



Property Tax Oversight Program Certification and Training Online Course Catalog

The Department of Revenue's Property Tax Oversight program is pleased to announce the availability of online courses. A list of all available courses is below. For a description of each course, see the accompanying pages of this catalog.

TCC 503 Collection and Distribution of Property Taxes and Special Assessments

- ⇒ TCC 503.01 Collection of Current Ad Valorem Taxes
- ⇒ TCC 503.02 Collection and Enforcement of Tangible Personal Property
- ⇒ TCC 503.03 Collection of Non-Ad Valorem Assessments
- ⇒ TCC 503.04 Collection of Delinquent Property Taxes and Tax Certificates
- ⇒ TCC 503.05 Refund of Ad Valorem Taxes
- ⇒ TCC 503.06 Annual Tax Rolls
- ⇒ TCC 503.07 Tax Deeds
- ⇒ TCC 503.08 Basic Mapping
- ⇒ TCC 503.09 Distribution of Taxes

TCC 001 Bankruptcy

TCC 002 Effective Decision Making

TCC 003 Customer Service

Registration Fees:

**\$2 per credit
hour**

Click [here](#) to
access online
courses.

Click [here](#) to
register and pay
online.

To register and pay
by mail, complete
the [registration
form](#) and mail to

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

Course Descriptions

◆ **TCC 503 Collection and Distribution of Property Taxes and Special Assessments (30 credit hours)**

This course educates participants about the tax collector's responsibilities related to collecting and distributing property taxes and non-ad valorem assessments under Florida Statutes and the rules and regulations of the Florida Department of Revenue. The course is self-paced and self-instructional. To successfully complete the course, participants must pass the online final exam.

- ◇ **TCC 503.01 Collection of Current Ad Valorem Taxes (4 credit hours)**
Introduces procedures involved and important dates associated with collection of current ad valorem property taxes
- ◇ **TCC 503.02 Collection and Enforcement of Tangible Personal Property (4 credit hours)**
Introduces methods of monitoring TPP and procedures for handling delinquent TPP taxes
- ◇ **TCC 503.03 Collection of Non-Ad Valorem Assessments (4 credit hours)**
Explores differences between ad valorem property taxes and non-ad valorem assessments
- ◇ **TCC 503.04 Collection of Delinquent Property Taxes and Tax Certificates (4 credit hours)**
Analyzes procedures involved when property taxes become delinquent
- ◇ **TCC 503.05 Refund of Ad Valorem Taxes (4 credit hours)**
Introduces the refund process and the tax collector's role in the process
- ◇ **TCC 503.06 Annual Tax Rolls (4 credit hours)**
Provides information on the annual tax roll process and explores the tax collector's role in the process
- ◇ **TCC 503.07 Tax Deeds (2 credit hours)**
Explores the steps involved in the tax deed application process and the tax deed sale
- ◇ **TCC 503.08 Basic Mapping (2 credit hours)**
Explains the terminology used in real property descriptions and provides a brief understanding of how to read property descriptions
- ◇ **TCC 503.09 Distribution of Taxes (2 credit hours)**
Examines how property taxes are collected and distributed in Florida

Course Descriptions

- ◆ **TCC 001 Bankruptcy (15 credit hours)**

This course teaches participants the basics of bankruptcy code and how to handle cases involving taxpayers who have filed for bankruptcy. To receive credit, participants must pass the final exam.

- ◆ **TCC 002 Effective Decision Making (10 credit hours)**

This course teaches participants the basics of effective decision making. Participants will acquire the necessary skills, knowledge, and abilities to implement various decision making models and processes to reach sound conclusions. To receive credit, participants must pass the final exam.

- ◆ **TCC 003 Customer Service (5 credit hours)**

This course explores the basics of providing excellent customer service in the workplace. Topics include dealing with difficult customers, phone etiquette and techniques, and how to measure your customers' satisfaction. To receive credit, participants must pass the final exam.