

Sponsor FAQ
Virginia Insurance CE – Sponsor Related

Have the rules changed for getting a course approved for the 2009-2010 Biennium?

Yes, there have been some changes. Please review pages 7 through 11 of the Sponsor Information Handbook for up-to-date information regarding all program requirements.

How do course sponsors get a new course approved?

Course approval applications are available on our website under CE-Sponsor Services – CE Sponsor Forms at (www.virginiainsurancece.com). The Sponsor Information Handbook is also available under CE-Sponsor Services and contains all the necessary documentation, instructions, and related forms.

What other documentation is required if this is the first course approval application being submitted for VA Insurance CE?

If you are a new sponsor you must also complete and submit the VA Insurance CE Board Sponsor Registration Form. The Sponsor Registration Form is available on our website under CE-Sponsor Services – CE Sponsor Forms. The Sponsor Information Handbook is also available under this link and contains all the necessary documentation, instructions, and application forms.

How long does it take to get a course approved?

A decision on course approval will be issued no later than 30 business days after receipt of your application and the appropriate fee. There is an additional charge of \$50 to expedite the course approval process which will ensure that the course review will be completed within three (3) business days of the receipt of all materials and fees at the Pearson VUE office.

What are the acceptable payment methods for the provider fees?

Payment of the provider fees can be made by credit card, check, money order, or for subscribers to Compliance Express, via a monthly Sircon invoice.

How much does it cost to get a course approved?

The sponsor-developed course approval fee is \$60 and the fee for a single-session course approval is \$35. The published classroom or self-study course approval fee is \$60 and the application fee to present a published course is \$35.

How much does it cost to request expedited course approvals?

For approvals in three (3) business days, there is an expedited service fee of an additional \$50.

For how many biennia can a course be renewed before it must be approved as a “new” course?

Beginning with the 2009-2010 Biennium, a course, if unchanged, may be renewed for two biennia; thereafter, the sponsor must reapply for approval as a “new” course. Course approval information has been transferred from the previous administrator so past history is in effect for all courses.

For how long is a course approved and when must it be renewed?

A course is valid for the biennium in which it is approved and must be renewed for continued approval within 60 days prior to the start of the next biennium to remain active. The renewal fee is \$35 per course.

How can one become an approved CE course instructor in VA?

Instructor approval applications are available at www.virginiainsurancece.com under CE-Sponsor Services – CE Sponsor Forms. The Sponsor Information Handbook is also available under CE-Sponsor Services and contains all the necessary documentation, instructions, and application forms.

How long does it take to become an approved instructor?

A decision on instructor approval will be issued no later than 30 business days after receipt of your application and the \$25 fee.

How much does it cost to become an approved instructor?

The instructor approval fee is \$25 and the instructor renewal fee is \$10.

For how long is an instructor approved and when does an instructor need to renew the approval?

An instructor is approved for the biennium in which his/her application is approved and must renew the approval within 60 days prior to the start of the next biennium to remain active. The renewal fee is \$10.

What are the fees for course and instructor renewals?

The course renewal fee is \$35 and the instructor renewal fee is \$10. A confirmation of your course renewal can be checked by visiting www.virginiainsurancece.com.

Where does one mail course and/or instructor renewal applications and other submissions?

All materials must be submitted to: Pearson VUE, Attn: VACE, PO Box 8588, Philadelphia, PA 19101-8588.

Is Virginia a participant in the NAIC CE Reciprocity (CER) process?

Yes, you may use Virginia forms or the NAICCER forms found at www.naic.org/urtt_cer.htm. The NAICCER form may also be found in the Sponsor Information Handbook which is available on our website under Further Resources – Publications and Forms. NOTE: If you want to have a course approved for anything other than what the course was approved for in the home state, then you are advised to use the course approval application found on page 22 of the Sponsor Information Handbook.

What are the requirements for submitting completed course information?

A sponsor must submit to Sircon at www.virginiainsurancece.com all completed course information using Log-in to Sponsor Services to access Sircon's Compliance Express services. A sponsor has 30 calendar days from the date of the course's completion to submit ALL course completion information. There is no sponsor fee for this service. As an alternative, a sponsor may submit a paper roster and mail the completed document to Pearson VUE at: Pearson VUE, Attn: VACE, PO Box 8588, Philadelphia, PA 19101-8588.

Is there a new Certification Form for self-study and online courses?

Yes. See pages 26 and 27 of the Sponsor Information Handbook for the new Student Certification and Proctor Certification. Please note that these documents must be signed but do not need to be notarized. It is recommended that providers ask agents to submit their certification form within seven (7) days of either completing the course or taking the exam.

Will a sponsor receive notification once a roster has been submitted?

Yes, you will be sent an email notification if the submission was successful or if there was a problem.

Who should be notified if changing the date, time, or instructor of a course offering?

The Course Offering Schedule must be completed in Compliance Express at www.virginiainsurancece.com under Log-in to Sponsor Services and submitted with the Course Approval Application, at least 30 days prior to the course offering. If the location, date, and/or time should change, or the course should be cancelled, Pearson VUE must be notified no later than two (2) days prior to the offering of the course. The email address is Virginiainsurancece@pearson.com and the fax number is 610-617-0927.

What agent identifier do I use when submitting a course roster?

Compliance Express will accept SSN, VA License number, or NPN.

Can a sponsor give agents partial credit if they attend only part of the course?

No, there is no provision for awarding partial credits. A student may miss no more than 15 percent of the course.

What is the technical support contact information to assist with the Compliance Express services when sponsors are having difficulty processing course approval applications or rosters? For technical support, sponsors should contact Sircon at 517-381-3860 or email sircon@sircon.com. The Pearson VUE provider support toll free number is 877-234-6092.

What is the Person VUE contact information?

The Pearson VUE sponsor support toll free number is 877-234-6092, the email address is Virginiansurancece@pearson.com, and the fax number is 610-617-0927.

Are VA CE courses evaluated by auditors?

Yes; the Virginia Insurance CE Board provides for the following types of audits: 1) announced visits, 2) unannounced visits, 3) review of previously approved course materials, and 4) online course audits.

Are online courses and self-study courses eligible for approval?

Yes; however, all applicable Program Requirements must be strictly adhered to by the sponsor.

Can a sponsor's authority be revoked or suspended?

Yes. Failure to strictly comply with all Program Requirements, Virginia laws, or regulations of the State Corporation Commission may result in immediate suspension or termination of the sponsor's authorization to offer courses approved for Virginia continuing education.

Whom do I contact if I have a question about my monthly invoice?

For questions about the monthly invoice, contact Sircon directly at 517-381-3860. Do not contact Pearson VUE with questions about your invoice.