



Property Tax Oversight (PTO) Program Online Course Catalog

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.

Course Descriptions

TCC 003 – Customer Service Training (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.

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. To successfully complete the course, participants must pass the online final exam.



Course Information

Course registration



Click [here](#) to register.

Registrants receive a notification email from Gauge/TestCOM Administrator (message@testcentral.com) within one business day. This email contains instructions for creating or accessing your Gauge account, completing prerequisites (if applicable), and beginning the course.

Course completion deadline

Registrants have 30 days from the program start date to complete the course and exam. Registrants may complete courses at any time during these 30 days.

Course Information

Course Exam

- Registrants must schedule their exam appointment with ProctorU.
- Students take exams through their Gauge account.
- A ProctorU proctor monitors the exam session.
- Gauge sends exam results from results@testcentral.com within three business days of exam completion.

Exam Retakes

- The exam retake fee is \$25.
- Payment is made through the [Property Tax Oversight Online Registration site](#).
- Once the pending reservation email is received, the registrant may schedule the exam appointment with ProctorU through their Gauge account.

Course Questions



Contact PTOTraining@floridarevenue.com

