

**Policies and Procedures
for Compliance With
South Dakota's Insurance Producer's
Continuing Education Program**

PROVIDER MANUAL

**Continuing Education Coordinator
South Dakota Division of Insurance
124 S. Euclid Ave., 2nd Floor
Pierre, SD 57501
605.773.3946**

<http://dlr.sd.gov/insurance/>

NEW PROVIDER

To become a provider in South Dakota you will need a provider number to submit course applications online through Sircon for States. Please e-mail the pertinent information listed below to jo.mikkelsen@state.sd.us.

Provider Name:
Contact Person:
Address:
City, State, ZIP:
Phone:
Fax:
E-mail address:
Website:
FEIN #:

You will then be given a provider number in which you will use to file applications electronically.

ELECTRONIC SUBMISSIONS

The South Dakota Division of Insurance processes continuing education courses electronically at www.sircon.com. Sircon enables you the ability to:

- Submit course applications and attach Microsoft Word or Adobe PDF supporting documents;
- Pay course application fees on-line;
- Update subsequent course offering locations and dates;
- Create course completion certificates for producers (not required unless requested by a student);
- Process attendance rosters by entering or uploading course attendance information. (All attendance roster information must be submitted through Sircon.)

To use Sircon Corporation services, you will need to register (annual subscription required). Upon registering, you will be asked to provide your Federal Employer Identification Number (FEIN). If you do not have an FEIN; you may obtain one from the Internal Revenue Service.

For more information on electronic submissions through Sircon, see www.sircon.com or contact:

Jo Mikkelsen, Continuing Education Coordinator
South Dakota Division of Insurance
124 S. Euclid Ave., 2nd Floor
Pierre, SD 57501
Phone: (605) 773-3946
E-mail: jo.mikkelsen@state.sd.us

COURSE INFORMATION

REQUIREMENTS FOR CONTINUING EDUCATION COURSE APPROVAL

REQUIREMENT: Only courses which impart substantive and procedural knowledge relating to the insurance field will be approved for credit.

Each application must be accompanied by (1) Instructor Qualification Form, a resume or an outline of qualifications for the instructor (classroom courses); (2) a course or seminar topic and time outline; and (3) a \$25 application fee (non-refundable).

WHEN: Providers must submit their courses for approval to the Division of Insurance, Continuing Education Program, at least forty-five (45) days in advance of the scheduled date of the course (unless filed under the Midwest Zone Agreement – see Page 4). The 45 days will be calculated from the electronic post on Sircon for States.

TOPIC OUTLINE: A topic outline shall list and summarize each topic covered in the course. The instructor's outline may also be included. A list of topics covered, with no other details, is not an acceptable topic outline. If substantial changes have been made in a course that has received prior approval, the content of the course shall be refiled with the Continuing Education Coordinator.

If at the time of initial filing, the date and location has not been determined, the provider shall file the course offering electronically through Sircon the location and date of a prior approved course fourteen (14) days in advance of the course. Failure to do so may cause approval for that offering to be withdrawn.

UNSUITABLE SUBJECT MATTER: The following subject matter will not be approved for credit:

- | | |
|----------------------------|---|
| (1) Prospecting; | (8) Personnel management; |
| (2) Motivation; | (9) Subjects not related to technical insurance knowledge; |
| (3) Sales techniques; | (10) Personal improvement; |
| (4) Psychology; | (11) Time management; |
| (5) Recruiting; | (12) Supportive office skills; and |
| (6) Prelicensing training; | (13) Any course that fails to meet the standards for course approval in SDCL 58-30-118. |
| (7) Communication skills; | |

ADVERTISING: Continuing education courses shall not be advertised in any manner or form as approved unless approval has been granted in writing. All advertising related to an approved course shall contain the following information:

- (1) Course Title
- (2) Approved provider of the course
- (3) Qualification for which the course is approved (life/health, property/casualty, crop/hail, or general)
- (4) Number of approved continuing education credits.
- (5) A brief summary or outline of the course content. A more detailed outline must be made available at no charge upon written request to anyone requesting a copy.

Courses which are advertised prior to formal approval, but after application has been made, shall contain the following statement or a substantially similar statement: "Application has been made for continuing education credit; however, this does not guarantee approval."

The provider shall maintain for two years a roster of all class participants who completed each approved continuing education offering. The roster shall be the original sign-in sheets for each course offering. The sign-in sheets will consist of the original signature and producer number of each class participant.

COURSE APPLICATIONS - MIDWEST ZONE AGREEMENT

All Applications for Course Approval must be filed through Sircon at least 14 days in advance of the first scheduled course date.

Each application shall contain:

- (1) Midwest Zone Standard Continuing Education Filing Form.
- (2) Copy of the course approval letter from your home state.
- (3) Non-refundable \$25 application fee per course.
- (4) Name(s) of instructors.

All additional course dates and locations shall be submitted electronically through Sircon at least fourteen (14) days in advance of the offering date for each previously approved course. This filing should be submitted on the Sircon site. There is no fee required for this filing.

The maximum number of hours that can be approved in South Dakota is 10 hours.

INTERNET COURSE REQUIREMENTS

Self-Study Requirements

Self-study courses will be awarded 1 hour of CE credit for every 15 pages of study material.

Producers must pass the final exam with at least a score of 70% to qualify for CE credit.

Exams are not required to be monitored. The producer can complete the exam, mail it in and receive notice of pass/fail. If they pass, the provider must submit the course completion information through Sircon within 14 days of completion of the course.

Internet or Computer Self-Study Courses

Courses already approved for self-study will be approved for the same number of hours previously approved, providing the course contains the exact same material. Since Internet self-study courses are generally in html format and smaller print, the same course previously approved for self-study may consist of fewer pages on the Internet.

For new Internet courses not previously approved as a self-study course, the Division will consider the font and print size to determine the number of credit hours awarded. For example, certain courses may be allowed one hour CE credit for every 8 pages of study material.

The Division will want an explanation as to what security measures are associated with the final exam. For example, can the producer skip over all or part of the study material and access the final exam?

The Division will want to know if the producer can modify exam questions or if the response from the producer is final.

The provider must permit the Division access to all courses and exams by assigning us access ID codes or passwords. The Division will deny approval of any courses, which do not permit us, full access. This information must be submitted with each course application.

COURSE APPROVALS

Courses shall be approved electronically. Course Completions must be processed through Sircon within 14 days of completion of the entire course.

No course may be offered for less than the approved number of continuing education credits. No credit may be issued to a participant who does not attend the entire continuing education course unless a written appeal is made to the director showing good cause as to why the course could not be attended in its entirety.

Approved courses remain active until withdrawn; therefore, no renewal is required.

Self-study courses shall contain an exam which shall be graded by the provider or a third party. No credit shall be given for a failing grade.

No course shall be approved for more than the Producer's continuing education credit (CEC) requirement in one two-year period in each qualification.

One CEC shall consist of 50 minutes of qualifying classroom instruction.

INSTRUCTOR REQUIREMENTS AND RESPONSIBILITIES

QUALIFICATIONS:

The instructor shall possess one of the following qualifications:

- (1) Three years of recent experience in the subject area being taught;
- (2) A degree or designation related to the subject area being taught; or
- (3) Two years of recent experience and 60 hours of course work in the subject area being taught.

RESPONSIBILITIES:

The instructor shall provide the students with current and accurate information pertaining to the subject matter of the approved course outline.

The instructor or provider shall monitor the attendance of the students throughout the course.

COURSE COMPLETION:

The provider shall provide at the request of a student a Certificate of Course Completion upon completion of the course.

The instructor or provider shall maintain a roster of all class participants who completed the course. The roster will be the original sign-in-sheets for each course offering. The sign-in sheets will consist of the original signature and producer license number of each class participant.

Roster attendees are to be entered or uploaded on Sircon within 14 days of the conclusion of each class offering where South Dakota producers are in attendance.

PROVIDER DISCIPLINARY ACTION

The director may approve or disapprove providers or instructors. Each provider is responsible for the actions of its instructors. Providers and instructors shall conduct themselves in a professional manner and may not offer or teach any course not approved by the director or not complying with any insurance statute or rule, may not deviate from approved course outlines, and may not misrepresent any course material or other information.

If the director determines that a course provider or instructor has violated the above provisions, the director may withdraw approval of the course provider or instructor or may order a refund of course fees to licensees who attended the course, or both. The director may also refuse to approve courses conducted by specific providers or instructors if the director determines that past offerings by those providers or instructors have not been in compliance with insurance continuing education laws or rules.

To view a copy of the Laws (SDCL 58-30-114 through 58-30-123) or Administrative Rules (Chapter 20:06:18) pertaining to continuing education see <http://legis.state.sd.us/index.aspx> or contact the Continuing Education Coordinator listed below.

If you have any questions regarding the continuing education rules and regulations, please contact the Continuing Education Coordinator:

Phone: (605) 773-3946

E-mail: jo.mikkelsen@state.sd.us

Mailing Address:

South Dakota Division of Insurance
Continuing Education Coordinator
124 S. Euclid Ave., 2nd Floor
Pierre, SD 57501

Recommended Guidelines for Online Courses

Goal: To deliver functional computer-based internet courses that offer quality insurance and/or risk management material in a password-protected online environment.

Key Components:

- Material that is current, relevant, accurate, and that includes valid reference materials, graphics and interactivity.
- Clearly defined objectives and course completion criteria
- Specific instructions to register, navigate and complete the course work
- Technical support/provider representative be available during business hours
- Process to authenticate student identity
- Method for measuring the student's successful completion of course material and for evaluating the learning experience
- Process for requesting and receiving CE course-completion certificate

Final Assessment (exam) Criteria:

- Minimum of 25 questions for courses of 4 hours or less and a score of 70% or greater
- Minimum of 50 questions for courses that are 5 hours or more and a score of 70% or greater
- At least enough questions to fashion a minimum of 2 versions with a least 50% of questions being new/different in each subsequent version
- Inability to print the exam or to launch the exam prior to reviewing material
- Impartial "disinterested third party" (see below) - proctor/monitor who verifies identity and processes affidavit testifying the student received no outside assistance

Acceptable Procedures to determine Appropriate Number of Credit Hours:

Method A

- 600-700 words (standard font size) = one text page
- Textbooks/workbooks/other printed material – one credit for every 15 pages
- 3 screens with an aggregate total of approximately 600-700 words – one text page
- 45 screens – one hour of credit
- Divide total screens by 45 – total number of credit hours
- Multiply number of hours by 1.00 for a basic level course; 1.25 for an intermediate level; 1.50 for an advanced course for additional study time = total number of credit hours (fractional hours rounded up if .50 or above and rounded down if .49 or less)

Method B

- Divide total number of words by 180 (documented average reading time) = number of minutes to read material
- Divide number of minutes by 50 = credit hours
- Multiply number of hours by 1.00 for a basic level course; 1.25 for an intermediate level; 1.50 for an advanced course for additional study time = total number of credit hours (fractional hours rounded up if .50 or above and rounded down if .49 or less)

Method C

- Course that is part of a nationally recognized professional designation
- Credit hours equivalent to hours assigned to the same classroom course material

Disinterested Third Party – We recommend someone with no family or financial relationship to the student, or who is a licensed agent.

Adopted by the PLWG in Dec, 2005