Pearson VUE

Tennessee Department of Insurance Continuing Education

FREQUENTLY ASKED QUESTIONS

1. What is the process for becoming an approved continuing education provider in Tennessee?

Submit your continuing education **provider application**, along with the resume for each instructor and a copy of the certificate of course completion, to **www.statebasedsystems.com**. Select Tennessee from the dropdown at Select your jurisdiction. Select Signup for SBS for Organizations. The Provider fee is $500 you will pay this fee at the time you submit your provider application with a credit card. Colleges and Universities are exempt from this fee. You will receive a decision within 5 days of your request.

Pearson VUE will provide you with a PIN in your provider approval letter to access the SBS website.

2. How long does a Continuing Education Provider remain approved?

Providers expire December 31 of each year. You will receive a provider renewal reminder by email in November of each year for the fee of $250 payable ONLY at **www.statebasedsystems.com** with a credit card. Colleges and Universities are exempt from this fee.

3. What are the main responsibilities of an approved Continuing Education Provider?

Providers are responsible for obtaining course approval, submitting provider renewal, notifying Pearson VUE of any change in address or contact info, offering courses, issuing certificates of completion, keeping attendance records for 4 years, and transmitting accurate complete course data in the required electronic format to SBS (State Based Systems). CE Requirements can be found at **www.tn.gov/commerce/insurance**.

4. Is there a fee for Continuing Education course review?

No, there is no fee for course approval.

5. Where do I submit my Continuing Education course application?

Submit your course application at **www.statebasedsystems.com** there is no fee for course review.

6. How long does it take to get a Continuing Education course reviewed?

A decision on approval or denial of a continuing education course application will be issued by email no later than thirty (30) days following the receipt of the completed application and all other required information.

7. How early must I submit the Continuing Education course application to State Based Systems?

Providers should submit their continuing education course application at least 30 days prior to the date of the continuing education course.

8. Is course offering notification required?

No, course offering notification is not required.

9. Is there Continuing Education instructor review in Tennessee?

No. Your only requirement is to submit a resume/bio with your course application therefore you will not receive a continuing education instructor approval letter for an instructor resume/bio you have submitted. Additional continuing education instructors can be submitted at **www.statebasedsystems.com**.

10. How long does a Continuing Education course remain approved?

Tennessee continuing education courses do not have an expiration date. As long as your provider is active your courses are active as well.

When you have a course that is no longer being offered, inactivate the course at **www.statebasedsystems.com**.

11. Is Tennessee 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.

12. 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.

13. Does Tennessee allow OnDemand courses?

No, Tennessee does not allow OnDemand courses.

14. Is a proctor required for self-study courses?

No, Tennessee does not require a proctor for self-study courses.

15. Do I need to maintain an attendance record for each Continuing Education 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.

16. **Do I have to report Continuing Education credits within a certain time?**

    You are required to submit your CE class rosters electronically within 30 days of course completion at **www.statebasedsystems.com**.

17. **Where do Providers report CE credits?**

    Report your credits at **https://www.statebasedsystems.com/solar/index.html**. You will receive a PIN number from Pearson VUE with your Provider Approval.

18. **Is there a charge to report Continuing Education credits?**

    Yes, there is a charge of $1.00 per credit hour. This fee will be payable via credit card at the time you post the credits. The fee will cover the cost of a printable report to confirm credits you have posted.

19. **Is there contact information for State Based Systems to address concerns and resolve issues on the SBS website?**

    SBS can be reached at 816-783-8990 or sbshelp@naic.org.

20. **Is there contact information for Pearson VUE to address concerns and resolve issues with Continuing Education course review?**

    Providers can email Pearson VUE at **ce_providers@pearson.com** or call 877-258-9219.

21. **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.