Iowa Insurance Division

Continuing Education Provider-Related

FREQUENTLY ASKED QUESTIONS

Provider Approval

1. **How can I become a CE course provider in Iowa?**
   Go to **www.sircon.com** and click on the link for Education Providers, then fill out the online education provider agreement. Vertafore will email you the log-in information and then call you with the secure password for your account.

2. **How long does it take to become an approved CE provider or for a course to be approved?**
   You will receive notification by email from Pearson VUE within 15 days of the date of your submission. SBS will provide you with a PIN within days after receiving your provider approval to report CE credits.

3. **What are the responsibilities of an IA CE Provider?**
   Refer to Administrative Code 191–11.10 & 11.11 at **https://iid.iowa.gov/**.

4. **How long does a provider and/or course remain approved?**
   Providers and courses must be renewed two years from date of approval. Vertafore will notify you 60 days prior to your renewal date through your Sircon account. You will see an electronic notification "bell" on your Sircon for Providers dashboard when renewals are generated, reminding you to process your upcoming renewals. Renew your course and provider at **www.sircon.com**.

5. **What is the fee for becoming an approved Provider as well as the renewal fee?**
   The provider approval fee is $80. The renewal fee is $55. **Do not send payment to Pearson VUE.** An invoice will come direct from Vertafore. **There are no refunds or credit given.**

6. **What is the fee for course approval?**
   The course approval fee is $55. Course Approval using the NAIC form is $40. Submit course applications online at **http://www.sircon.com**. **Do not send payment to Pearson VUE.** An invoice will come directly from Vertafore. **There is no refunds or credit given.**

7. **What is the fee for course renewal?**
   The renewal fee is $40. Renew your course at **http://www.sircon.com.** An invoice will come directly from Vertafore. If there is no significant change to the course content (20%) renew course online at **http://www.sircon.com.**

   If there is a change in course content do not renew the course and submit the course as new online at **http://www.sircon.com.** **No refunds or credit given.**

8. **How early must I submit the course application?**
   Providers should submit their course application at least 30 days prior to the date of the course at **www.sircon.com**.

9. **Is there an Iowa-specific Certificate of Course Completion?**
   Yes. The Iowa Certificate of Completion can be found on the Pearson VUE website at **https://www.pearsonvue.com/content/dam/VUE/vue/en/documents/publications/121605.pdf**. You must distribute the Certificate of Completion to the licensee within 20 days of course completion.

   Providers must use their SBS Provider ID on the certificate of course completion. Do not use the Sircon Provider ID.

10. **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 producer cannot complete with a digital signature, the producer can sign with a real signature.

11. **How do I report the credits once the course is completed?**
    You will post your credits on the SBS website by the 10th day of the month following the month in which the course is completed. **https://www.statebasedsystems.com/solar/index.html**.

    There is a fee of $1.50 per credit per agent. You should contact SBS at 816-783-8990 or **SBSHelp@naic.org** if you have any questions about reporting the class roster.

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12. Is Iowa a participant in the NAIC CE Reciprocity (CER) process?

Yes. You may use the NAIC CER form found at **https://content.naic.org/cmte_d_pltf_cer.htm** and include it with the home state approval letter and a timed outline.

13. 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.

14. Are Course Offerings Required?

Yes, you are required to enter course offering information at **www.sircon.com** within 20 days of the course being held. If an approved course is cancelled the provider must update the offering on the Sircon website.

15. How do I submit a required Course Offering that is not open to the public?

Enter "NOT OPEN TO THE PUBLIC" in the address field and enter all 9s in the zip code and the phone number field.

16. Do I need to maintain an attendance record for each course?

Yes, a CE Provider shall obtain and maintain an attendance record for each course for at least four years from the end of the year in which the course is offered.

17. Is there Instructor approval/review in Iowa?

There is no Instructor approval/review for Iowa; however, providers are required to list the name(s) of the instructor(s) with their course documents when submitting a course on Sircon.

18. Is there a Pearson VUE toll-free number that providers can use to address concerns and resolve issues?

Providers should call: 877-538-3420 or email at **ce_providers@pearson.com**.

NOTE: This is for CE Providers only, no test reservations or candidate issues are to be directed to this number.

19. Is there a Vertafore toll free number that providers can use to address concerns and resolve issues with the sircon website?

Providers should call: 877-876-4430 or email **pLmsupport@vertafore.com** for Sircon technical assistance.

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