

## STATE OF WASHINGTON



### OFFICE OF INSURANCE COMMISSIONER

#### CE QUICK TIPS

December 1, 2011

#### PROCESS FOR CE COURSE APPROVAL

##### Lecture Course Approval Process

1. Complete a "Request for Course Credit and Approval Form" or the "NAIC Uniform Continuing Education Reciprocity Course Filing Form". These forms can be found at the following links:  
[http://www.insurance.wa.gov/agents\\_brokers/licensing/forms.shtml](http://www.insurance.wa.gov/agents_brokers/licensing/forms.shtml)  
[http://www.naic.org/documents/urtt\\_cer\\_UniformCEForm.pdf](http://www.naic.org/documents/urtt_cer_UniformCEForm.pdf)
2. Submit a Timed Topic Outline (this outline should be detailed with a break-down of the number of minutes of instruction per topic included in the outline)
3. Instructor resume (if known at the time of submission of the course approval)
4. Requests for approval of a continuing insurance education course **must be received by the OIC no fewer than 20 days prior to the first date the course is offered for credit**. Course credit will not apply to any presentation scheduled for less than 20 days from the date the course application was received by the OIC.

##### Self Study Course Approval Process

1. Complete a "Request for Course Credit and Approval Form" or the "NAIC Uniform Continuing Education Reciprocity Course Filing Form" (these forms can be found at the same link as #1 above)
2. Submit a Table of Contents with word count. If the course includes a request for ethics credit, please provide the word count for the ethics content.
3. Submit course study materials
4. Submit a copy of the required course final exam. If the requested course credits are **one to four credit hours**, the exam must have at least 25 multiple choice questions. If the requested course credits are **five credit hours or more**, the exam must have at least 50 multiple choice questions.
5. Requests for approval of a continuing insurance education course **must be submitted to the commissioner no fewer than 20 days prior to the first date the course is offered for credit**. Course credit will not apply to any course offered less than 20 days from the date the application was received by the OIC.

Course applications and documents **must be submitted by e-mail or fax** to: [InsEdu@oic.wa.gov](mailto:InsEdu@oic.wa.gov)  
**Do Not Send Duplicate Copies.**

**If submitted by e-mail, each course must be a separate document. If by fax, each course must be faxed separately.**

**NOTE: To add a course to your provider profile that is already approved for another Washington CE provider, submit the “Request for Course Credit and Approval Form” with the approved course number. You will receive a course approval letter within 20 days.**

### **INSTRUCTION METHOD - LECTURE AND SELF STUDY COURSES INCLUDING WEBINARS**

We approve two types of instruction for courses:

1. Live lectures held in a classroom (this can include a web cast), or
2. Self study that can be accessed on-line or by correspondence.

Lecture course criteria. There must be a sign-in and sign-out register controlled by the instructor or monitor assigned by the provider. The attendee must sign the register and indicate arrival time and departure time to verify completion. The attendee must be present for the entire presentation. If an attendee is more than 10 minutes late from the start of the presentation, the attendee cannot receive CE credit and should not be allowed to sign the register. Verification of attendance cannot be accepted by phone or computer. Each 50 minutes of classroom time is one credit hour. See Lecture Course Approval Process

Self study course criteria. The course word count is used to determine the credit hours. We use the NAIC Self Study Guideline. The student must complete the course and pass the course final exam with a score of 70% to verify course completion. See Self Study Course Approval Process

NAIC Self Study Guideline. The credit for a self study course is determined based on the word count of the course. If the course has ethics content then we must have the word count for the ethics content since we approve ethics hours separately.

**Basic level:** (Approx 9000 words per hour). We divide the word count by 180 then 50 minutes to arrive at the basic level credit hours. We round-up at .5. For example  $2.49 = 2$  credit hours and  $2.50 = 3$  hours.

**Intermediate level:** (Approx 7000 words per hour). We multiply the basic level result, prior to rounding-up, by 1.25 to arrive at the credit hours. For example: Basic level =  $2.49 \times 1.25 = 3.11$ . This is 3 credit hours.

**Advanced level:** (Approx 6000 words per hour). We multiply the basic level result, prior to rounding-up, by 1.50 to arrive at the credit hours. For example: Basic level =  $2.49 \times 1.5 = 3.73$ . This is 4 credit hours

## **PROCESS TO RENEW AN APPROVED CE COURSE**

A CE course is effective for two years from the date of approval. Approximately 40 days before the month the course will expire, a renewal notice will be sent to the provider. For example: Notices for courses expiring in March are mailed by January 20.

The provider may request to have the course renewed by signing and returning the renewal letter. Courses may be renewed if the course has not changed and the course meets current standards. If changes have been made to the course, a new course application is required.

**The renewal notice must be received by the OIC no later than the last day of the month the course expires. If the notice is late, the course will not be renewed.**

## **NOTICE OF SUBSEQUENT PRESENTATION OF AN APPROVED LECTURE COURSE**

### **10 Day Advance Notice required for a lecture course**

CE providers must send the OIC a notice at least 10 days prior to presenting an approved insurance CE course. The course notice should not be sent earlier than 60 days before the presentation. This notice is not a request for approval of the course presentation so you will not receive a reply.

There is no specific form for this notice.

You can send the notice by e-mail to [joem@oic.wa.gov](mailto:joem@oic.wa.gov)

**The course presentation notice must include:**

1. Provider number:
2. Course number:
3. Date and Time:
4. Location (address) of presentation:

## **CANCELLATION OF A SCHEDULED LECTURE COURSE**

If an approved CE course that has been scheduled for a presentation is cancelled for any reason, the provider must notify the OIC of the course presentation cancellation via fax (360-586-2019), or e-mail ([joem@oic.wa.gov](mailto:joem@oic.wa.gov))

## **ADVERTISING OF CE COURSES**

A course submitted for CE credit cannot be advertised prior to the course being approved by the OIC. Advertising a course before obtaining OIC course approval by indicating “continuing education credit is pending” is not allowed.

A continuing insurance education course advertisement must include all of the following:

- (1) The insurance education provider's name, using the name registered with the commissioner;
- (2) The course title, as approved by the commissioner;
- (3) A brief description of the content of the course;
- (4) The number of credit hours approved by the commissioner;
- (5) The location where the course will be held;
- (6) The date and time that the course will be presented; and
- (7) The total cost of the course.

## **ON-LINE ROSTER REPORTING FOR COMPLETED CE COURSES.**

The On-Line Roster program began in April, 2008 and requires providers to report CE credits for licensees. **The course roster must be submitted within 10 days of course completion.**

Here is a link to the On-Line Services page on our web site for reporting rosters.

<https://fortress.wa.gov/oic/onlineservices/Login.aspx?module=PRV>

To utilize the On-Line Roster submission program, you must have a User ID and password, and will need to register. If you do not have a password, contact the OIC Licensing & Education department and a password will be e-mailed to you.

The User ID is your provider number with the letters “LIC” in front of the number (for example: LIC111111).

If you forgot your password, use the “Forgot Password” link to request a new password. The link is in the User Login box in the upper left hand side of the On-line Services page. The new password will be e-mailed to you at your registered e-mail address.

**Please Note: A certificate of completion must be issued within 10 days of course completion to each licensee that completes the course.**

## **CONTINUING EDUCATION RECORD KEEPING**

Providers must keep all course and attendance or registration records for **three years** from the course completion date.

CE Providers must maintain the following records:

1. Course application.
2. Topic outline.
3. Instructor resume **if a lecture**.
4. Course Approval letter.
5. Sign-in and Sign-out Register **if lecture**.
6. Registration form and completed exam **if self study**.
7. Certificate of Completion with course information and authorized signature.
8. Course Evaluations **if completed by the student**.
9. Course material and final exam **if self study**.
10. Course presentation notice.

## **CE INSTRUCTOR REQUIREMENTS**

Providers must select instructors that are knowledgeable about the topic, competent to teach it and trustworthy. The OIC does not approve CE instructors. However, instructor resumes should be kept in the provider's continuing education file and must be available upon request.

**It is not necessary to advise the OIC of instructor changes.**

### Reporting Instructor CE Credit

When you submit the roster, you will need to enter the instructor information under "instructor" then add the instructor as an "attendee" also. This will give the instructor double credit. To get double CE credit, there can only be one instructor for the course.

If the instructor has already used the course for CE credit in the past three years, he cannot be added as an attendee. You will get an error message.

If there was a morning presentation of the course (1 to 4 hour course) and an afternoon presentation of the same course, you can only submit one roster for the day.

If two instructors taught the same course on the same day at different locations, you can only enter one instructor on the roster for double credit. If both need double credit, then you can enter one instructor on the roster and send a request to the OIC to record CE credit for the second instructor.

## **WAC QUICK REFERENCE**

### **WAC 284-17-272**

**Responsibilities of an approved continuing insurance education provider**

**<http://apps.leg.wa.gov/wac/default.aspx?cite=284-17-272>**

### **WAC 284-17-278**

**Approval of a continuing insurance education course**

**<http://apps.leg.wa.gov/wac/default.aspx?cite=284-17-278>**

### **WAC 284-17-292**

**Certificates of completion of continuing insurance education courses — Form**

**<http://apps.leg.wa.gov/wac/default.aspx?cite=284-17-292>**

### **WAC 284-17-294**

**Renewal — Continuing insurance education provider**

**<http://apps.leg.wa.gov/wac/default.aspx?cite=284-17-294>**

### **WAC 284-17-296**

**Renewal — Approval of a continuing insurance education course**

**<http://apps.leg.wa.gov/wac/default.aspx?cite=284-17-296>**

### **WAC 284-17-302**

**Actions by a continuing insurance education provider that may result in a fine**

**<http://apps.leg.wa.gov/wac/default.aspx?cite=284-17-302>**

### **WAC 284-17-310**

**Content of a course advertisements**

**<http://apps.leg.wa.gov/wac/default.aspx?cite=284-17-310>**