

# Florida Professional Certification Program Guide

Property Tax Oversight Program  
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# Florida Professional Certification Program

## Overview

The Department of Revenue's Property Tax Oversight Program offers five professional certifications. These certifications are administered by the Department in furtherance of its responsibility to train and supervise officers and employees who are responsible for the assessment and valuation of property and the collection and administration of taxes. This booklet is a summary of rules that govern the Florida Professional certification program, see chapter 12-9, F.A.C., together with additional information on the certification program. See Form DR 410ACL, Approved Course List for current approved courses.

The five certifications are:

1. Certified Florida Collector (CFC)
2. Certified Florida Collector Assistant (CFCA)
3. Certified Florida Appraiser (CFA)
4. Certified Florida Evaluator (CFE)
5. Certified Cadastralist of Florida (CCF)

See Rules 12-9.001(2) and 12-9.002, F.A.C. The CFA certification is reserved solely for elected or appointed property appraisers. The CFC certification is reserved solely for elected or appointed tax collectors. The CFCA certification is available to employees of Florida county tax collectors and the Department of Revenue. The CFE and CCF certifications are available to employees of Florida county property appraisers and the Department of Revenue.

The Certified Florida Collector Assistant, Certified Florida Evaluator and Certified Cadastralist of Florida certifications are provided for employees of Florida county tax collectors, property appraisers, and the Department of Revenue. See Rule 12-9.002(1)(c) and (d), F.A.C.

## Definitions

The following definitions are set forth in Rule 12-9.001, F.A.C.:

**Official or Officials:** Individuals who are elected or appointed to the offices of county tax collector or county property appraiser in the State of Florida. See Rule 12-9.001(1), F.A.C.

**Applicant:** Individuals who apply for certification as a Certified Florida Appraiser, Certified Florida Evaluator, Certified Florida Collector, Certified Florida Collector Assistant, or Certified Cadastralist of Florida. See Rule 12-9.001(2), F.A.C.

**Department:** The Department of Revenue. See Rule 12-9.001(), F.A.C.

**Governmental Employment:** Employment with a Florida county property appraiser, Florida county tax collector, or the Florida Department of Revenue. See Rule 12-9.001(8), F.A.C.

**Professional Designee:** An elected or appointed official, an employee of such official or employee of the Department who has met the requirements for certification as set forth in chapter 12-9, F.A.C. See Rule 12-9.001(4), F.A.C.

**Calendar Year:** From January 1 to December 31. See Rule 12-9.001(6), F.A.C.

**Approved Course:** Any courses, seminars, or workshops approved by the Department for credit towards certification, recertification, or reinstatement. Courses listed on Form DR-410ACL or approved under the criteria and procedures described in Rule 12-9.0022 are approved courses. See Rule 12-9.001(7) F.A.C.

**Department Sponsored:** In reference to approved courses, those courses for which the Department sets the agenda, arranges presenters or space or collects tuition. See Rule 12-9.001(9), F.A.C.

## **Qualification Process**

See generally Rule 12-9.003, F.A.C.

To qualify for the certifications of Certified Florida Appraiser or Certified Florida Evaluator, an applicant must have:

- Two years of experience in a Florida property appraiser office, Florida tax collector office or with the Florida Department of Revenue; See Rule 12-9.003(1), F.A.C
- Complete a 30-hour course which includes instruction and examination on basic appraisal principles, types of value, and economic principles pertaining to the valuation of real property; See Rule 12-9.003(4)(a), F.A.C
- Complete a 30-hour course which includes instruction and examination that provides a working knowledge of procedures and methods regarding approaches to value and economic principles; See Rule 12-9.003(4)(b), F.A.C
- Complete a minimum of 60 hours of other approved courses which include instruction and examinations designed to impart expertise in the areas of professionally accepted appraisal practices, appropriate appraisal methodologies, tax administration and assessment in Florida; See Rules 12-9.003(4)(c) and 12-9.0022(1), F.A.C. and
- Submit the Department prescribed Form DR-410, Application for Florida Professional Certification and pay the \$25 application fee. See Rules 12-9.004 and 12-9.0055, F.A.C.

An applicant for the initial certification may challenge a course if the course provider allows, and receive credit for the course and course hours without taking the course provided that he or she makes a passing grade on the written examination as determined by the course provider. See Rule 12-9.003(6), F.A.C.

To qualify for the certifications of Certified Florida Collector or Florida Certified Collector Assistant, an applicant must have:

- Two years of experience in a Florida tax collector office, Florida property appraiser office or with the Florida Department of Revenue; See Rule 12-9.003(1), F.A.C

- Complete a 30-hour course which includes instruction and examinations on the duties and responsibilities of a Florida tax collector; See Rule 12-9.003(3)(a), F.A.C
- Complete a minimum of 90 hours of other approved courses which include instruction and examinations designed to impart expertise in the areas of tax administration, assessment, or collection in Florida; and See Rule 12-9.003(3)(b), F.A.C
- Submit the Department prescribed Form DR-410, Application for Florida Professional Certification and pay the \$25 application fee. See Rules 12-9.004 and 12-9.0055, F.A.C.

To qualify for the certification of Certified Cadastralist of Florida, an applicant must have:

- Two years of experience in a Florida property appraiser office, Florida tax collector office or the Florida Department of Revenue; See Rule 12-9.003(1), F.A.C
- Complete a 30-hour course which includes instruction and examination on mathematic principles for cadastral mappers; See Rule 12-9.003(5)(a), F.A.C
- Complete a 30-hour course which includes instruction and examination on the Public Land Survey System for Cadastral Mappers; See Rule 12-9.003(5)(b), F.A.C
- Complete a 30-hour course which includes instruction and examination on real property descriptions; See Rule 12-9.003(5)(c), F.A.C
- Complete a 30-hour course which includes instruction and examination on basic map compilation; See Rule 12-9.003(5)(d), F.A.C
- Complete a 30-hour elective course which includes instruction and examination on principles, techniques or applications of cadastral mapping; and See Rule 12-9.003(5)(e), F.A.C
- Submit the Department prescribed Form DR-410, Application for Florida Professional Certification and pay the \$25 application fee. See Rules 12-9.004 and 12-9.0055, F.A.C.

For a listing of approved courses, see Approved Courses below and the link provided.

## **Salary Adjustment Requirements**

To qualify for and receive the special qualification salary provided in Section 145.10 or 145.11, F.S., property appraisers and tax collectors must meet all statutory certification requirements within four years after taking office. See Rule 12-9.003(1), F.A.C.

A person who is a Certified Florida Evaluator or a Certified Florida Collector Assistant upon ~~before~~ being appointed or elected to office, will be recognized as a Certified Florida Appraiser or Certified Florida Collector upon taking office. Any outstanding unmet recertification or reinstatement requirements for the CFE or CFCA shall apply to such person. See Rule 12-9.003(1), F.A.C.

Any official whose certification expires shall be ineligible to receive the special qualifications salary and such ineligibility shall continue until the official's certification is reinstated. See Rule 12-9.007(4), F.A.C.

Individuals are eligible for certification the first day of the month following the date they meet the final educational or other requirements for certification. To prorate the special qualification salary for property appraisers and tax collectors, the certification date begins the first day of the month following the date the official meets the last educational or other requirement for certification. See Rule 12-9.006(2), F.A.C.

## **Application Process and Fee**

Once the criteria for certification have been met, the individual should apply to the Department using form DR-410, Application for Florida Professional Certification (incorporated by reference in Rule 12D-16.002, F.A.C.). Along with the application, the applicant must include originals or copies of certificates or other documents, course transcripts and current related professional licenses showing satisfactory completion of the required courses and a check for \$25 payable to the Florida Department of Revenue for the application fee. See Rule 12-9.004(1)(a), (b) and (c), and 12-9.0055, F.A.C. Form DR-410 is available on the Department's website at <http://floridarevenue.com/property/Pages/Forms.aspx>.

All fees shall be submitted to the Department either online or by mail. Online payment may be made through the Online Registration and Payment Portal, found at <https://taxapps.floridarevenue.com/ptoregpublic/>. Mailed payments should include a check made payable to the Florida Department of Revenue, and may be sent to the following address:

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

See Rule 12-9.0055(3), F.A.C.

## **Review Process**

Upon receipt of all required documentation, the Department will review the application for accuracy, completeness, and compliance with applicable rules. Once the Department can confirm satisfactory completion of all requirements, it will send certification materials consisting of a certificate, lapel pin, and membership card to approved applicants. See Rule 12-9.006(3), F.A.C.

## **Duration and Renewal of Certification; Continuing Education Requirements; Recertification**

Certification continues for the duration of the professional designee's governmental employment, as long as the individual continues to meet continuing education and annual renewal payment requirements as follows:

To be recertified, Certified Florida Appraisers, Certified Florida Evaluators, Certified Cadastralists of Florida, Certified Florida Collectors, and Certified Florida Collector Assistants must satisfactorily complete a minimum of 24 hours of approved courses that meet the criteria of Rule 12-9.0022(1), F.A.C. annually. See Rule 12-9.007(1) and (3)(b), F.A.C.

Each professional designee is required to complete continuing education courses annually (except the calendar year in which initial certification is issued) to maintain the certification. See Rule 12-9.007(2), F.A.C. This training must be approved by the Department before the training takes place. See Rule 12-9.0022(1), F.A.C.

For a listing of approved courses, see Approved Courses below and the link provided.

Professional designees applying for recertification shall report approved courses taken to the Department using Form DR-410, Application for Florida Professional Certification (incorporated by reference in Rule 12D-16.002, F.A.C.). See Rule 12-9.007(1), F.A.C.

Each professional designee is responsible for submitting an annual recertification payment of \$5.00 to the Department. Renewal payments are considered delinquent on April 1 of each year. See Rule 12-9.0055(1), (1)(b) and 12-9.007(1). F.A.C.

All fees shall be submitted to the Department either online or by mail. Online payment may be made through the Online Registration and Payment Portal, found at <https://taxapps.floridarevenue.com/ptoregpublic/>. Mailed payments should include a check made payable to the Florida Department of Revenue, and may be sent to the following address:

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

See Rule 12-9.0055(3), F.A.C.

## **Expiration of Certification**

Certification is conditional upon a professional designee's governmental employment, and shall expire automatically without notice to the holder when he or she leaves governmental employment. If the person leaves governmental employment for a length of time that causes the person to miss a recertification requirement, the person must follow the reinstatement procedure. If a person regains governmental employment and thereafter meets the recertification requirements, the person need not follow the reinstatement procedure. Each property appraiser and tax collector office shall notify the Department when a professional designee leaves governmental employment. See Rule 12-9.007(7), F.A.C.

If a professional designee fails to meet continuing education requirements or to timely pay renewal fees, the certification shall expire on January 1 of the calendar year following such noncompliance. See Rule 12-9.007(1) and (4), F.A.C. Courses for continuing education must be approved courses under the approval criteria and process in Rule 12-9.0022(1), F.A.C. relating to course approval procedures.

## **Reinstatement Process**

If an individual formerly holding a professional certification of Certified Florida Appraiser, Certified Florida Collector, Certified Florida Evaluator, Certified Florida Collector Assistant, or Certified Cadastralist returns to governmental employment, he or she may request reinstatement of the certification. See Rule 12-9.0077, F.A.C. The individual must complete Form DR-410, Application for Florida Professional Certification, provide documentation of the former certification, complete the required courses and pay the reinstatement fee of \$5.00. See Rule 12-9.007(1), and 12-9.0055(1)(c), F.A.C.

An individual formerly holding a professional certification who loses the certification for failure to meet continuing education requirements or failure to pay recertification fees may request reinstatement of the certification by following this same procedure and completing the required courses. See Rule 12-9.0077(1), F.A.C.

These requirements for reinstatement are set forth in Rule 12-9.0077, F.A.C. and the \$5.00 reinstatement fee is set forth in Rule 12-9.0055(1)(c), F.A.C.

The required courses for reinstatement are as follows.

An applicant seeking reinstatement for Certified Florida Appraiser or Certified Florida Evaluator must take a minimum of 30 hours of instruction in the fundamentals of mass appraisal or a similar course that meets the criteria of Rule 12-9.0022(1), F.A.C., and pass the written examination See Rule 12-9.0077(1)(a), F.A.C.

An applicant seeking reinstatement for Certified Florida Collector or Certified Florida Collector Assistant must complete a minimum of 24 hours of continuing education

courses that meet the criteria of Rule 12-9.0022(1), F.A.C. See Rule 12-9.0077(1)(b), F.A.C.

An applicant seeking reinstatement for Certified Cadastralist of Florida must complete a minimum of 30 hours of instruction in the principles and techniques of cadastral mapping or methods and applications of cadastral mapping and pass the written examination. See Rule 12-9.0077(1)(c), F.A.C.

The process to obtain approval of a reinstatement course not currently approved by the Department under the criteria of Rule 12-9.0022(1), is the same as described in Rules 12-9.007(3)(a) and 12-9.0022(2), F.A.C. for a recertification course. See Rule 12-9.0077(1), F.A.C.

# Training Procedures

## Registration for Department Sponsored Courses

These procedures are set forth in Rule 12-9.0026, F.A.C.

After the Department announces a course, registration is open as space is available. Applicants must send the enrollment form and tuition to the Department. The Department prescribes Form DR-410E, Course Enrollment Form (incorporated by reference in Rule 12D-16.002, F.A.C.). This form is available on the Department's Certification and Training website at <http://floridarevenue.com/dor/property/training/>. See Rule 12-9.0026, F.A.C.

Alternatively, participants may register on the Department's website, using the Online Registration and Payment Portal. This is available at <https://taxapps.floridarevenue.com/ptoregpublic/>. See Rule 12-9.0026, F.A.C.

The Department will determine the cost of tuition annually to ensure the Certification Program Trust Fund has sufficient funds to pay for program expenses. The Department will provide tuition information by March 1 for the next county fiscal year on the Property Tax Oversight Certification and Training webpage. See Rule 12-9.0055(2), F.A.C.

Courses will be announced at least 60 days prior to the course start date via email. See Rule 12-9.0026(1)(a), F.A.C.

Registration is open to all interested parties on a space available basis. The registration process for external individuals is the same as those working for the property appraiser, tax collector, or Florida Department of Revenue. See Rule 12-9.0026(1)(d), F.A.C.

Completed registration forms with payment attached should be sent to:

Property Tax Oversight Program  
Attn: Certification & Training Team  
Post Office Box 3294  
Tallahassee, Florida 32315-3294

See Rule 12-9.0026(1)(b), F.A.C.

Persons desiring to register are encouraged to send the registration material as early as possible. Registrations should be received three weeks before the course starts to assure timely processing. Classes are filled on a first come, first serve basis, once the registration request and payment are received. Purchase orders and facsimile requests will be processed at the time payment is received. See Rule 12-9.0026(1)(c), F.A.C.

To assure timely processing, registrations sent less than two weeks before the start date should be emailed to the Property Tax Oversight Program Training Team at [PTOTraining@floridarevenue.com](mailto:PTOTraining@floridarevenue.com), to determine if space is available. Course

registrations cannot be accepted the week before the course starts. Student and course substitutions requested in writing will be accepted up to one week before the class. See Rule 12-9.0026(1)(c), F.A.C.

## **Cancellation Policy**

Registrants Applicants must request cancellation of their attendance at any Department-sponsored course coursework by sending an email to [PTOTraining@floridarevenue.com](mailto:PTOTraining@floridarevenue.com) See Rule 12-9.0026(2), F.A.C.

Portions of application, certification, and registration fees shall be refunded upon a determination by the department that the state is not entitled to the fees or that only a portion of the resources have been expended in the processing of the application, certification, or registration. The Department will not issue course credit instead of a refund. See Rule 12-9.0026(3), F.A.C.

The Department will cancel any course for which the Department deems the number of students enrolled to be insufficient to adequately cover the costs of course administration or for which the Department cannot secure an instructor. Students affected by course cancellations will receive email notification at least ten business days before the scheduled course start date and may apply for a refund or opt to transfer course registration to another course in that program. See Rule 12-9.0026(4), F.A.C.

To apply for a refund, the registrant must submit a completed Form DFS-AA-4, State of Florida, Department of Financial Services, Application for Refund and proof of payment to the Department. The Department will not issue course credit instead of a refund. Form DFS-AA-4 is available at <http://floridarevenue.com/dor/property/training/>. See Rule 12-9.0026(3), F.A.C.

The application must be sent to:

Property Tax Oversight Program  
Attn: Certification & Training Team  
Post Office Box 3294  
Tallahassee, Florida 32315-3294

See Rule 12-9.0026(3), F.A.C.

Applications for Refunds must meet State of Florida, Department of Financial Services requirements for refund documentation set forth in Rule 69I-44.020, F.A.C.

## **Course Schedule**

For the most up-to-date course schedule please visit our website at <http://floridarevenue.com/dor/property/training/>. The online calendar is regularly updated with new courses throughout the year.

# Continuing Education

To be recertified, Certified Florida Appraisers, Certified Florida Evaluators, Certified Cadastralists of Florida, Certified Florida Collectors and Certified Florida Collector Assistants must satisfactorily complete a minimum of 24 hours of approved courses that meet the criteria of Rule 12-9.0022(1), F.A.C. See Rule 12-9.007(1) and (3)(b), F.A.C. All professional designees are required to attend twenty-four hours of continuing education each year to maintain their certification. See Rule 12-9.007(1), F.A.C.

For CFC and CFCA certifications, continuing education courses must address topics within the following areas as they relate specifically to the functions of tax collectors:

1. Duties and role of tax collectors.
2. Duties and role of the Department of Revenue.
3. Duties and roles of state agencies for which tax collectors serve as an agent.
4. State or federal tax law.
5. Management of technology information systems.
6. Office management and personnel training as it relates to tax collector offices.
7. Public administration.

See Rule 12-9.0022(1)(b)1.a., F.A.C.

For CFA and CFE certifications, continuing education courses must address topics within the following areas as they relate specifically to the functions of property appraisers:

1. Duties and role of property appraisers.
2. Duties and role of the Department of Revenue.
3. State or federal appraisal law, including professionally accepted appraisal practices and appropriate appraisal methodologies.
4. Management of technology information systems.
5. Office management and personnel training as it relates to property appraiser offices.
6. Public administration.

See Rule 12-9.0022(1)(b)1.b., F.A.C.

For CCF certification, continuing education courses must relate directly to cadastral mapping topics.

See Rule 12-9.0022(1)(b)1.c., F.A.C.

## Department of Revenue Sponsored Workshops

The Department will sponsor workshops designed to assist professional designees to perform duties on the local county level more effectively. Topics will be determined directly from feedback and will be announced via email and posted on the Department's Certification and Training website at <http://floridarevenue.com/dor/property/training/> no less than sixty days prior to the course start date. See Rule 12-9.0022(3), F.A.C.

These continuing education workshops will include 4 hours of ethics training as required by Section 112.3142, F.S. See Rule 12-9.0022(3), F.A.C.

## **Outside Workshops**

The Department allows professional designees to receive continuing education at non-Department sponsored educational programs. The process for receiving approval for these hours is detailed below. See Rule 12-9.0022, F.A.C.

## **Continuing Education Hours Agenda Review Process**

To obtain approval of a recertification course not currently approved by the Department under the criteria of Rule 12-9.0022(1), the course information must be submitted to the Department using Form DR 410CE at least 30 days prior to the course start date. See Rules 12-9.007(3)(a) and 12-9.0022(2), F.A.C.

The agenda or course description submitted must show quantifiable subject matter. Starting and ending times must be listed for each topic to be assigned hours, and break and meal times must be included. Continuing education hours are awarded on an hour per 50 minutes of classroom time basis, unless otherwise specified by the course provider. See Rule 12-9.0022(2)(b), F.A.C.

The Application for Course Approval must include a detailed description of the proposed course including course content, an agenda if available, number of hours of instruction and instructor's qualifications. See Rules 12-9.0022(2)(a) and 12-9.007(3)(a), F.A.C.

Continuing education courses must address topics within the areas as they relate specifically to the functions of property appraisers, tax collectors and cadastralists. See Rule 12-9.0022(1)(b)1.a., (1)(b)1.b., and (1)(b)1.c., F.A.C.

Once the agenda has been reviewed and hours tabulated, the requesting authority is notified via email and issued Form DR 410CE, Application for Approval of Course or Continuing Education Hours (incorporated by reference in Rule 12D-16.002, F.A.C.), for completion by the attendees. See Rule 12-9.0022(2)(c), F.A.C.

This application form requires the certified individual to state the total number of hours attended. These forms are emailed or mailed, either by the individual or the requesting authority, to the Property Tax Oversight Program Certification & Training Team at [PTOTraining@floridarevenue.com](mailto:PTOTraining@floridarevenue.com) or Post Office Box 3294, Tallahassee Florida 32315-3294. This information is entered into the Department's Learning Management System for record purposes and a verification e-mail is sent to the individual.

## **Ideas for Continuing Education**

In addition to Department of Revenue sponsored continuing education, property appraisers and tax collectors could use the following ideas for additional continuing education hours. Any of these would need to be sent to and approved by the Department in advance, and documented using Form DR 410CE, as provided above.

- State, national, local conferences
- Technical workshops
- Continuing education workshops
- Educational presentations at association conferences
- Local college educational programs
- Online courses

See Rule 12-9.0022(2), F.A.C.

## **Approved Courses**

Courses become approved courses when the form that lists them is adopted and becomes effective. See Rule 12-9.0022(1)(a), F.A.C.

The Department has prescribed Form DR-410ACL, Approved Course List (incorporated by reference in Rule 12D-16.002, F.A.C.) as the list of approved courses. See Rule 12-9.0022(1)(a), F.A.C.

Courses approved for continuing education credit under Rule 12-9.0022(2), F.A.C. are listed at the following website:

<http://floridarevenue.com/dor/property/training/>

## **Administrative Review of Agency Determination**

Any person whose substantial interests are determined by an agency has a right to seek administrative review as set forth in chapter 120, Florida Statutes.

# Contact Information

## Property Tax Oversight Training Team

Meghan Miller, Training Director

Phone - 727.588.6856

Email - [millerm@dor.state.fl.us](mailto:millerm@dor.state.fl.us)

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### Mailing Address:

Property Tax Oversight

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Tallahassee, Florida 32315-3294

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