

Ohio Department of Insurance Continuing Education Program Requirements

These requirements have been adopted by the Ohio Department of Insurance.
See Page 9 for information about violations and penalties.

General Program Information and Requirements

1. All requests for course approval must be submitted at least 30 calendar days in advance of the requested approval date.
2. Providers **MUST** use the identification numbers assigned by the Department for all provider and course documents, rosters, schedules and completion certificates.
3. All requests for provider and course renewals must be submitted by November 30th of each year.
4. Providers must make their refund policy and course materials (outlines, syllabi, handouts, etc.) available to students.
5. If an approved course is canceled or a student cancels in advance, the provider must refund all fees within 45 days of the cancellation unless a different refund policy is printed on the provider's materials.
6. The class must be held in a facility that complies with the Americans with Disabilities Act.
7. For courses/programs of instruction to qualify, they must:
 - be offered by an approved provider;
 - contribute to the professional competence of an agent;
 - be submitted using the appropriate application form and with the appropriate fee for each course;
 - have significant intellectual or practical content to enhance and improve the insurance knowledge of the participants;
 - offers knowledge to the benefit or protection of the consumer;
 - use the most recent forms filed in Ohio, editions and laws to the extent possible;
 - include methods which will be employed by the provider for the improvement of the course;
 - include a bibliography of reference sources; and
 - meet all other CE laws.
8. Only courses that have been approved by Prometric may be offered for Ohio CE credit. **No course may be conducted for credit until it has been approved.**
9. **Partial credit may be awarded for partial attendance at a classroom course at the discretion of the provider.** Rosters for such situations must be submitted in hard copy indicating the student and the number of credits to be awarded. The full normal fee for the course must be submitted. Credits must be rounded down and in one-hour increments. The provider's refund policy must disclose the policy on partial credit. A provider is not required to provide partial credits.
10. No course may be advertised or otherwise promoted as appropriate for Ohio CE credit until it has been approved in writing.

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11. Promotional or advertising material to be used must be submitted with the course application. The advertisement shall include:

- the provider name and course title as they appear on the application for provider approval;
- the number of Ohio-approved CE credit hours;
- whether an exam is required in order to receive CE credit;
- no guarantees that the student will pass a required exam;
- the level of difficulty (introductory, intermediate or advanced);
- no false, deceptive or misleading statements; and
- the provider's refund policy.

The submission must also include information about the experience and qualifications of each instructor. In lieu of including this information in the materials, a provider may make it available upon request to any person.

12. Once approved, a course may not be substantially altered. A substantial alteration is any change that would modify the content or time allocations stated in the course syllabus or would change any of the course topics.

13. Providers may not change a course's content or outline without prior written approval. Failure to obtain written approval in advance of the course may result in a denial of CE credit for the course.

14. Fifty minutes will qualify for one CE credit hour. Breaks, introductions, lunches, announcements or other non-instruction time do not qualify for CE credit.

15. Each course must be a minimum of one credit hour and in increments of whole or one-half credit hours. No course will be approved for more than 21 credit hours.

16. Providers must agree to inform the **Department** of the date, time and location of each classroom session, conference or convention at least 15 days prior to presenting. Further, the provider must immediately submit any changes in the date, time and/or location. Failure to inform the Department may result in courses being denied approval or current approvals being revoked.

17. Providers must maintain accurate attendance records for each course, including the exact time of arrival and departure for each attendee. The agent's National Producer Number (not SSN) is required in order that rosters can be submitted. **Providers should not collect or maintain records of Social Security numbers.** Only students meeting minimum attendance requirements may receive credit for course completion.

18. A sign-in/sign-out sheet is **required** for all classroom courses. The attendance sheet must include the course name and number, the date and time of the offering and the exact time of arrival and departure of each attendee.

19. Providers are required to report course completion rosters, within 15 calendar days of course completion using the Department's Education Provider Portal. The roster must include the name and National Producer Number (NPN) of each agent and the number of requested credits per agent. Providers must distribute course completion certificates to all individuals who meet the requirements of the CE course within 10 days of the conclusion of a course. The certificate must contain the name and National Producer Number (NPN) of the agent, the name and identification number of the course, the date(s) the course was held or date(s) the association credit activity was earned, the number of credit hours completed by each agent, and the name and identification number of the provider. A representative of the provider shall sign the certificate. For association membership credit, the course completion date shall be based on the date the provider received a written request from an agent requesting association membership credit pursuant to Ohio Administrative Code 3901-5-01 or the date of the association activity, whichever is later.

20. Agents will earn credit only once for a course completed in the same renewal cycle regardless of the number of times the same course is taken. However, the agent may take the same course again and receive credit once in a subsequent compliance period.