

**APPROVED COURSES FOR CERTIFICATION: CERTIFIED FLORIDA COLLECTOR AND CERTIFIED FLORIDA COLLECTOR ASSISTANT (as of June 17, 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](mailto:PTOTraining@floridarevenue.com)

SPONSOR: <a href="#">AMERICAN ASSOCIATION OF MOTOR VEHICLE ADMINISTRATORS</a>	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.

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MILITARY ID CARDS	*	ONLINE	This course examines the security features, data encoding methods, and unique identifiers present on Department of Defense ID cards.
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 module 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.

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**SPONSOR:** [FLORIDA DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES](#)

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.
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.

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**SPONSOR:** [FLORIDA DEPARTMENT OF REVENUE](#)

TCC 503 - COLLECTION AND DISTRIBUTION OF PROPERTY TAXES AND SPECIAL ASSESSMENTS	30	ONLINE	<a href="#">Course Details</a>
TCC 001 - BANKRUPTCY	15	ONLINE	<a href="#">Course Details</a>
TCC 002 - EFFECTIVE DECISION MAKING	10	ONLINE	<a href="#">Course Details</a>
TCC 003- CUSTOMER SERVICE TRAINING	5	ONLINE	<a href="#">Course Details</a>
TCC 501 - DUTIES AND RESPONSIBILITIES OF FLORIDA TAX COLLECTORS	30	TBD	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	TBD	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	TBD	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.
<b>SPONSOR:</b> <a href="#">FLORIDA STATE UNIVERSITY</a>			
CPM LEVELS 1 - 8	30 per level	CONTACT FSU	<a href="#">Course Details</a>