Georgia Division of Insurance

Continuing Education and Pre-licensing Provider

FREQUENTLY ASKED QUESTIONS

1. **What are the necessary steps in obtaining Georgia approval as a Continuing Education and/or Pre-licensing provider?**

   New Providers will complete the process online at www.sircon.com. The fee is $105.00 (Application fee $100.00, Processing fee $5.00). Provider applications submitted online will be invoiced by Vertafore.

   To submit your provider application 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 with directions for using the site.

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

2. **How do providers get a NEW CE/PL course approved?**

   A course application must be filed at least 60 days prior to the first date the course will be offered and must be submitted online. Providers must submit their applications electronically via Compliance Express at https://www.sircon.com/products/education/index.jsp. Course applications submitted online will be invoiced by Vertafore. The fee is $25.00 (Application fee is $20.00, Processing fee is $5.00).

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

   (a) A detailed timed outline of the course;

   (b) A list of approved instructors with their instructor number or a copy of the instructor approval notice to teach this course.

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

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

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

   (f) The First Presentation Date, if known;

   (g) Applications for self-study courses (max. 12 hours) 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.

   (h) Your webinar procedures if the course is being held as a webinar.

4. **Do instructors have to be approved?**

   Yes. Complete and submit your instructor application found at www.sircon.com. Effective 01/01/2024, the fee is $25.00 (Instructor fee $20.00, Processing fee $5.00). Instructors are approved to teach specific course categories and not linked to a specific provider.

5. **Do instructors expire?**

   Yes. Instructors renewal date is December 31st of every odd year. The Instructor renewal fee is $25 and paid via the renewal process on Sircon. Instructor renewal is available 60 days prior to the renewal date of 12/31 of the odd year.

6. **How can I see if an instructor is approved?**

   Approved instructors can be found at www.sircon.com > **Look up Courses** or **Transcript** > **Approved Instructor Inquiry**.

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7. What are the Webinar guidelines?

COURSE GUIDELINES FOR CLASSROOM WEBINAR/WEBCAST DELIVERY

Adopted by the Producer Licensing (EX) Working Group Apr. 27, 2014

- 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.

8. Do CE/PL courses expire?

Yes. A course is required to renew at 2-year intervals. A course will expire the last day of the month of initial approval, 2 years later. For example, a course approved on 7/14/2023 would have a course renewal date of 7/31/2025. Courses are allowed to be renewed twice (for a total of 6 years active). Course renewals are available 60 days prior to renewal date. Vertafore will invoice you for a fee of $25.

9. Is there a renewal process to maintain my CE/PL Provider status in Georgia?

All approved providers must renew at www.sircon.com by October 1 each year to be eligible to conduct courses in the following year. Sircon will invoice you for a fee of $55.00 (Renewal fee $50.00, Processing fee $5.00).

10. How long does the CE/PL course/instructor review process take?

Once the application has been received by Pearson, expect an approval/deficiency letter within 15 business days. Notification of the approval or disapproval of a course or instructor will be sent electronically.

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

In addition to the requirements 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. A minimum of 10 questions for the first credit hour are required with an additional 5 questions required for each subsequent credit hour.

*Self-study/online courses will not be approved for more than 12 hours.

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

OCI 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/ Virtual Proctoring is not permitted. Self-study/online courses will not be approved for more than 12 hours.

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13. Is Georgia 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.

Along with the NAIC Uniform Continuing Education Reciprocity Course Filing Form, the following documentation is required:

(a) A copy of the Course Home State Approval Form.

(b) If a classroom/seminar course, a detailed time outline.

14. 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.

15. Are providers required to maintain attendance records?

Education providers are required to retain continuing education original course application documents, course and reference materials, any changes made to the course during active status, course assessment results, and course completion rosters for a period of at least 24 months from the inactivation date of the course.

These records must be available for audit by the Division and/or the continuting education administrators.

16. Do providers need to file any records?

Yes. Providers are required to file attendance and rosters on www.sircon.com **within 14 days of course completion to report credit**. These records must be filed electronically via Sircon at http://www.sircon.com/index.html. There is no banking fee to report credit.

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

These requirements apply to all education providers. Failure to comply will result in immediate termination of course approval.

17. 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.

18. 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. There is no banking fee to report credit.

19. Are there any restrictions on advertising courses?

A course cannot 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 Georgia 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.

20. How do I change Provider contact information?

The provider contact 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.

21. 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.

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

Yes. Appeals of course/instructor denials may be requested in writing via email to: ce_providers@pearson.com. Please include a copy of the denial letter and the Course/Instructor ID in your email.

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