list-style-type: none"> <li>• Certification and Registration Basics</li> <li>• TICO Registration Requirements</li> <li>• Maintaining Registration Requirements</li> </ul>
Interactions with the Customer	<ul style="list-style-type: none"> <li>• Representation and Advertising Requirements</li> <li>• Disclosures at the Time of Sale</li> <li>• Requirements After the Sale</li> </ul>
Financial Compliance	<ul style="list-style-type: none"> <li>• Record-keeping Requirements</li> <li>• Financial Reporting Requirements</li> </ul>
The Ontario Travel Industry Compensation Fund	<ul style="list-style-type: none"> <li>• Introduction to the Ontario Travel Industry Compensation Fund</li> <li>• Standard Claims</li> <li>• Trip Completion Expense Claims</li> <li>• Repatriation and Imminent Departures</li> <li>• Ontario Travel Industry Compensation Fund Summary</li> </ul>
Complaints, Compliance and Investigations	<ul style="list-style-type: none"> <li>• Complaints</li> <li>• Compliance and Enforcement</li> <li>• Investigations and Prosecutions</li> </ul>



# New Program: Preview

TRANSCRIPT DEFINITIONS RESOURCES HELP


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## What is TICO Certification?

Anyone wishing to legally sell [travel services](#) to customers or be a supervisor or manager for an Ontario travel retailer or online travel agency must be [certified](#) with TICO.

This includes individuals working remotely and outside of Ontario and selling travel services on behalf of a TICO registered travel retailer or online travel agency.

To be TICO certified, they must complete the TICO Certification program and pass the exam.



Ontario Regulation 2  
Section


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## Knowledge Check


Which of the following defines travel services?  
*Read the question, select your answer, and then click "Submit."*




Services including transportation or accommodations for the use of the traveller, tourist or sightseer or other services combined with the transportation or accommodations.



Services that include corporate and leisure travel and must include air and accommodations for the use of a traveller.



Hospitality and tourism services including coach tours to various landmarks and attractions, used by a traveller, tourist or sightseer.



Services provided by hotels and resorts such as accommodations, activities and excursions for the use of the traveller, tourist or sightseer.

Submit

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# Survey Data: TICO Registrants

- According to TICO's November 2024 survey of registrants:
  - 82% of respondents said education standards are important for the industry
  - 78% of respondents said the industry is better served by having legislated education standards
  - 75% of respondents said the exam is comprehensive – opportunity to enhance
- In open-ended comments, respondents noted that one of TICO's greatest values is in upholding the integrity and standards of the industry.
- Other comments noted the existing format for the Certification program can be modernized with new approach.
- Post-exam survey data shows 70% of learners were satisfied with the program, indicating an opportunity for enhancements to overall delivery.





# TICO Certification Exam Fees



# Certification Exam Fees

Program Component	Existing Fee	New Fee
Travel Counsellor Exam	\$35	N/A – will offer as single exam
Supervisor/Manager Exam	\$35	N/A – will offer as single exam
Combination Exam	\$50	\$150
Exam Re-Write Fee	\$24	\$50

- Existing fees have not changed since 2009 when the program initially launched.
- Proposed fees for new program reflect commitment to quality, cost recovery and future enhancements.
- These fees are only charged to new entrants to the industry taking the TICO Certification exam.



# Benchmarking: Other Regulators\*

Delegated Administrative Authority (DAA)	License Name	Exam Fee
Technical Standards Safety Authority	Elevators	\$82
Condominium Management Regulatory Authority of Ontario	Condominium Manager	\$150
Real Estate Council of Ontario (RECO)	Broker	\$240
Technical Standards Safety Authority	Propane Operator	\$250
Technical Standards Safety Authority	Natural Gas Operator	\$250
Ontario Motor Vehicle Council of Ontario (OMVIC)	Salesperson	\$284
Bereavement Authority of Ontario	Operator	\$306
Technical Standards Safety Authority	Boilers	\$419
Real Estate Council of Ontario (RECO)	Salesperson	\$480

**Average for DAAs: \$273**  
**TICO proposed fee: \$150**

\*Please note, the fees listed represent the exam fees charged by the regulator. They do not include additional training, apprenticeships or certifications by Skilled Trades Ontario or other bodies.



# Transition

- What are the options for individuals who are already studying with the existing manual?
  - Existing learners can continue to study under the existing program and complete the existing exam(s). There will be a transition period before the new program is introduced, with a switchover date to be announced at least 60 days before the launch.
- What if I have already completed my Travel Counsellor exam. Will I need to write the new comprehensive exam to become a Supervisor/Manager?
  - TICO will provide a minimum 60-day notice prior to the launch of the new program and exam.
  - Individuals who are interested in completing their Supervisor/Manager designation can do so under the existing program, and existing fees, during the transition period.
  - Once the new program launches, individuals will need to complete the single comprehensive exam at the new cost.
- When will the existing program no longer be available?
  - The new program is anticipated to launch in fall 2025, with TICO providing at least 60 days' notice before launch.
  - TICO will be flexible and accommodating to ensure a smooth transition to the new program.





# Timeline and Next Steps

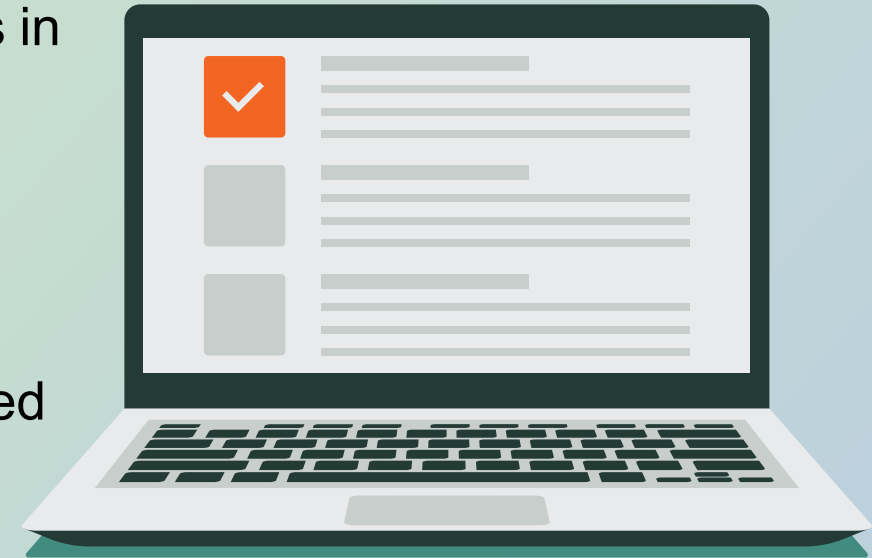
Date	Milestone
May 28, 2025 – June 30, 2025	Fee review consultation in progress TICO accepting feedback with online survey
July 2025	TICO to provide fee review feedback to Board of Directors and Minister of Public and Business Service Delivery and Procurement
Summer 2025	Notification of new fees
Fall 2025	Anticipated effective date for new Certification program/exam and fee



# Online Survey

**To provide feedback, please complete TICO's short online survey:**

- Do you believe an enhanced program will help elevate standards in the industry?
- Do you believe the single stream, covering both the Travel Counsellor and Supervisor/Manager content together, will be beneficial to the industry?
- Do you foresee any challenges to your business with the proposed program and fee change?
- What are your views regarding continuing education related to consumer protection?
- Do you have any other feedback?



**[CLICK HERE TO GET STARTED](#)**





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**We encourage you to complete  
the online survey by  
Monday, June 30, 2025 at 4 p.m.**