



TCC 502 – Leadership and Management Skills in a Florida Tax Collector’s Office

September 15-18, 2026

The Florida Department of Revenue (Department) is excited to offer the following course via Zoom.

ABOUT THE COURSE TCC 502

This course is for Florida tax collector’s office staff. Participants receive an introduction to the principles of effective leadership and quality management techniques. Course capacity is 100 students.

COURSE REGISTRATION

Registrations are accepted on a first-come, first-served basis, with payment required at registration. The registration fee is \$440. Registrants submit payment for the course via the online registration site. The course may reach capacity prior to the registration deadline of August 24, 2026, so **early registration is recommended**. Once registered, the student will receive a confirmation email from PTOTraining@floridarevenue.com.

Registrations submitted via mail must include a screenshot of the screen fields completed for each student on the online registration site, which serves as the registration form. **Registrations submitted via mail that are received after the August 24, 2026, deadline, or after the course reaches capacity, will not be accepted.** The Department recommends that registrants either register online or by mail with a tracking method to ensure delivery before the August 24, 2026, deadline. Contact PTOTraining@floridarevenue.com for the registration mailing address.

[Click here to register](#)

COURSE SCHEDULE AND ATTENDANCE

This course is conducted live via Zoom, 8:30 a.m. – 5:00 p.m. ET, Tuesday – Thursday and 8:30 – 12:30 p.m. ET, Friday. Registrants must be present in the classroom during all instructional hours and pass the required examination per Rule 12D-19.003(6), Florida Administrative Code.

TECHNOLOGY REQUIREMENTS

A computer with a working camera and microphone is required to take the course and exam. Attending the course as a group, with group members visible on one video stream, is allowed for the course but not for the exam. Students must take the exam online in a private space with a working web camera and microphone.

COURSE MATERIALS AND EXAM

Information about accessing course materials is emailed to registrants the week prior to the course. The course materials include information on the exam window, scheduling an exam reservation, and taking the exam. Exams must be taken during the exam window. Students should meet with their manager in advance to discuss exam requirements and identify a suitable location to take the exam.

CANCELLATIONS, REFUNDS, AND EXAM RESULTS

Visit the [Certification and Training webpage](#) for info on cancellations, refunds, and exam results.