



# Florida Department of Revenue – Property Tax Oversight Tax Collector Course September 17-20, 2024

The Florida Department of Revenue is excited to offer the following course live on-line via Zoom, September 17-20, 2024.

This communication covers the following topics:

- [Course Registration](#)
- [Course Location and Schedule](#)
- [Course Materials](#)
- [Technology Requirements](#)
- [Course Exam](#)
- [Exam Result Reporting and Privacy](#)
- [Department of Revenue Attendance Policy](#)
- [Course Cancellation Policy](#)
- [Cancellation Procedure](#)

Please be sure to read the notice in its entirety to ensure a full understanding of the course experience and student expectations.

Course Date	Description	Instructors	Cost, Registration Information and Deadline (Courses may fill before the deadline - register early.)
September 17-20, 2024	<p><b>TCC 502, Leadership and Management Skills in a Florida Tax Collector’s Office</b></p> <p>This course is for Florida tax collector’s office staff. Participants receive an introduction to the principles of effective leadership and quality management techniques. All participants must complete the FREE <a href="#">DISC profile</a>, download a copy of the results and bring the results to the course. Course capacity is 100 students.</p>	Various	<p>\$244 Registration Fee</p> <p>Click <a href="#">here</a> to register now. Registration closes August 27, 2024. Courses may fill before this date.</p>

### Course Registration

Registrations are accepted on a first-come, first-served basis, with payment required at registration. Registrants submit payment for the course via the [online registration site](#). Courses may reach capacity prior to the registration deadline, so **early registration is recommended**. Once registered, the student will receive a confirmation email from PTOTraining@floridarevenue.com.

### Course Location and Schedule

This course is conducted online via Zoom. The course begins at 8:30 a.m. ET on Tuesday, September 17, 2024, and ends Friday, September 20, 2024. The course concludes each day by 5:00 p.m. ET except the final day of the course which concludes by 12:30 p.m. ET. Registrants take the exam via virtual proctor during the exam window.

### Course Materials

The student reference manuals are mailed to registrants the week prior to the course. Scratch paper and pencils are also recommended.

### Technology Requirements

A computer equipped with a web camera and microphone is **required** to take the course and exam. Attending as a group in one room with a camera and microphone for the group is allowed for the course, but not the exam. Students must test online individually, in a private space, with the required web camera and microphone.

## Course Exam

The week prior to the course, registrants will receive an email from [PTOTraining@floridarevenue.com](mailto:PTOTraining@floridarevenue.com) that contains information about making an exam reservation and the requirements of the virtual proctoring process. The exam window opens at 1:00 p.m. ET on Friday, September 20, 2024, and closes at 11:59 p.m. ET on Wednesday, September 25, 2024. The course exam must be taken during this window.

Students should meet with their manager prior to the exam window to discuss a date and time to take the exam and identify a suitable location (private room with a computer and webcam) to take the exam. Additional instructions about the exam process are provided to each student. Reading and following all directions correctly is highly recommended. Review the [ProctorU - Before the Exam](#) and [ProctorU - Exam Day](#) videos, which further explain the exam process.

## Exam Result Reporting and Privacy

The Florida Department of Revenue (Department) recognizes the importance of protecting your privacy. By registering for a Department-sponsored course, you consent to the collection, use, and disclosure of your exam results for the purpose of administering the certification program. The Department does not report pass/fail status.

## Department of Revenue Attendance Policy

To receive credit for the education requirements, registrants must be present in the classroom during all instructional hours and pass the required examination. Attendance in an online course qualifies as presence in the classroom (Rule 12D-19.003(6), Florida Administrative Code (F.A.C.)).

## Course Cancellation Policy

When the number of registrants enrolled in a Department-sponsored course is insufficient to adequately cover the costs of course administration or the Department cannot secure an instructor, the course will be canceled. The Department will notify registrants affected by a course cancellation by email at least 10 business days before the scheduled course start date. Affected registrants may apply for a refund or opt to transfer course registration to another course in that program (Rule 12D-19.005(5), F.A.C.). To transfer your registration, email the Department at [PTOTraining@floridarevenue.com](mailto:PTOTraining@floridarevenue.com). The Department is not liable for charges or fees the registrant incurs because of course cancellations.

## Cancellation Procedure

To cancel a course registration and request a refund, complete and submit a *State of Florida, Department of Financial Services, Application for Refund (Form DFS-AA-4)* to [PTOTraining@floridarevenue.com](mailto:PTOTraining@floridarevenue.com). The request must include a copy of the canceled check (front and back) or bank or credit card statement showing the charge for your online payment. Submit cancellations in writing to [PTOTraining@floridarevenue.com](mailto:PTOTraining@floridarevenue.com).