

COLLECTOR COURSE INFORMATION



**DESIGNATION PROGRAM
COURSE DESCRIPTIONS
COURSE ENROLLMENT FORM
FEE TRANSMITTAL FORM
APPLICATION FOR DESIGNATION**



DESIGNATION PROGRAM INFORMATION

CERTIFICATION COURSES

Classroom based courses are conducted Monday 8:30 a.m. through Friday morning. In 2011 these courses will be scheduled at the Capital Circle Office Complex in Tallahassee and other government facilities in Florida. Course participants are tested. Grades of 70% or higher are passing, participants with scores of less than 70% will be allowed an opportunity to retest. Web-based courses are completed by the individual at his or her own pace. The participant must receive a score of 70% or higher on the course assessment(s) to earn credit for these courses.

Currently available online courses include Bankruptcy (PTA-002), Basic Application and Certification of Tax Deeds (PTA-001) and Effective Decision Making (PTA-003). Individuals are able to apply this course work, as well as, approved coursework from external agencies toward a designation in specialized content areas.

The current curriculum is being adapted to adjust to the current times. Additional online coursework is being developed. Information will be distributed to all tax collector offices as it becomes available.

DESIGNATION APPLICATION

To qualify for the Certified Florida Collector or Certified Florida Collector Assistant Designations all applicants must successfully complete 120 hours of approved coursework. Additionally, the applicant must have been employed, full-time, by a Florida Tax Collector or the Department of Revenue for at least two years, no other experience is considered equivalent. Applicants must complete the form DR-410 attach the \$25.00 processing fee and the course completion certificates. Applications are reviewed quarterly by the Certified Florida Collector Admissions Committee. Applicants are notified in a timely manner of the Committee decision and will receive a Designation Certificate, Lapel Pin and Membership Card.

Upon receiving the Certified Florida Collector or Certified Florida Collector Assistant Designation the designee holder assumes certain responsibilities. Only Certified Florida Collectors must annually complete twenty-four hours of continuing education.



Additionally, the Certified Florida Collectors and the Certified Florida Collector Assistants must submit \$5.00 annually to the Department of Revenue, Property Tax Oversight Program Training Team for membership dues. Notice of the request for dues payment is sent annually to each tax collector office and must be paid by April 1 of each year or the designation is lost.

DESIGNATION USE

The designations, Certified Florida Collector and Certified Florida Collector Assistant are contingent upon employment with a Florida tax collector office or the Florida Department of Revenue.

In the event that the designee holder leaves the employment of the office for any reason, the individual shall refrain from using or displaying the designation(s) CFC or CFCA. The employing entity shall promptly notify the Florida Department of Revenue of these changes.

REPLACEMENT PINS & CERTIFICATES

Replacement course and designation certificates may be obtained for a fee of \$15.00. Written requests should be submitted to the address below. Please include the following information in your request: full name, office, course name (when applicable), and course date (when applicable). Replacement designation pins may be obtained for a fee of \$15.28. Written requests should be submitted to the address below.

CORRESPONDENCE ADDRESS

Property Tax Oversight Program
ATTN: Training Team
Post Office Box 3294
Tallahassee, Florida 32315-3294

APPROVED DHSMV COURSEWORK

The Certified Florida Collector Admissions & Certifications Committee previously approved DHSMV courses towards the CFC- CFCA Course Curriculum. Since that time the course names/curriculum have changed. The newer course curriculum is listed below with the former course information indicated in parentheses. Please note that the course TCC 501, Duties & Responsibilities of Florida Tax Collectors, **is required** in order to apply for the Certified Florida Collector or Certified Florida Collector Assistant designations.

DRIVER LICENSE –Three courses. All are 32 hours in length. (Was the 4 to 11 day training)

DRIVER LICENSE ISSUANCE: Limited Services

DRIVER LICENSE ISSUANCE: Phase I

- Can add Fraudulent Document Recognition – 8 hours

DRIVER LICENSE ISSUANCE: Phase II

- Can add Driving Test – 8 hours

TITLE POLICY AND PROCEDURE – This topic is still designed as three programs however; each now has a curriculum title and the “course” is built to suit the needs of the particular tax collector office. (Was 3 levels – 2 days and 15 credit hours per level.)

ORIGINAL TITLE CLASSES

TL-01 Signature Requirements and Identity Affidavits

TL-02 Power of Attorney

TL-03 Certified or Plain Copies of Supporting Documents

TL-04 Corrections to Title Certificates

TL-06 Mandatory Use Designation and Brands

TL-07 Alternate Proof of Ownership/Court Orders

TL-08 Sales and Use Tax

TL-09 Odometer Disclosure and Declaration

TL-10 Original Certificate of Title

TL-17 Court Order for Dissolution of Marriage

TL- 44 Off Highway Vehicles

TL-45 Replacement of Vehicle Identification Number

VSTL-09 Homemade Vessels

TL-24 Administrative Stops

TL-32 Notice of Lien and Subsequent liens

TL-33 Lien Satisfactions and Alternate Methods

DUPLICATE, TRANSFER, LOST-IN-TRANSIT/DUPPLICATES/WITH TRANSFER

TL-05 Duplicates and Lost -in-Transits

TL-11 Duplicate with transfer of Certificate of Title

TL-12 Duplicate and Lost -in -Transit with Transfer

TL-49 Vehicles Reported as Stolen/Stolen Titles

DECEASED/TRUST TITLE CLASSES

TL-18 Registered Owners or Lienholder who are Deceased

TL-21 Trust Agreement

TL-20 Transfer of Title involving Guardianship

VEHICLE DOCUMENT EXAMINER CERTIFICATION – Offered upon request. 15 hours.



TAX COLLECTOR COURSE LIST

TCC 501 - Duties & Responsibilities of a Tax Collector in Florida

This course teaches the primary responsibilities of the tax collector as a constitutional officer. It covers responsibilities for sound financial management and reviews the primary duties relating to each state agency for which the tax collector serves as an agent. It introduces basic property tax concepts, occupational licenses and tourist development taxes, and the process for producing the tax bill. There is also an overview of the ethics and public relations laws in Florida and how they relate to the tax collector's office.

Course capacity: 125

Early Registration Fee: \$600

Registration Fee: \$650

TCC 502A - Management

This course is targeted for a Florida Tax Collector's Office staff. Participants will be provided an introduction to the principles of effective leadership and quality management techniques. Upon completion of this course, students will be able to: describe appropriate techniques used to guide effective teams; apply skills for listening and constructive feedback; describe good customer service; identify and diffuse potentially adverse situations; identify methods and appropriate tools for solving problems on the job; and learn to work more effectively with taxpayers and co workers. **Course Capacity: 125**

Early Registration Fee: \$600

Registration Fee: \$650

TCC 502 B – Strategic Management

This course is designed to improve supervisory and analytical skills of senior-level managers and employees of county tax collector offices. It reviews planning and budgeting processes, performance measurement, leadership and leadership challenges, and focuses on lessons learned from leadership studies of effective workplace leaders. There is a review of how change management and innovative strategies affect practical workplace management. The participant is taught basic principles of problem-solving, coaching and mentoring employees, giving performance appraisals, and organization of teams to promote improvement and cross-training. There is a focus on a variety of continuous improvement methodology and an overview of basic data collection and presentation formats. The course instruction style is geared for adult learners and uses interactive small group problem solving and applied office applications. Examples are frequently taken from tax collectors' offices, allowing managers to develop specific applications to take back to use in their offices, when possible. **Course Capacity: 125**

Early Registration Fee: \$600

Registration Fee: \$650



TCC 504 - The Collection of Licenses, Taxes and Fees

This course teaches the primary responsibilities of the tax collector as an agent for the Florida Department of Highway Safety and Motor Vehicles and the Florida Department of Revenue. The course includes an introduction to the Department of Highway Safety & Motor Vehicles' (DHSMV) Division of Motor Vehicles and an overview of Driver License Services. There are reviews of each process within the DMV, including titling and registration of motor vehicles and vessels, titles and liens, revenue reporting, and reviews of field operations and motor carrier services. Information on the recognition of fraudulent documents, dealing effectively with the public, and mobile home enforcement is included as well as overviews of odometer fraud, the Real ID Act, the Drivers License Protection Act, office safety awareness, facial features, and local option taxes. **Course Capacity: 125**

Early Registration Fee: \$600

Registration Fee: \$650

Continuing Education Workshop

Workshops are designed to assist county tax collectors and staff to perform duties on the local county level more effectively. Topics are determined by feedback and requests received at previous workshops and the annual needs survey, they are announced sixty days prior to course start. The workshop will be three days in length and will provide twenty-four hours to meet the annual requirement. **Course Capacity: 125**

Early Registration Fee: \$400

Registration Fee: \$450



WEB-BASED COURSES (CONTACT PROPERTY TAX OVERSIGHT TRAINING TEAM FOR REGISTRATION FEE INFORMATION)

PTA-001 Tax Certificates & Tax Deeds

The PTA-001 course provides knowledge and skills necessary for processing Tax Certificates and Tax Deeds.

The focus of this specialization course is an accurate and consistent adherence to Florida Tax Law in processing tax certificates and tax deeds. Learners will be better equipped to correctly cite and adhere to statutes and rules by taking this course. This course articulates the relationship of each step in the Tax Lien Process and identifies specific and relevant statutes and rules by using plain language. Learning goals include matching specific Florida Statutes and Administrative Code to relevant steps in the tax lien process. The course provides learners with reminders of some of the most frequent errors made by tax collectors so they are better able to assist the public through the entire tax lien process.

PTA-002 Bankruptcy

This course is designed to teach participants the basics of the Bankruptcy Code, as well as how to deal with cases involving taxpayers that have filed for bankruptcy. During the course participants will acquire the necessary skills, knowledge, and abilities to follow proper procedures when they receive notice that a taxpayer has filed for bankruptcy. After the course, participants will have a fairly good knowledge of current bankruptcy laws and bankruptcy procedures. The course is divided into eight units. Each unit has one or more practice items, in the form of quizzes or application assignments. The course is self-paced, self-instructional and should take between eight to fifteen hours to complete. In order to successfully complete the course, participants must pass the on-line final exam.

PTA-003 Effective Decision Making

This course is designed to teach participants the basics of effective decision making. During the course participants will acquire the necessary skills, knowledge, and abilities to make sound decisions by utilizing various decision making models and processes. Each course section has one or more practice items, in the form of quizzes. The course is self-paced, self-instructional and should take no more than fifteen hours to complete. In order to successfully complete the course, participants must pass the on-line final exam.



TCC 503 - The Collection & Distribution of Property Taxes & Special Assessments in Florida

The purpose of this course is education about the responsibilities of the Tax Collector's office relating to the collection and distribution of property taxes and non-ad valorem assessments in accordance with Florida Statutes and the rules and regulations of the Florida Department of Revenue. This course features instruction in the collection of current property taxes, refunds of ad valorem taxes, delinquent real property taxes and the issuance of tax certificates, online tax certificate sales, tangible personal property taxes, assessments, and the basics of bankruptcy as it relates to the Tax Collector's office. Truth in Millage (TRIM), the composition and function of Value Adjustment Boards (VAB), and reporting the collection and distribution of public revenue are also covered.

Tax Collector Course Enrollment Form

TCC 501 TCC 502 TCC 503 TCC 504
 CEW FIN MGT PTO-001B PTO-002
 PTO-003

Name:	E-mail:
Title:	Office:
Emergency Contact:	Emergency Contact Phone Number: (Day) (Night)
Supervisor Name:	Supervisor Email:
Course Number:	Course Date:

TCC 501 TCC 502 TCC 503 TCC 504
 CEW FIN MGT PTO-001B PTO-002
 PTO-003

Name:	E-mail:
Title:	Office:
Emergency Contact:	Emergency Contact Phone Number: (Day) (Night)
Supervisor Name:	Supervisor Email:
Course Number:	Course Date:

TCC 501 TCC 502 TCC 503 TCC 504
 CEW FIN MGT PTO-001B PTO-002
 PTO-003

Name:	E-mail:
Title:	Office:
Emergency Contact:	Emergency Contact Phone Number: (Day) (Night)
Supervisor Name:	Supervisor Email:
Course Number:	Course Date:

Please return this form w/a fee transmittal form. Make check payable to: Florida Department of Revenue
 Mail payment to: PTO Attn: Training Team/Post Office Box 3294/Tallahassee, Florida 32315-3294

Training Team Fee Transmittal Form

Please make check(s) payable to:
Mail to:

The Florida Department of Revenue
Property Tax Oversight
Attn: Training Team
Post Office Box 3294
Tallahassee, Florida 32315-3294

Submitted by: _____ (Office/Jurisdiction)

- Property Appraiser
- Tax Collector
- Property Tax/Department of Revenue

Please fill in the dollar amount for each category on the space provided below.
Remittance for:

Tuition	\$ _____	Continuing Education Workshop	\$ _____
Books/Materials	\$ _____	Proctor Fee	\$ _____
Dues	\$ _____	Duplicate Certificate	\$ _____
Application Fee	\$ _____	Other	\$ _____

Do not write in this space.
For validation purposes only.

Please list individual names (typed) and the purpose of the fee(s) in the space provided.

<i>Name</i>	<i>Purpose</i>
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

This form must accompany all remittance submitted for designation purposes.



Application for Certified Florida Collector or Certified Florida Collector Assistant

Property Tax Oversight Program Florida Department of Revenue

Applications must have the signature of the Program Director,
Tax Collector (or designee) below.

James McAdams
Chairman
Admissions Committee

Property Tax Oversight
Training Section
Post Office Box 3294
Tallahassee FL 32315-3294

Signature

Title

\$25 fee must be enclosed for application to be processed
(Make checks payable to Florida Department of Revenue)

PRINT YOUR FULL NAME AS YOU WOULD LIKE IT TO APPEAR ON THE CERTIFICATE

Name _____
(Last) (First) (Middle)

E-mail Address _____

Business Phone Number _____

Employed By _____

Job Title _____

Name of High School _____ Graduated? Yes No

Name of College _____ Graduated? Yes No

Professional Organizations (in the collection field) _____

List below all tax collection courses and **enclose a copy of the certificate of completion** _____

Professional Designations _____

Please list below your experience with The Florida Department of Revenue and/or Florida County Tax Collector Office

Name of Employer _____

Your Title _____ From _____ To _____

Name of Employer _____

Your Title _____ From _____ To _____

I hereby certify the statements and documents contained herein are correct, and if qualified for the Certified Florida Collector/ Certified Florida Collector Assistant designation. I agree to subscribe to, and practice, the Certified Florida Collector/Certified Florida Collector Assistant code of ethics. I understand that the professional designation for which this application is made may not be used upon leaving employment with a Florida county property appraiser's office, tax collector's office, or the Florida Department of Revenue.

Signed: _____ Date: _____