1. **What are the necessary steps in obtaining Texas Department of Insurance (TDI) approval as an education provider?**

   New Providers are strongly encouraged to complete the process online at [www.sircon.com](http://www.sircon.com) or you can mail a paper application, fee and all supporting documentation to Pearson VUE.

   To submit online, log onto [www.sircon.com](http://www.sircon.com) and select **Education Providers**. Select **Online Education Provider Agreement**. Complete this form and select submit.

   Your Provider account will be setup within 2-3 business days after which you will be emailed a password and directions for using the site. **Do not send payment to Pearson VUE, you will be invoiced for the fee.**

   If you require assistance using this site, please contact Sircon at 877-876-4450.

   To submit a paper application, select the link from the Pearson VUE website [www.pearsonvue.com](http://www.pearsonvue.com) and print the **Application for Provider Registration**, Form FIN515. A completed application will contain answers for questions in Parts A through E. This form, along with supporting documentation and the fee, must be sent to Pearson VUE.

   Please include a check for **$50.00** made payable to Pearson VUE/TDI and mail it to:

   **Pearson VUE / Attn: TX CE**
   62398 Collections Center Drive
   Chicago, IL 60693-0623

   Any applications received without supporting documentation or the correct fee will be considered incomplete and delayed until all documents are sent to Pearson VUE. Once the application and fee have been received, reviewed by Pearson VUE staff, and deemed complete, the application will be scanned to TDI for review.

2. **Is there a renewal process to maintain my provider status in Texas?**

   90 days prior to your 2nd anniversary date, and before every expiration date thereafter, the Sircon System will generate a reminder notice advising you that if you want to remain an active provider, you must either renew online at [www.sircon.com](http://www.sircon.com) and be invoiced for the fee or complete a paper renewal application and pay the $50.00 renewal fee.

   From the Pearson VUE website, you may access the form **Application for Renewal or Change of Contact Information**, Form FIN520. This form, along with supporting documentation, if necessary, and the fee must be sent to Pearson VUE. Pearson VUE will review the application and if deemed complete, it will be scanned to TDI for approval.

   Please include a check for **$50.00** made payable to Pearson VUE/TDI and mail it to:

   **Pearson VUE / Attn: TX CE**
   62398 Collections Center Drive
   Chicago, IL 60693-0623

   Please Note: If using Form FIN520 only for changing information and NOT for renewing, **NO FEE IS REQUIRED**.
1. **How do providers get a NEW course approved?**

Providers should submit new course information online by completing the **Continuing Education Course Application** found in the Online Services Section/Education located on [www.sircon.com](http://www.sircon.com). Electronic submission will significantly decrease the number of days to receive course approval for completed applications. Course attachments can be electronically added from your database to the Sircon database by simply using the **Attach File** page. (See below.)

A course number will be assigned after the completed application, attachments, and $10.00 per credit hour fee (non-refundable) is reviewed by the Texas Department of Insurance. Providers will receive notification of course status upon the completion of the review by TDI.

Providers may check the TDI application receipt date by visiting the following web page [https://www.tdi.texas.gov/agent/agpdates.html](https://www.tdi.texas.gov/agent/agpdates.html). Online course approvals will have a same day or next day receipt date.

2. **May I submit a paper “Application for Course Certification”?**

You are strongly encouraged to submit your course online at [www.sircon.com](http://www.sircon.com); however you may also choose to submit a paper **Application for Course Certification**, Form FIN516, available on the Pearson VUE website. The course application will be reviewed by Pearson VUE for completeness. In order to be deemed complete, the application must be completed in its entirety, include the required documentation, and include a check payable to Pearson VUE/TDI ($10.00 per credit hour fee).

**Paper applications, documentation, and checks payable to Pearson VUE/TDI must be sent to:**

Pearson VUE / Attn: TX CE  
62398 Collections Center Drive  
Chicago, IL  60693-0623

**PLEASE NOTE:** Paper processing will delay the processing time associated with your course application. The average receipt time for paper applications is 5 business days due to US Mail delivery. Missing paper documentation or incorrect check payments will also result in approval delays, because the information will need to be verified manually. Pearson VUE is not responsible for lost or misplaced mail.
3. What if I need to only modify an existing course?
Course modifications may be done via paper applications. Courses qualify for modification if there is more than 25% change in the content and/or the change is in the credit hours, OR if the course type changes so that it qualifies as a classroom equivalent or self study.

4. Is Texas a participant in the NAIC Continuing Education Reciprocity (CER) process?
Yes, Sircon allows Midwest Zone processing as part of its Compliance Express® system. The paper NAIC Uniform Continuing Education Reciprocity Course Filing Form can be found at https://www.naic.org/cmte_d_pltf_cer.htm. Resident / home state providers do not submit NAIC CER forms when certifying courses in their home state.

5. What is the procedure for filing a Midwest Zone course application in Texas?
Follow these steps:
The provider must file a course application in the provider’s home state. Once it is approved, the provider must fill out the NAIC Uniform Continuing Education Reciprocity Course Filing Form. This form will be sent to Texas and to other states in which the provider wishes to offer the course. The provider must file the course at least 45 days before the initial course offering and still pay all fees as required by Texas ($10.00 per credit hour). The provider must be an approved provider in each state the provider intends to qualify courses for CE credit in order to be eligible to file courses using the NAIC Uniform Continuing Education Reciprocity Course Filing Form.
The provider must include the following attachments:
- The course approval document from the provider’s home state. This may be either a letter of approval or the stamped, approved application form that was filed in the home state.
- The NAIC Uniform Continuing Education Reciprocity Course Filing Form, a detailed course outline, and the required fee to the reciprocal state. If this is for a national course,* the provider will be allowed to submit an agenda that must include date, time, each topic, and event location.

* Please Note: National course is defined as an approved program of instruction in insurance-related topics, including a course leading to a national professional designation or an insurance course at an institution offered as part of a degree-conferring curriculum and presented by an approved CE provider organization.

The course approval document issued by each state must indicate the following:
1. Method of instruction – and specifically whether the course was self-study.
2. The specific number of credits awarded for sales and marketing topics.
3. Course title.
4. Whether the course is part of a national designation program and which one.
5. Contact person.

All states have agreed to issue 1 credit for 50 minutes of contact instruction. The minimum number of credits is 1, there is no maximum, and no partial credits will be awarded. Each state will use its own method to award credits for self-study courses. States may review the manner in which self-study credits are awarded for other than a national self-study course. As stated above: National course is defined as an approved program of instruction in insurance-related topics, including a course leading to a national professional designation or an insurance course at an institution offered as part of a degree-conferring curriculum and presented by an approved CE provider organization.

6. Is Course Offering Notification required?
No, Course Offering Notification is not required but Providers can submit Course Offering information at www.sircon.com if they choose.

7. Does my course ever expire? How do I process a course renewal application?
Yes, courses are certified only for 2 years. If the course is unchanged, it may be renewed and certified for an additional 2 years either online at www.sircon.com or by completing the paper form Application for Course Certification, indicating that it is a recertification request, providing the required documents, and submitting $10.00 per credit hour. The course will then renew and retain the same course number.
If the course content has changed more than 25%, you may either follow the instructions above (see question #1) to complete the request online in the Sircon System OR submit the paper form Application for Course Certification, indicating that it is a NEW COURSE, provide documentation, and submit $10.00 per credit hour. A new course number will be assigned.
8. How can I assign my course to another provider?
   In order to perform this action, you must have ownership rights to the course being assigned. The **Course Assignment Form**, Form FIN518, must be completed by the assignee, who must be a registered provider who wants to present this course, and signed by both the assignee and assignor (the provider who owns the course). For details pertaining to this process and to the completion of this form, both the assignee and assignor should review the CE Rule §§19.1008(f) and 19.1012(b)(3).

9. Who should be notified if changing information of a course offering?
   The Course Offering Schedule should be completed in Compliance Express® at [https://www.sircon.com/login](https://www.sircon.com/login) for timely offering. Once logged in to your account, select the arrow down button next to “Licensing,” located in the gray toolbar; then select “Provider Course” and “Maintain Offerings.” This must be done prior to the course offering date.

**PROVIDER/STUDENT RESPONSIBILITY**

1. What is my provider responsibility to my students?
   Texas Administrative Code RULE §19.1014 advises CE providers that they are responsible for the “electronic” and “timely” data entry of each student’s information. This step **must** be done in order to ensure that each licensee’s record is current. In order to provide the most expedient record updates for the Texas licensees, Texas Department of Insurance has given to the providers the electronic ability via Sircon Compliance Express®. **Therefore, continuing education providers MUST submit ALL rosters electronically through Sircon Compliance Express® within 30 days.**

2. How will I know the roster was submitted?
   Providers who submit rosters via Sircon Compliance Express® will be sent an email notification if the submission was successful or if there is a problem.

3. May I submit a paper roster?
   Providers are strongly encouraged to use the Sircon Compliance Express® for submitting rosters. A provider may submit a paper roster by mailing the completed document to:
   
   **Pearson VUE / Attn: TX CE**
   62398 Collections Center Drive
   Chicago, IL 60693-0623
   
   Rosters will not be processed unless completed. A check payable to Pearson VUE/TDI must be submitted with the roster. The fee requirement is $0.88 per credit hour for each student. Fee discrepancies, incorrect payee, or incomplete student information will result in rosters being returned unprocessed. This will create a delay in the reporting of credits for licensees; a 30-day delay will be reported to TDI.

4. How do I contact Pearson VUE CE?
   You may either call 866-936-7790 or you may send an email to ce_providers@pearson.com.

5. How do I contact Texas Department of Insurance?
   You may either call 512-676-6500 or you may send an email to ce@tdi.texas.gov.