

APPROVED COURSES FOR CONTINUING EDUCATION: CERTIFIED FLORIDA COLLECTOR (as of September 1, 2021)

(THIS LIST DOES NOT REFLECT ALL COURSES THAT MAY BE ACCEPTED FOR CREDIT. FOR COURSES NOT ON THE LIST PLEASE SEE [Chapter 12-9-007\(3\), Florida Administrative Code](#))

Course information provided by course link when available.

Upon completion, please forward proof of attendance to PTOTraining@floridarevenue.com

SPONSOR: AMERICAN ASSOCIATION OF MOTOR VEHICLE ADMINISTRATORS	POSSIBLE HOURS	PLATFORM	COURSE INFORMATION
COUNTERFEITS AND ALTERATIONS	*	ONLINE	This course will examine the different methods for creating fraudulent documents and how to identify common techniques used to counterfeit and alter documents.
DRIVER LICENSE AND ID CARDS	*	ONLINE	In this course, you will examine security features and unique identifiers present on driver licenses (DL) and identification cards (ID). In order to combat alteration and counterfeit, DL/IDs vary by both jurisdiction and version, you will likely encounter many different varieties of these cards. This lesson will explore the features commonly found in these types of documents so that you can apply the evaluation techniques universally.
VEHICLE IDENTIFICATION DOCUMENTS	*	ONLINE	Vehicle documents vary by both issuing entity and version, you will likely encounter many different varieties. This course will explore the features commonly found in these types of documents so that you can apply the evaluation techniques universally.
EXPANDING THE REVIEW	*	ONLINE	This course will strengthen and expand your understanding of fraudulent document recognition by piecing together fraud attempts using expanded techniques including interviewing and information processing. The material explores imposter fraud, fictitious documents, and current fraud trends.
BIRTH CERTIFICATES	*	ONLINE	This course examines the security features and unique identifiers of birth certificates, the Consular Report of Birth Abroad and the Certification of Report of Birth.
CANADIAN BIRTH CERTIFICATES, DRIVE AND VEHICLE DOCUMENTS	*	ONLINE	This course examines different types of Canadian driver documents including: birth certificates, driver licenses and identification cards, and vehicle identification documents.
CANADIAN TRAVEL, CITIZENSHIP AND IMMIGRATION DOCUMENTS	*	ONLINE	This course examines different types of Canadian travel documents including: passports, visas, certificates of citizenship, certificates of Indian status, and permanent resident cards.
INTERNAL FRAUD FOR STAFF	*	ONLINE	This course will expand upon the concept of internal fraud, its effects and consequences, relay case studies and provide information that will enhance your environmental awareness. The course also features an ICE Internal fraud video.
INTRODUCTION TO COVERT FEATURES	*	ONLINE	This course provides basic instruction on Level 2 document security features and tools including UV light, magnification, auxiliary lighting.
INTRODUCTION TO FRAUD	*	ONLINE	This course demonstrates how to identify key fraud terms, fraud's impact, and elements of the fraud detection model.
MEXICAN DOCUMENTS	*	ONLINE	Traditionally, authentication of Mexican documents has proven to be challenging for document evaluators. This course examines the various security features of Mexican travel documents.
MILITARY ID CARDS	*	ONLINE	This course examines the security features, data encoding methods, and unique identifiers present on Department of Defense ID cards.

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PEOPLE AND ACTIONS	*		ONLINE	This course provides learners with tips on how to evaluate presenters to uncover potential fraud. Learn how to judge physical features of the presenter to compare them to photos.
SECURITY FEATURES	*		ONLINE	This course explains the printing techniques and the types of security features commonly used in secure paper, plastic, and polymer documents.
SOCIAL SECURITY CARDS	*		ONLINE	This course covers the various versions of social security cards in circulation, their security features, and unique identifiers.
TRAVEL DOCUMENTS	*		ONLINE	This course will examine the security features, data encoding methods, and unique identifiers of U.S. Government documents.
U.S. IMMIGRATION DOCUMENTS	*		ONLINE	This course introduces you to the security features, data encoding methods, and key elements present on a variety of U.S. immigration documents.
CDL MODULE 1	2.5		ONLINE	The purpose of this module is to acquaint you with the basic understanding of the history and rationale of the Commercial Motor Vehicle Safety Act of 1986 and the Motor Carrier Safety Improvement Act of 1999. This will include a description of the drivers covered by the CDL program, CDL vehicle classifications, and all of the CDL endorsements and restrictions.
CDL MODULE 2	0.75		ONLINE	The purpose of this module is to describe how CDL tests directly reflect the CDL classifications and endorsements. The need for a representative vehicle will also be explained and you will understand the need for CDL test validity and reliability.
CDL MODULE 3	0.75		ONLINE	The purpose of this module is to provide a basic understanding of the jurisdiction's knowledge test system and how it is implemented.
CDL MODULE 4	0.75		ONLINE	The purpose of this course is to provide you with a clear understanding of the training and examination requirements defined in Federal regulations; and to demonstrate that you have a firm understanding of the knowledge, skills, and attitudes necessary to become a commercial knowledge examiner by successfully completing an end of course exam.
SPONSOR: FEDINSIDER				
APPLYING ZERO TRUST PRINCIPLES TO THE WHITE HOUSE CYBERSECURITY EO	1.2		ONLINE	Course Details
CYBER THREATS 2021: STATE AND LOCAL AGENCIES BUILD ON AN ERA OF TRUST	2.4		ONLINE	Course Details
WAGING WAR ON RANSOMWARE	1		ONLINE	Course Details
SPONSOR: FLORIDA ATTORNEY GENERAL'S OFFICE				
PUBLIC MEETINGS AND RECORDS LAW 2 HOUR AUDIO PRESENTATION	2		VIDEO	Course Details
SPONSOR: FLORIDA COMMISSION ON ETHICS				
ETHICS TRAINING	VARIES		VIDEO	Course Details for Individual Ethics Training Videos
SPONSOR: FLORIDA DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES				

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DL TRAINING SERIES: PHASE I	40	INSTRUCTOR LED	This series of phases will provide an introduction to the processes and procedures associated with the job duties and responsibilities of a Driver License Examiner/TC Agent. The course is designed to provide you with the basic skills needed to perform job related functions as it relates to the issuance of a Florida Driver License Credential. These training modules are supported by a preassessment exam that will provide the entry knowledge of the material to be covered as well as a final exam to ensure knowledge retention.
DL TRAINING SERIES: PHASE II	40	INSTRUCTOR LED	
DRIVER LICENSE PREPARATORY TRAINING	64	INSTRUCTOR LED	The Driver License (DL) Preparatory Training Program is a program designed to provide newly hired DL examiners and Tax Collector (TC) agents with formal instruction on Driver License policies and procedures and hands-on training on credential issuance transactions. The training curricula is made up of five modules – 1) Orientation, 2) Requirements, 3) Issuance, 4) Sanctions, and 5) PartnerNet / Motorist Maintenance. The material takes learners through the issuance process from beginning to end. The objective of the training program is to introduce members to the various steps in the issuance process to include, but not limited to, defining Real-ID, providing legal presence, identifying fraud, and effectively and accurately issuing credentials. Additionally, the goal of the training program is to ensure learners are knowledgeable of effective customer service strategies and educated in the available resources and applicable supporting applications needed to perform their duties proficiently. A final exam required and trainees must pass the exam with a score of 80% or above to obtain credit for completion.
DRIVER LICENSE PREPARATORY TRAINING	12	ONLINE	
DL TRANSFORMED: COMMERCIAL DRIVING LICENSE (CDL)	5	INSTRUCTOR LED	This course will provide the member with a fundamental understanding of the objectives of the CDL testing program, gain the knowledge, skills, and responsibilities necessary and the tools to understand the different classifications of CDL licenses and issuance requirements/procedures.
DL TRANSFORMED: DRIVING TEST	8	INSTRUCTOR LED	This course defines the procedures for administering and scoring a driving exam.
DL TRANSFORMED: FINANCIAL RESPONSIBILITY	8	INSTRUCTOR LED	The module presents an overview of the Two-Tier Program of motor vehicle insurance enforcement authority established from Florida Statutes and the nine (9) FR Liability and No-Fault Cases that may be generated due to non-compliance with Florida Statutes.
DL TRANSFORMED: FRAUDULENT DOCUMENT RECOGNITION	8	INSTRUCTOR LED	This course introduces the member to the processes and procedures for identifying and authenticating acceptable documents for proper driver license services to be rendered, as well as interviewing techniques. Noted topics include examining paper documents, fraud prevention, counterfeits and alterations. the member will be able to clearly distinguish its impact on society, and their responsibilities as a document evaluator.

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DL TRANSFORMED: IDENTIFICATIONS/NAME REQUIREMENTS	4	INSTRUCTOR LED	This course provides an overview of the requirements mandated for driver license and identification issuance and by the Real ID Act. In this course you will also learn how to establish a customer's identity and name for issuing driver licenses and ID cards.
DL TRANSFORMED: LEGAL PRESENCE	6	INSTRUCTOR LED	This course teaches members how proof of legal presence applies to U.S. citizens, Immigrants and Non-Immigrants and to know what documents must be presented for the issuance of the Identification or Driver's License.

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DL TRANSFORMED: LICENSE AND ID CARD REQUIREMENT	7	INSTRUCTOR LED	This in-depth course will provide the knowledge, tools and resources to educate the member in recognizing the steps in the licensing process, the required questions on the license application, and the procedures and requirements for the five types of issued/renewed driver licenses and identification cards who meet the issuance requirements. Course topic range includes License/Identification Card not received via-mail, temporary permits, the termination of DL's/ID's, Social Security, name and address change requirements.
DL TRANSFORMED: MEDICALS	8	INSTRUCTOR LED	This course delivers high-level concepts and knowledge on dealing with customers that are flagged due to medical concerns. It covers the screening procedures, signs and symptoms for the medical conditions that will affect the individuals ability to operate a motor vehicle safely and the proper procedures to follow when screening a customer.
DL TRANSFORMED: SANCTIONS	6	INSTRUCTOR LED	The member will learn the four levels of sanctions (suspensions, revocations, cancellations, denials) to include alcohol and drug related offenses, DUI, the reinstatement requirements and how to properly clear a record.
DL TRANSFORMED: VISION	8	INSTRUCTOR LED	This course will provide the member with an in-depth review of vision standards, definitions, restrictions, procedures, screening charts and forms to make the necessary judgments regarding customer vision readiness when rendering applicable driver license services.
SPONSOR: FLORIDA DEPARTMENT OF REVENUE			
CEW - CONTINUING EDUCATION WORKSHOP FOR TAX COLLECTORS (annual)	24	INSTRUCTOR LED/ONLINE	Continuing Education Workshops are designed to assist county tax collectors and staff to perform duties on the local level more effectively. This 24-hour workshop fulfills the annual continuing education requirement of the Certified Florida Collector designation
TAX COLLECTOR BUDGET WORKSHOP	3	23-Jun-21	This virtual workshop provides a comprehensive exploration of the tax collector budget review and approval process under section 195.087, Florida Statutes.
TCC 503 - COLLECTION AND DISTRIBUTION OF PROPERTY TAXES AND SPECIAL ASSESSMENTS	30	ONLINE	Course Details
TCC 001 - BANKRUPTCY	15	ONLINE	Course Details
TCC 002 - EFFECTIVE DECISION MAKING	10	ONLINE	Course Details
TCC 003- CUSTOMER SERVICE TRAINING	5	ONLINE	Course Details

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TCC 501 - DUTIES AND RESPONSIBILITIES OF FLORIDA TAX COLLECTORS	30	INSTRUCTOR LED	This course teaches the tax collector's primary responsibilities as a constitutional officer. It covers the duties relating to each state agency for which the tax collector serves as an agent, including the Department of Agriculture and Consumer Services, Department of Health, Department of Highway Safety and Motor Vehicles, Department of Revenue and the Fish and Wildlife Conservation Commission. The course includes an overview of Florida's ethics and public records laws and how they relate to the tax collector's office. The course also covers office management topics, such as budget, internal controls and cyber security, as well as the principles of quality customer service.
TCC 502 - MANAGEMENT OF A FLORIDA TAX COLLECTOR'S OFFICE	30	INSTRUCTOR LED	This course is for staff of a Florida tax collector's office. Participants will receive an introduction to the principles of effective leadership and quality management techniques.
TCC 504 - COLLECTION OF LICENSES, TAXES AND FEES	30	INSTRUCTOR LED	This course teaches the tax collector's primary responsibilities as an agent for the Florida Department of Highway Safety and Motor Vehicles. The course reviews each process in the Department of Highway Safety and Motor Vehicles.
SPONSOR: FLORIDA GOVERNMENT FINANCE OFFICERS ASSOCIATION (PANHANDLE)			
WATER WALKER INVESTMENT SEMINAR (MARCH 13, 2020)	8	INSTRUCTOR LED	Seminar offered by Water Walker Investments to discuss financial and economic topics.
SPONSOR: FLORIDA INSTITUTE OF CERTIFIED PUBLIC ACCOUNTANTS			
Ethics for Governmental CPAs in Florida	4	ONLINE	Course Details
SPONSOR: FLORIDA INSTITUTE OF GOVERNMENT			
BRIDGING THE DISTANCE	1.5	WEBINAR	Course Details
COMPLYING WITH FLORIDA SUNSHINE, PUBLIC RECORDS & PUBLIC ACCESS LAW IN EMERGENCY SITUATIONS	1	ONLINE	Course Details
THE COVID CONUNDRUM	1.5	WEBINAR	Course Details
CREATING A CULTURE OF RESILIENCE	1.5	WEBINAR	Course Details
4 HOUR VIRTUAL ETHICS COURSE	4	ONLINE	Course Details
SPONSOR: FLORIDA TAX COLLECTORS ASSOCIATION			
2021 Florida Tax Collector's Virtual Academis	MLP - 4.8 ELA - 14.4 SA -9.6	PRESENTER LED	Florida Tax Collector Virtual Academies (Executive Leadership Academy (ELA), Supervisor Academy (SA) and Masters Leadership Program (MLP))
2021 FLORIDA TAX COLLECTOR'S FALL EDUCATION FORUM (ELA, SA, MAP) (August 29 - September 2, 2021)	MLP - 4.8 ELA - 14.4 SA -9.6	PRESENTER LED	Annual Florida Tax Collector Executive Leadership Academy (ELA), Supervisor Academy (SA) and Masters Leadership Program (MLP)
2021 FLORIDA TAX COLLECTOR'S FALL EDUCATION FORUM August 29 - September 2, 2021)	VARIES	PRESENTER LED	Annual fall conference of the Florida Tax Collector Association
2021 FTC Executive Conference (May 24-27, 2021)	20.4	PRESENTER LED	Annual conference of the Florida Tax Collector Association.
HOW SUCCESSFUL PEOPLE THINK (SEPTEMBER 1, 2020)	4	ONLINE	What single quality do successful people from all walks of life have in common? The way they think! Successful people THINK differently. According to leadership guru John Maxwell in his book "How Successful People Think", when you learn to think like successful people you discover your own path to success. This program helps participants learn and apply eleven types of thinking that will change their lives! Want your team to think the way successful do"?

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LEADING THROUGH CRISIS (SEPTEMBER 2, 2020)	4	ONLINE	Crisis brings out the best in good leaders and can be a constructive turning point for those who know how to rise to the occasion, cut through the fog of crisis, and use adversity as a catalyst to help others. This program integrates real-world examples from those who led through crisis and relevant principles from leadership guru John Maxwell to help participants gain perspective, recognize possibilities, and address the practical and psychological needs of others.
SUCCESSION PLANNING: THE 21 IRREFUTABLE LAWS OF LEADERSHIP (SEPTEMBER 3, 2020)	4	ONLINE	According to leadership guru John C. Maxwell, there are 21 foundational laws that form the starting point of leadership. Follow them, and you'll gain influence. Violate them, and you'll impair your ability to lead. Whatever your current level of authority, increasing the number of laws you apply in your life will help you gain influence and become a more effective leader. In this highly engaging seminar, based on excerpts from the bestselling book by the same title, you will examine and experiment with 8 practical laws that, when applied, will enable you to become the leader you are destined to be.
HR & THE LAW (SEPTEMBER 14, 2020)	4	ONLINE	What are the top 10 things that will get you sued fast? Participants learn the most common mistakes leaders make that can put their organizations in legal jeopardy and then they discover easy-to-implement strategies to avoid engaging in behaviors, policies, and practices likely to provoke an employment lawsuit. A wonderful gut check for leaders to evaluate the potentiality of legal problems and a primer on how to establish an environment of fairness and transparency. Topics discussed include perceived unfairness, misclassification of exempt vs. non-exempt, and policies that used to be valid but are now illegal.
CUSTOMER SERVICE IN GOVERNMENT: MANAGING AGGRESSIVE AND DEFIANT BEHAVIORS (SEPTEMBER 16,	4	ONLINE	The purpose of this workshop is to explore the value of outstanding customer service and the manager's role in achieving it. In this workshop, we will look at customer service from three views: Those who work directly with the customer, those who support employees who work directly with the customer, as well as those who work primarily with "internal" customers. Simply because customers cannot take their business elsewhere, a commitment to customer service is an integral reflection of the job we do every day. Participants work together to identify their individual "hot buttons" and develop appropriate coping strategies. They also consider and apply guidelines for handling others who may be out of control emotionally, and for moving the conversation toward calm, rational problem-solving. Participants come up with their own reminders of key techniques and plan later application of the skills they've learned.

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When we ask people to change, we are literally asking them to uproot themselves from one country—the Land of the Familiar— and settle in the Country of the Unknown. Yet, change is normal business. Based on the steps of a physical move, you'll learn the five ways in which people respond to change and a seven-step process to implement any kind of change—preparing for, implementing, and following up in a way that will get everyone and their good will to the new location intact. Learn how to predict the most susceptible parts of the change and how to prevent a mutiny.

MOVING THROUGH CHANGE (SEPTEMBER 21, 2020)	4	ONLINE	
SPONSOR: FLORIDA STATE UNIVERSITY			
CPM LEVELS 1 - 8	30 per level	CONTACT FSU	Course Details
SPONSOR: NATIONAL ASSOCIATION OF COUNTY COLLECTORS, TREASURERS & FINANCE OFFICERS			
NACCTFO LEGISLATIVE CONFERENCE	10.5	FEBRUARY 28-29, 2020	Annual conference of the National Association of County Collectors, Treasurers, & Finance Officers to discuss tax collection topics.
2021 NACCTFO ANNUAL MEETING	12.6	July 19-20, 2021	Annual meeting of the National Association of County Collectors, Treasurers, & Finance Officers to discuss tax collection topics.
SPONSOR: UNIVERSITY OF CENTRAL FLORIDA EXECUTIVE EDUCATION WORKSHOP			
CHANGE MANAGEMENT	7	ONLINE	Course Details
EMOTIONAL INTELLIGENCE	7	ONLINE	Course Details
EMPLOYMENT LAW FOR MANAGERS	7	ONLINE	Course Details
LEADING AND MANAGING MULTI-GENERATIONAL TEAMS	7	ONLINE	Course Details

*Course hours vary from year to year. The number of course hours is reflected on the course completion certificate.