Colorado Division of Insurance
Continuing Education/Pre-Licensing Provider-Related
FREQUENTLY ASKED QUESTIONS

1. **What are the necessary steps in obtaining Colorado Division of Insurance (DOI) approval as a Continuing Education (CE) and Pre-Licensing (PL) education provider?**

   New Providers will complete the process online at www.sircon.com. There is no fee to become a provider in Colorado. Providers do not expire.

   To submit online, log on to www.sircon.com. Select *Education Providers* at the bottom of the page then select *Sign Up*. Complete this form and select submit. Your Provider account will be setup within 2-3 business days after which you will be emailed a login and password and directions for using the site.

   If you require assistance using this site, please contact Vertafore at 877-876-4430.

2. **How do Continuing Education (CE) and Pre-Licensing (PL) Providers get a NEW course approved?**

   Providers must submit their continuing education or pre licensing course application electronically at least 60 days prior to the first date the course will be offered at https://www.sircon.com/products/education/index.jsp.

   Continuing Education/Pre-Licensing course applications submitted online will be invoiced by Vertafore. The fee for Continuing Education/Pre-Licensing course applications is $20.

3. **What information must be included with each course application?**

   (1) A detailed timed outline of the course;

   (2) Webinar procedures if holding the course as a webinar;

   (3) A copy of the table of contents of any textbooks used;

   (4) A sample competency examination, for self-study courses;

   (5) Vertafore will invoice in the amount of $20.00 for each course, except for insurers paying one or more of the fees prescribed under §10-3-207, C.R.S.;

   (6) The number of hours proposed for the course;

   (7) The First Presentation Date, if known;

   (8) Applications for self-study courses must include a certification report on the number of pages in any textbook, excluding glossaries, indexes, tables of contents, and appendices. A word count is acceptable. If the required materials or information is not included, the course may be disapproved.

   (9) A contact person with a valid email address and correct contact information.

4. **What are the Webinar guidelines?**

   WEBINAR PROCEDURES IF YOU ARE HOLDING THE COURSE AS A WEBINAR.

   • These guidelines are intended to apply to courses conducted and viewed in real time (live) in all locations and are not intended to apply when courses have been recorded and are viewed at a later time or to other online courses.

   • Each student will be required to log in to the webinar using a distinct username, password and/or email. Students that view webinars in group settings which is two or more individuals should alternatively verify their participation in the form of sign-in and sign-out sheets submitted by a monitor with an attestation or verification code.

   • The provider will verify the identity and license number, or National Producer Number (NPN), of all students.

   • A provider representative, using computer-based attendance-monitoring technology, must monitor attendance throughout the course.

   • The provider must have a process to determine when a participant is inactive or not fully participating, such as when the screen is minimized, or the participant does not answer the polling questions and/or verification codes.

   • For webinars not given in a group setting, no less than two polling questions and/or attendance verification codes must be asked, with appropriate response provided, at unannounced intervals during each one-hour webinar session to determine participant attentiveness.

   • The provider will maintain an electronic roster to include records for each participant's log-in/log-out times. If required by states chat history and polling responses should be captured as part of the electronic record.

   • When a student is deemed inactive or not fully participating in the course by the course monitor of failure to enter appropriate polling question response or verification codes, continuing education (CE) credit is denied.

   • All students and the instructor do not need to be in the same location.

   • Students in all locations must be able to interact in real time with the instructor. Students should be able to submit questions or comments at any point during the webinar session.

   • The course pace must be set by the instructor and does not allow for independent completion.

   • Instruction time is considered the amount of time devoted to the actual course instruction and does not include breaks, lunch, dinner or introductions of speakers.

   • One credit will be awarded for each 50 minutes of webinar/webcast instruction, and the minimum number of credits that will be awarded for webinar/webcast courses is one credit.

   • The provider must have a procedure that informs each student in advance of course participation requirements and consequences for failing to actively participate in the course.

   • A comprehensive final examination is not required.

5. **Do CE/PL courses expire?**

    Yes. An approved CE course may be offered until the expiration date without additional notice to the Division or the Continuing Education Administrator, providing the course content is materially unchanged.

    All CE courses will expire on the last day of the month, 3 years from the approval year. If a course is approved on December 15, 2019, the system will show the renewal as December 31, 2022.

    Pre-Licensing courses do not have an expiration date, therefore, there is no renewal date.

6. **Is there a renewal process to maintain my Continuing Education/ Pre-Licensing course status in Colorado?**

    Yes. Providers renew their Continuing Education courses 60 days before the expiration date of the course at www.sircon.com. Vertafore will invoice you for the fee of $20.00.

    For Pre-Licensing there is no course renewal.

7. **How long does the course/instructor review process take?**

    Once the application has been received by Pearson VUE, providers should expect an approval/deficiency letter by email within 15 business days.

8. **Are there any special requirements for self-study or online/electronic courses?**

    In addition to the requirements as outlined above, applications for self-study courses must include a certification report on the number of pages in any textbook, excluding glossaries, indexes, tables of contents, and appendices. A word count is acceptable. And a copy of the final exam. For courses requesting 1-4 credits the exam must have at least 25 questions. For courses requesting 5 or more credits the exam must have at least 50 questions.

    If the required information is not included, the course may be disapproved. *Please Note:* If the course is disapproved, the $20.00 fee will not be refunded or applied to future requests.

9. **Who may serve as a proctor to supervise the final exam for a self-study, online or correspondence course?**

    DORA applies the NAIC's standardized terms and definitions for guidance as to who may serve as a proctor. An approved proctor is an impartial, disinterested third party or currently licensed agent with no family or financial relationship to the student and is over the age of 18. The proctor must verify the student's identity and complete an affidavit supplied by the approved provider testifying that the agent received no outside assistance. Membership in a professional association/organization does not constitute a financial relationship.

    Providers are responsible for collecting and retaining completed affidavits.

    Remote proctoring is permitted.

10. **Is Colorado a participant in the NAIC Continuing Education Reciprocity (CER) process?**

    Yes. The paper NAIC Uniform Continuing Education Reciprocity Course Filing Form can be found at https://content.naic.org/cmte_d_pltf_cer.htm. Resident/home state providers do not submit NAIC CER forms when certifying courses in their home state.

11. Is Course Offering Notification required?

No. Course Offering Notification is not required. Providers can submit Course Offering information at www.sircon.com if they choose.

12. Are providers required to maintain attendance records?

Providers must maintain adequate records to verify the attendance and successful course completion for all producers enrolled in a course. Attendance and completion records must be retained for a five-year period following the date of completion of the course. These records must be available for audit by the Division and/or the Continuing Education Administrator. These records must be updated and maintained on www.sircon.com within the timeframes as outlined in the regulation.

13. Do providers need to file any records?

Yes. Providers are required to file attendance and rosters on www.sircon.com *at least on a monthly basis*. There is no fee to report CE. These records must be filed electronically via Sircon at http://www.sircon.com/index.html.

The provider is responsible for providing documentation of course completion to each producer who successfully completed the course **within seven (7) days of the course completion or the competency examination is scored**.

These requirements apply to all education providers, including companies with a registered home office in Colorado that provide a course of study for their licensed producers. Failure to comply will result in immediate termination of course approval.

14. Are digital signatures accepted?

Digital signatures are approved as long as they have a time stamp on it such as a docusign signature. Typed or copy and pasted signatures are not acceptable. If the agent cannot complete with a digital signature, the agent can sign with a real signature.

15. How will I know the roster was submitted?

Providers who submit rosters via Sircon Compliance Express® will be sent an email notification if the submission was successful or if there is an error.

16. May I submit a paper roster?

Providers must report credit at www.sircon.com on a monthly basis. There is no fee to report credit/submit a roster.

17. Are there any restrictions on advertising courses?

No course shall be offered or advertised as approved until the course provider has received written notification of approval. Announcements, advertisements, and information about courses designated as approved courses by the Division of Insurance, shall contain the statement, "This course is approved by the Colorado Division of Insurance for Continuing Education Credit," followed by a statement of the number of credit hours. If the course offered contains material that is not approved, the announcement, advertisement or information must clearly state the amount of course time which is not approved for continuing education credits. Announcements, advertisements or information about approved courses shall contain clear and concise statements about the cost of the course, cancellation procedures, and tuition refund policies.

18. Do instructors have to be approved?

Yes, Providers submit their instructor's application on their Sircon account at www.sircon.com by logging into your account. There is no fee and instructors have no expiration date. Instructors are not approved under a specific provider or course.

19. How do I change contact information or instruction information?

You will need to send an email to ce_providers@pearson.com and specify what change needs to be made. This must be from the contact person listed in the Sircon provider record. Once we have this information, the change will be made within 5 business days.

20. How do I change the Provider (Company) name?

You must submit a request for the change with supporting documentation (articles of incorporation or purchasing agreements). You may submit this via email to ce_providers@pearson.com. The change will be made within 5 business days.

21. If my course/instructor is denied, can I appeal the denial?

Yes, appeals of course and/or instructor may be requested in writing via email to dora_ins_licensingandcontinuingeducation@state.co.us. Please include a copy of your Course ID and/or Instructor name and ID number in your email and the reason why you feel the course/instructor should be approved.

22. How do I contact Pearson VUE Customer Service?

Pearson VUE can be contacted at CE_providers@pearson.com or 888-252-8556.

23. How do I contact Sircon/Vertafore?

Sircon/Vertafore can be reached at PLMSupport@Vertafore.com or 877-876-4430.

#120650 | 02/2025
Page 5 of 5