



Property Tax Oversight Program Certification & Training Online Course Catalog

Registration Fees

\$2 per credit
hour

Tax Oversight Program Certification & Training Team is pleased to announce the availability of our 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 & Enforcement of Tangible Personal Property
- ⇒ TCC 503.03 Collection of Non-Ad Valorem Assessments
- ⇒ TCC 503.04 Collection of Delinquent 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 Training

To register
and pay
online click
[here](#)

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

Access online courses at
<http://dor.myflorida.com/dor/property/training/>

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 & 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 & non-ad valorem assessments.
- ◇ **TCC 503.04 Collection of Delinquent Property Taxes & 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 is designed to teach 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 is designed to teach 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.



COURSE ENROLLMENT FORM

Property Tax Oversight (PTO) Certification and Training

Payment Options:

- 1) Register and pay online at the following site: <https://taxapps.floridarevenue.com/PtoRegPublic/>
or
- 2) Complete the fields below. Follow the payment and mailing instructions at the bottom of the form.

Please complete an enrollment form for each participant. The participant will receive a course confirmation email from the address of LMS Administrator when PTO has processed the registration. Send questions to PTOtraining@floridarevenue.com.

Name	Email address
Job title	Office
Emergency contact name	Emergency contact phone number (include area code) () - -
Supervisor's name	Supervisor's email address

PROPERTY APPRAISER							
Course Code	Course Date	Course Code	Course Date	Course Code	Course Date	Course Code	Course Date
<input type="checkbox"/> IAAO 101	_____	<input type="checkbox"/> IAAO 312	_____	<input type="checkbox"/> IAAO 500	_____	<input type="checkbox"/> CEW	_____
<input type="checkbox"/> IAAO 102	_____	<input type="checkbox"/> IAAO 331	_____	<input type="checkbox"/> IAAO 600	_____	<input type="checkbox"/> Ethics Workshop	_____
<input type="checkbox"/> IAAO 112	_____	<input type="checkbox"/> IAAO 332	_____	<input type="checkbox"/> IAAO 601	_____	<input type="checkbox"/> Specialty Workshop	_____
<input type="checkbox"/> IAAO 201	_____	<input type="checkbox"/> IAAO 333	_____	<input type="checkbox"/> IAAO Forum	_____	<input type="checkbox"/> Web Conference	_____
<input type="checkbox"/> IAAO 300	_____	<input type="checkbox"/> IAAO 400	_____	<input type="checkbox"/> IAAO Workshop	_____	<input type="checkbox"/> Other _____	_____
<input type="checkbox"/> IAAO 311	_____	<input type="checkbox"/> IAAO 402	_____				
Select IAAO textbook(s): <input type="checkbox"/> Assessment Administration <input type="checkbox"/> Fundamentals of Tax Policy <input type="checkbox"/> Property Assessment Valuation <input type="checkbox"/> Fundamentals of Mass Appraisal <input type="checkbox"/> Mass Appraisal of Real Property							

TAX COLLECTOR – CLASSROOM COURSES							
Course Code	Course Date	Course Code	Course Date	Course Code	Course Date	Course Code	Course Date
<input type="checkbox"/> TCC 501	_____	<input type="checkbox"/> TCC 504	_____	<input type="checkbox"/> Ethics Workshop	_____	<input type="checkbox"/> Other _____	_____
<input type="checkbox"/> TCC 502	_____	<input type="checkbox"/> CEW	_____	<input type="checkbox"/> Specialty Workshop	_____		

TAX COLLECTOR – ONLINE COURSES				
Course Code	Course Code	Course Code	Course Code	Course Code
<input type="checkbox"/> TCC 001	<input type="checkbox"/> TCC 503 (entire course)	<input type="checkbox"/> TCC 503.03	<input type="checkbox"/> TCC 503.06	<input type="checkbox"/> TCC 503.09
<input type="checkbox"/> TCC 002	<input type="checkbox"/> TCC 503.01	<input type="checkbox"/> TCC 503.04	<input type="checkbox"/> TCC 503.07	<input type="checkbox"/> Web Conference
<input type="checkbox"/> TCC 003	<input type="checkbox"/> TCC 503.02	<input type="checkbox"/> TCC 503.05	<input type="checkbox"/> TCC 503.08	<input type="checkbox"/> Other _____
Registrant(s) will receive instructions via email for accessing the online materials.				

CADASTRAL MAPPER			
Course Code	Course Date	Course Code	Course Date
<input type="checkbox"/> FACM 01	_____	<input type="checkbox"/> Specialty Workshop	_____
<input type="checkbox"/> FACM 02	_____	<input type="checkbox"/> Web Conference	_____
<input type="checkbox"/> FACM 03	_____	<input type="checkbox"/> Other _____	_____
<input type="checkbox"/> FACM 04	_____		

TRUTH IN MILLAGE (TRIM)	
Course Code	Course Date
<input type="checkbox"/> TRIM Workshop	_____
<input type="checkbox"/> Other _____	_____

Make checks payable to **Florida Department of Revenue.**

Mail individual forms and payment to:

Certification & Training
 Property Tax Oversight Program
 Florida Department of Revenue
 PO Box 3294
 Tallahassee, FL 32315-3294