

**VIRGINIA INSURANCE
CONTINUING EDUCATION BOARD
SPONSOR INFORMATION PACKET**



Administrative Services Provided by Prometric

PROMETRIC™

**September 2007
Information for the 2007-2008 Biennium**

Virginia Insurance Continuing Education Board

Sponsor Information Packet

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Virginia Insurance Continuing Education Board General Information

Virginia law requires all resident and nonresident insurance agents to complete continuing education courses if they hold one or more of the five license types subject to such requirements (Life and Health Insurance Agents and Consultants, Property and Casualty/Personal Lines Insurance Agents and Consultants, and Title Insurance Agents). Prometric administers this program on behalf of, and with guidance from, the Virginia Insurance Continuing Education Board.

In order to submit and receive approval for courses and/or instructors, an organization must register with Prometric as a sponsor of Virginia Insurance Continuing Education (CE). Courses and instructors must be reviewed and approved by Prometric before CE credit will be awarded. The Board has authorized several types of course approvals. These are described in the instructions for completing the course application. Approvals, once obtained, are valid for the biennium in which they are granted and may be renewed for three biennia thereafter if unchanged.

Any of the materials in this packet may be photocopied.

This Sponsor Packet and other CE information are also available through Prometric's Web site at **www.prometric.com**. **Sponsors may enter and edit course offering schedules using the Web site, or** sponsors may download the forms from the Web site and use them in their computers to prepare applications.

All CE fees may be paid using American Express, Visa or MasterCard as well as by check or money order. See the Fee Worksheet on Page 29.

Agent Handbook

Sponsors may order a supply of Agent Handbooks by calling Prometric at **800.482.2366** or sending an e-mail to **Pro.ce-services@prometric.com**. Prometric, in cooperation with the Board, mails a handbook to all resident agents holding one or more of the five license types subject to CE, using the residence address of record on file with the Bureau of Insurance. We ask course sponsors and instructors to remind all agents that Virginia law requires them to keep their residence address information current with the Bureau of Insurance. Agents and consultants who fail to their address with the Bureau of Insurance will not receive important notices. The Bureau will accept updated address information only in writing or through the change of address tool at their Web site: www.scc.virginia.gov/division/boi/webpages/boiproducer. Prometric does not process address changes on behalf of the Bureau.

Agent Credit Requirements (see the Handbook for complete details)

- One license: 16 credits specific to the license type
- Two or more licenses: 24 credits. At least eight credits must be specific to each license type.
- **All agents must complete at least two credits categorized as law and regulations.**
- **No more than 75 percent of the credits required for compliance may come from courses sponsored by insurance agencies or companies. This includes all insurance companies or agencies, not just the companies or agencies with which an agent may be associated.**
- **Excess earned law and regulations (ILR) credits will first be applied to cover other CE requirements in the current biennium and any remaining credits will be carried over to the next biennium and applied to either the law and regulations requirement or other CE requirements.**
- CE credits awarded for Other General Insurance topics will be used to meet any license-specific requirement but not the law and regulations requirement.

Agents may check their compliance status and get a summary of credits at Prometric's Web site: www.prometric.com

Submission of Course Credits – Roster Reporting Information

Accuracy in roster submission is essential. Keying entry errors or transpositions in student identification numbers result in the need for corrections and delay in credits being recorded. If an error is made by the Sponsor on the roster submission, it is the Sponsor's responsibility to correct the error.

Internet roster submission instructions are on the Web site at www.prometric.com. Course completion must be reported to Prometric within 21 calendar days after completion.

Call **800.482.2366** or e-mail Pro.ce-services@prometric.com if you have questions regarding the Internet roster reporting.

Submission of Course Credits – Key Dates

December 31, 2008 All coursework for the biennium must be completed.

March 2, 2009 Agents must activate all course roster credits with a nonrefundable \$15 processing fee to Prometric.

April 1, 2009 Agents may activate all course roster credits with a nonrefundable \$250 late filing penalty as well as the nonrefundable \$15 processing fee to Prometric.

For agents who fail to supply proper documentation by March 2, 2009, indicating that they completed their CE requirements for a license by December 31, 2008, the law requires the Bureau to administratively terminate their license and all active appointments held under the license. If any agent is still noncompliant after April 1, 2009, the Bureau will send a letter stating that if the agent believes Prometric's records are incorrect, he or she has 30 days to submit documentation to Prometric demonstrating that Prometric's records are incorrect. If it is proven that Prometric's records are incorrect, and it is determined that the agent is in compliance, Prometric will notify the Bureau.

Agents **must** activate all course credits earned in the 2007-2008 biennium before March 2, 2009, (or April 1, 2009, with the payment of the nonrefundable \$250 late filing penalty) or the credits may not be used for compliance. Credits that are submitted properly will be recorded and the excess carried over for credit in the 2009-2010 biennium.

Virginia Insurance Continuing Education Board

Program Requirements

The Virginia Insurance Continuing Education Board has adopted the following requirements. Failure to comply with these requirements may result in the suspension or termination of the Sponsor's authorization to offer courses approved for Virginia CE.

1. The Course Introduction Statement (page 6) must be disseminated (orally or in writing) to **all** students at the beginning of **ALL** self-study and classroom courses.
2. All requests for approval of new or revised courses and new or revised instructor approvals must be submitted at least 30 business days before use of the course. A course may not be advertised until the approval has been received in writing or is displayed on Prometric's Web site. **You may request expedited course review by paying an additional \$50 fee per course. A course review is assured within three business days.**
3. Only courses that have been approved by Prometric may be offered for Virginia CE credit. No course may be conducted for credit until approval has been received.
4. No course may be advertised or otherwise promoted as appropriate for Virginia CE credit until approved by Prometric. Students may choose a full or partial refund of all monies or credit for any approved CE course that the sponsor cancels or fails to complete as advertised. A copy of the sponsor's refund and credit policy must be provided with the sponsor registration unless there is no charge for the course. A policy of "No Refunds" is not acceptable.
5. Advertisements, including Web site information, must specify whether the courses you sponsor are categorized as "Company/Agency" or "Non-Company/Non-Agency" and a reminder about the requirement for two laws and regulations credits and the limitation of no more than 75% of credits towards compliance from Company/Agency course credits. At the beginning of each classroom course, the instructor must announce the category for the course and a reminder about the compliance requirements. Sponsors are encouraged to provide a link to Prometric's Virginia CE Web page where complete compliance requirements are detailed.
6. Once approved, a course may not be substantially altered without a new application (including fee) being submitted to and approved by Prometric. A substantial alteration is any change that would modify the content or time allocations stated in the course outline or would change any of the course topics. A change in the thrust of a course where all or significant portions are based on a particular concept (ISO policy form, policy type, etc.) would be considered substantial. A change to update a point (change in Medicare deductibles, changes in estate tax limits, etc.) would not be considered substantial.
7. One credit is 60 minutes of instruction with no more than 10 minutes for a break. For example, a course from 8 a.m. to 5 p.m. with one hour for lunch will receive a maximum of eight credits. Fractional credits will not be awarded. Registration, coffee and lunch breaks, or social hours do not qualify for CE credit. Breaks and their duration must be indicated on the outline. It is suggested a 10-minute break be allowed after each 50 minutes of instruction or a 15-minute break after 1½ hours of instruction. For programs lasting six hours or more, a lunch break of at least 30 minutes is suggested.
8. No more than eight credits per course per day will be approved.
9. Only instructors approved by Prometric are allowed to teach a course. In an emergency situation, a substitute instructor may be used provided that an instructor application is submitted within 15 calendar days after the completion of the course.
10. As an approved instructor, an agent may receive course credit for teaching a Virginia-approved CE course, subject to the rules regarding duplicate courses within the same biennium. Failure to comply with these requirements may result in the suspension or termination of the Sponsor's authorization to offer courses approved for Virginia CE.

11. Sponsors must inform Prometric of the date, time and location of each classroom session, conference or convention at least 30 days, but no fewer than ten days before presenting.
12. Sponsors must adhere to attendance procedures. A student may not miss more than 15 percent of the course, provided the student presents an acceptable excuse to the instructor or sponsor. Sponsors may set more stringent attendance requirements if they wish but they are to advise students in advance.
13. All classroom courses must have attendance verified through a sign-in/sign-out sheet with a door monitor. Only students meeting minimum attendance requirements may receive course credit. See Page 28 for a sample of an acceptable Sign-In/Sign-Out sheet
14. Sponsors should make students aware that agents cannot receive CE credit for both a self-study (examination) course and a classroom course based on the same published materials.
15. Excess earned law and regulations (ILR) credits will **first be applied to cover other CE requirements in the current biennium** and any remaining credits will be carried over to the next biennium and applied to either the law and regulations requirement or other CE requirements.
16. CE credits awarded for Other General Insurance topics will be used to meet any license-specific requirement but not the law and regulations requirement.
17. Sponsors should make students aware that agents are not allowed to receive or carry over credit for the same course in the same biennium, but may take the course again and receive credit in a future biennium.
18. For classroom courses, credit for time spent on review quizzes or exams covering approved material will be provided only if immediate feedback or discussion is provided to the participants.
19. Sponsors are required to submit course completion rosters, within 21 calendar days of course completion, to Prometric. The roster must include the name and identification number of each student. Sponsors must distribute course completion certificates to all individuals who meet the requirements of the CE course within 15 days of the conclusion of a course. The certificate must contain the name and identification of the student, the name and identification number of the course, the date(s) the course was held, the number of credit hours completed by each student, and the name and identification number of the sponsor.
20. Course Review Qualifications:
 - **The following topics may qualify for approval:** agency management, asset allocation; ethics in insurance; legal or regulatory matters in insurance; fundamentals/principles of property and casualty, life and health, or title insurance; estate planning and/or taxation; insurance policy contents; proper use of insurance products; insurance rating, underwriting or claims; accounting/actuarial considerations in insurance; principles of risk management; provisions/differences in insurance policy contracts; or managed care and legal/ethical issues involving sales practices.
 - **The following topics will not qualify:** prospecting; motivation; sales training; office management; new product seminars; courses in mechanical business skills (typing, use of specific software, etc.); and courses not related to the insurance industry. Courses that are primarily intended to impart knowledge of specific products of specific insurers, if the use of the products relates to sales promotion or marketing, also do not qualify for credit.
 - Courses must be offered on a comprehensive level greater than agent's pre-licensing courses. Agent pre-licensing training courses will not be approved.
21. Courses conducted as videoconferences must be submitted as classroom courses, either single-session or sponsor-developed. An approved instructor or person with appropriate technical knowledge must be present to respond to questions. A list of all locations must be submitted with the schedule.
22. Applications for self-study courses must include a copy of all materials that the student must study in order to pass the exam. The materials may be in the form of paper, diskette, CD or other electronic medium. In addition, a word count excluding glossaries, indexes, tables of contents and appendices must be included. If the required materials and information are not included, the course may be disapproved. A copy of one

version of the exam should be submitted with the course materials. Self-study exams must contain at least 25 questions. The number of questions must increase proportionately as the amount of material increases up to a suggested maximum of 75 questions for very large courses. It is suggested that all questions should be four-alternative multiple-choice or completion format and that the use of True/False questions be avoided.

23. Self-study courses must include a proctored examination to receive credit. The proposed exam must be approved at the time the course is approved. Sponsors must submit course materials with the application. Credit hours will be determined by the estimated time it will take the student to read the material, adjusted by the percentage of content that is acceptable for CE. Credit will be allowed only if the student passes the exam with a score of 70 percent or better.
24. Self-study examinations must be proctored in a manner described by the publisher and approved by Prometric. The proctoring process must ensure the examination will be completed by the student, on a closed-book basis, without assistance. **The examination may be proctored by a corporate training department, supervisor-appointed co-worker or an approved test administration service.** In any case, the proctor will be required to submit an affidavit to the publisher stating the specified conditions of administration were observed.
25. Self-study courses presented via the Internet must adhere to the same requirements as other self-study methods. The exam may be presented via the Internet but it must be completely separated from the text while the exam is being presented. The proctor must be physically present as the student takes the exam. The same affidavit requirement for proctors is in effect. Sponsors must provide Prometric with the means to verify that the separation of the text from the exam is in place.
26. Representatives of Prometric and/or its designees and members of the Virginia Insurance Continuing Education Board and/or its designees, while acting in an official capacity, may audit classroom courses, course materials, instructors' presentations and course records. They may not be hindered, obstructed, delayed or interfered with while conducting or attempting to conduct an audit. Audits will be conducted in a manner that will minimize disruptions. Auditors may attend any course offered for the purpose of the audit without paying any fee. The sponsor grants Prometric the right to audit and/or inspect course records at the premises of the sponsor or at the physical location of the records. Prometric may also request course records, such as attendance records, for auditing purposes.
27. All records of enrollments, records of examination, course records and course rosters must be kept on file for the current biennium and the previous biennium.
28. Sponsors must keep Prometric informed of changes in address, phone number and contact persons.
29. Agents may make an individual application for credits for completing certain insurance-related college courses. See the Virginia Insurance Continuing Education Handbook for details.
30. The Board's determination on appeals and grievances will be final. See Page 7 for details.

This Statement must be disseminated at the beginning of ALL CE self-study and classroom courses.

IT IS YOUR RESPONSIBILITY TO FILE YOUR CE PROOF OF COMPLIANCE. IF YOU CHOOSE TO DELEGATE RESPONSIBILITY FOR KEEPING TRACK OF AND/OR FILING YOUR CE PROOF OF COMPLIANCE TO ANOTHER PERSON (SUCH AS AN AGENCY MANAGER, SECRETARY, LICENSING CLERK, COMPLIANCE OFFICER, FELLOW AGENT, FAMILY MEMBER, OR OTHER THIRD PARTY), THE ULTIMATE RESPONSIBILITY FOR NONCOMPLIANCE, AND ANY RESULTING PENALTIES, WILL CONTINUE TO BE YOURS.

1. This course is categorized as [Company/Agency] / [Non-Company/Non-Agency] (highlight the relevant type). No more than 75% of your required credits can come from Company/Agency course credits (see page ii of the CE Handbook). Additionally, at least two (2) course credits must come from law and regulations.
2. This course has been approved for ___ credits, ___ LH ___ PC ___ TI ___ OGI ___ ILR.
3. Classroom courses - fifty minutes of instruction equals 1 hour of CE credit. Your attendance will be verified via the sign-in/sign-out sheet located with the door monitor. Only students meeting minimum attendance requirements may receive certificates of course completion.
4. Agents cannot receive CE credit for both a self-study (examination course) and a classroom course based on the same published materials.
5. Excess earned law and regulations (ILR) credits will first be applied to cover other CE requirements in the current biennium and any remaining credits may be carried over to the next biennium and applied to either the law and regulations requirement or other CE references. See page 10 of the CE Handbook.
6. Agents are not allowed to receive or carry over credit for the same course in the same biennium, but may take the course again and receive credit in a future biennium.
7. This class may be audited by representatives of Prometric.

Each agent should review the Virginia Insurance Continuing Education Information Handbook for complete guidelines, which may be obtained from Prometric by calling 1-800-482-2366 or sending an e-mail to Pro.ce-services@prometric.com.

Virginia Insurance Continuing Education Board

Sponsor, Provider and/or Instructor Grievance procedures

A CE sponsor, provider or instructor may dispute the outcome of an approval application or the findings of an audit. If a disagreement arises, the following procedures should be followed in the sequence listed below.

1. Call Prometric and discuss the matter with a CE Evaluator/Auditor. The Evaluator/Auditor will discuss the findings with you and try to resolve the issue over the phone *.
2. If the dispute cannot be resolved by phone, send a written appeal within 30 days of Prometric's correspondence describing why you feel the decision should be reconsidered. Prometric will review your appeal when received and a written response will be prepared within 30 business days. Send your written appeal to:

Prometric
ATTN: VA CE Grievance Evaluation
1260 Energy Lane
St. Paul, MN 55108

If Prometric is unable to resolve your appeal they will forward it to the Education Grievance Committee along with their recommendation regarding the action that should be taken. Prometric will also notify you of this action *.

* If the review results in a change to a deficient finding, the Board will be notified.

3. If you are dissatisfied with Prometric's recommendation, you may further appeal to the Virginia Insurance Continuing Education Board's Education Committee. Send your written appeal to:

Prometric
ATTN: VA CE Grievance Evaluation
1260 Energy Lane
St. Paul, MN 55108

You must submit this appeal no later than 30 calendar days from the date of Prometric's recommendation to the Virginia Insurance Continuing Education Board. Failure to do so will terminate your right to appeal.

4. Your appeal to the Board's Education Committee must be in writing. You need not repeat the information provided to Prometric because Prometric will forward copies of all previous communications to and from you to the Board's Education Committee. If you have **ADDITIONAL** information not previously submitted that you want considered, you may submit it at that time.
5. The Board's Education Committee will consider your appeal as soon as possible, and communicate its recommendation to the Board for the Board's decision. The Board will then review your appeal and the recommendation of the Education Committee and will communicate its decision to you in writing. The Board's decision will be communicated to you within 20 days from the date the decision is made. You will receive this communication directly from the Board or through Prometric.

The determination of the Board will be final. These matters may not be appealed to the Virginia State Corporation Commission or its Bureau of Insurance.

Virginia Insurance Continuing Education Board
ATTN: Education Grievance Committee
c/o Prometric
1260 Energy Lane
St. Paul MN 55108

Virginia Insurance Continuing Education Board Instructions for Registering as a Virginia Continuing Education (CE) Sponsor

Send the Sponsor Registration Form with your first course approval application.

There are no application fees for sponsor registration.

Organizations providing Insurance CE for Virginia credit must register with Prometric, the Board's designated administrator.

Sponsor Registration

- Purpose:** For sponsors to provide information about their organizations to Prometric. Prometric assigns each sponsor a number that will allow courses to be linked directly to the sponsor.
- Process:** Organizations must complete and submit a Sponsor Registration Form (VAS-02) to Prometric. This should accompany the first course submitted.
- Renewal:** None. However, sponsors must promptly notify Prometric in writing of changes in name, principal ownership or contact information.

Form Instructions:

Sponsor name

Enter the organization's full legal name. If this application is for one department or division of a large company with multiple training entities, please specify the department or division in addition to the company name.

Names and titles of owners or officers

List all individuals who have a significant financial interest in your organization. For partnerships, list all partners. For corporations, name the officers and shareholders who have greater than a 25 percent interest.

How long in business?

Indicate the number of years your organization has been in the business of providing insurance education.

Former names and locations

If your organization has ever operated under a different name, please provide all such names here. If your organization is a sole proprietorship or partnership, please indicate the names of all training companies in which the proprietor or any partner has been a proprietor, partner or held at least a 50 percent ownership interest. If your organization is a corporation, for each owner who holds at least 50 percent of the voting stock, please list all training companies in which any of these owners have been proprietors, partners or have held at least 50 percent of the voting stock.

Type of organization

Indicate the type best describing your organization. A **professional association** is a not-for-profit association of insurance professionals whose function, generally, is to foster professionalism through education, fellowship and communication. An **insurance company** is a company that underwrites and issues policies. A **training company** is a business that offers training to insurance professionals. An **insurance agency** is an organization of one or more agents or consultants (including brokers, wholesalers and managing general agents) whose primary function is to sell insurance products to the insurance-buying public. The **other** category describes organizations not described in the previous categories. If you use the other category, briefly describe your organization. Your application may be assigned to one of the other four categories.

Are your courses available to all agents?

Please indicate whether all agents may register and attend your courses or if courses are restricted to only certain agents or groups of agents (e.g., only employees of your company or organization attend).

Address

Please provide your organization's complete mailing address. A post office box may be provided, but a street address is required.

Contact person and title

Please provide the name and title of one individual with whom to communicate all business matters. Where several people may be applicable, provide the name of one person who will know the appropriate person for each type of issue that may arise.

Contact information

Provide the phone number of the contact person. Also provide a fax number and e-mail address.

URL

Enter your URL. Prometric provides a link to this address on the list of approved courses available to the public.

Certification

You must certify that your organization will abide by all Virginia laws, State Corporation Commission regulations and Board program requirements. See Program Requirements on Page 3 for the specifics to which you are agreeing. This certification must be signed by the sole proprietor, a general partner or an officer of your corporation.

Submission

No fee is required. Submit the registration form, along with a description of your refund policy, to:

**Prometric
ATTN: Virginia Course Review
1260 Energy Lane
St. Paul, MN 55108**

As a minimum the refund policy must allow students to choose a full or partial refund of all monies or credit for any approved CE course that the sponsor cancels or fails to complete as advertised. A policy of "no refunds" is unacceptable.

Virginia Insurance Continuing Education Board Instructions for Completing the Course Approval Application

Insurance CE credit is given only for courses approved by Prometric. Sponsors submit course applications and materials at least 30 days before teaching the course. **Expedited course review is available at an additional \$50 per course. A course review decision is assured within three business days.** All course approvals expire at the end of the biennium (each even-numbered year). Renewals apply only to courses with no substantial changes (see Page 3 for details). Approximately 60 days before the end of the biennium, Prometric will notify sponsors regarding all renewable courses. Sponsors must renew courses before presenting them in the next biennium.

Sponsor's name

Enter the sponsor's name.

Sponsor number

Enter the number assigned to your organization when it registered as a Virginia CE sponsor. If your organization has not registered, include a completed Sponsor Registration Form along with this course application and leave this space blank.

Course title

Enter the course title (40-character limit). Please be sure similar course titles are easily distinguished from each other by indicating edition numbers or sessions (e.g., "Revised 2002," "4th edition," etc).

Course number

Leave blank. Prometric will assign a course number.

Type of course

Mark one selection for the type of course. See the information on the following page for specific course types.

Comprehensive outline

1. For classroom courses, attach an outline divided into meaningful sections and indicate how many minutes will be devoted to each section and indicate the breaks.
2. For self-study courses, an outline is not needed. The submission must include a sample exam, an exam administration plan and all course material used to prepare for the exam. The examination plan must indicate which outline sections are tested, the number of test questions in each section and an explanation of the proctoring process. In general, the proctoring process must ensure the student completed a closed-book examination without assistance, and the specified administrative conditions are observed.

Has this course been previously approved by Prometric in another state?

If Prometric has approved the course through another state's CE program, indicate the Prometric course number and state.

How will this course be taught? (classroom courses only)

Indicate the methods used to teach this course.

Location (single-session courses only)

Indicate the date, time and location of the course.

Instructors (single-session courses only)

Instructors of single-session courses are approved with the course. Separate instructor applications are not required. List the names of all instructors who will teach the course, and attach single paragraph biographies indicating instructors' qualifications. If the instructors are approved Virginia CE instructors, please list their instructor numbers. Resumes may be submitted but are not required.

Publisher's name (application to present a published course only)

Indicate the name of the course publisher.

Publisher's course number (application to present a published course only)

Indicate the course approval number assigned to the publisher by Prometric. The publisher from whom these materials were purchased provides this number. If the publisher's course has not been approved, your application will be disapproved. Complete and attach the Approval to Use Published Materials of Others form.

Will you follow published course outline exactly?

If you answer "No," describe in detail how you will deviate from the publisher's outline. If you deviate from the publisher's outline, your application may be disapproved. You will be required to resubmit this application as a sponsor-developed course.

Certification

By signing, you certify all the information on this form and in the attachments is true and correct, to the best of your knowledge, and this course will be conducted in accordance with all applicable program guidelines established by the Virginia Insurance Continuing Education Board.

Attachments (provide as indicated for all courses and additional course types as needed)

Sponsor-Developed Courses	
Sponsors may develop their own classroom courses and submit them for approval.	
1. Application (form VAC-02)	3. Instructor approval form (VAI-02) on Page 23 with same content areas as course
2. Outline (see Page 11 for details)	4. Fee: \$60 Fees are non-refundable.

Single-Session Courses	
Developed for one-time meetings, conferences and conventions. The courses are approved based on course outline and instructor description and may be offered multiple times within a five-day period. National conferences may include brochures describing the sessions and instructors rather than outlines and resumes.	
1. Application (form VAC-02)	4. Outline (see Page 11 for details)
2. Date, time and location of the course	5. Instructors: approved with course (see Page 11)
3. Biography of instructor(s)	6. Fee: \$35 Fees are non-refundable.

Published Classroom Courses	
Sponsors of published classroom courses develop courses to be taught by other sponsors.	
1. Application (form VAC-02)	3. Instructor approval form (VAI-02) on Page 23 with same content areas as course
2. Outline (see Page 11 for details)	4. Fee \$60 Fees are non-refundable

Published Self-Study Courses	
A self-study course is intended to be self-paced by the student.	
1. Application (form VAC-02)	4. All materials students will study (see Page 11 for details)
2. Sample examination(s)	5. Examination administration procedures (see Page 11 for details)
3. Proctor affidavit (see Page 18)	6. Fee: \$60 Fees are non-refundable.

Application to Present a Published Course	
Provides a simple and more economical method of course preparation.	
1. Application (form VAC-02)	3. Approval (form VAPM-02) or written permission to use course; Not necessary for national designation courses
2. Outline (see Page 11 for details) must be followed exactly as published course outline	4. Fee: \$35 Fees are non-refundable.

Submission

Submit your application form and attachments with the appropriate fee(s) in the form of a personal check, company check, cashier's check, money order or credit card authorization to:

Prometric
ATTN: Virginia Course Review
1260 Energy Lane
St. Paul, MN 55108

American Express, Visa or MasterCard transactions are accepted.
If your card is denied, the transaction will not be processed.

Use the Fee Worksheet on Page 29 to prepare your payment.

Please allow **30 business days** for application review. Upon review completion, Prometric will send you a course approval certificate indicating the content areas in which the course is approved or a letter stating why the course was not approved.

You may request expedited course review by including an additional fee of \$50 per course. You will be assured of a completed course review within three business days.

**Virginia Insurance Continuing Education Board
Course Offering Schedule**

Sponsor name _____ Sponsor number _____

Sponsor's contact person _____

Voice phone number _____ Fax number _____

PLEASE PRINT OR TYPE. Use this form to notify Prometric of all classroom course offerings; photocopy as needed. Include this form with new course submissions. Course schedules can be entered, edited and viewed for accuracy on Prometric's Web site at www.prometric.com.

Course Number (Leave blank if not known)	Course Title	Location of Course (List complete address. Include building/ business name, room/suite number or name city, state and ZIP code.)	Schedule (Dates held and beginning/ending times for approved segments.)	Contact Person and Phone Number at Location

VACS-02 (Rev 12/06)

Subsequent course offerings or schedule changes must be received at least 10 days in advance of conducting the course. Notify Prometric immediately if a reported course offering is changed or canceled. When canceling or changing a course schedule, include the original course schedule information. You may send in your original course schedule with the changes clearly noted.

MAIL TO: Prometric, ATTN: Virginia Course Review, 1260 Energy Lane, St. Paul, MN 55108. **FAX TO:** 800.735.7977

A Confirmation of Scheduled Course Offerings is mailed each month showing the schedules for the coming month. This mailing is your written acknowledgement.

**Virginia Insurance Continuing Education Board
Course Approval Application**

Prometric ATTN: Virginia Course Review 1260 Energy Lane St. Paul, MN 55108

PLEASE PRINT OR TYPE. PHOTOCOPY AS NEEDED.

Sponsor's name		Prometric-issued sponsor number
Course title		Course number
<u>Type of course (mark one)</u>		
<input type="radio"/> Sponsor-Developed \$60*	<input type="radio"/> Published (self-study and/or classroom) \$60*	
<input type="radio"/> Single-Session \$35	<input type="radio"/> Application to Present Published Course \$35*	
<input type="radio"/> Expedited course review (within three business days). If marked add \$50 to the fee marked above.		
*See page 13 for completion of course offering schedule		
Attach a comprehensive outline. Indicate for each section how many minutes of instruction will be offered.		
Has this course been previously approved by Prometric in another state? <input type="radio"/> Yes <input type="radio"/> No	If so, enter the Prometric-issued course number and state.	

COMPLETE FOR CLASSROOM COURSES ONLY	
How will this course be taught? (check all that apply)	
<input type="radio"/> Lecture <input type="radio"/> Conference <input type="radio"/> Workshop <input type="radio"/> Panel Discussion <input type="radio"/> Video <input type="radio"/> Other _____	
COMPLETE FOR SINGLE-SESSION COURSES ONLY	
Location (complete address)	Date and time
List the names of the individuals teaching this course. Attach a single paragraph description of their qualifications or their prepared biographical summary. If they are already approved as instructors, list their instructor numbers.	
_____	_____
_____	_____

COMPLETE FOR APPLICATION TO PRESENT A PUBLISHED COURSE ONLY	
Publisher's name	Publisher's Prometric-issued course number
Will you follow published course outline exactly? <input type="radio"/> Yes <input type="radio"/> No (If "no," attach explanation)	
Attach a timetable indicating number and duration of classroom sessions. Attach documentation of publisher's permission to present course.	

I certify the information on this form and all other supporting documentation accurately represents the course of instruction that will be offered if this course is approved. I agree to conduct this course in accordance with all applicable program requirements established by the Virginia Insurance Continuing Education Board.		
Printed/typed name	Signature	Date

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SAMPLE ACCEPTABLE COURSE OUTLINE

DIRECTORS AND OFFICERS LIABILITY

- | | | |
|------------|---------------|---|
| 25 minutes | 8:30 - 8:55 | I. Recent history of D&O liability exposure
A. Trends in D&O claim frequency and severity
B. Major problem areas
1. Federal securities laws
2. Mergers/acquisitions
3. Pollution claims
4. Financial institutions claims
5. Third-party claims
C. Recent large settlements and judgments |
| 25 minutes | 8:55 - 9:20 | II. Legal concepts underlying the D&O exposure
A. Basic legal duties of Directors and Officers
1. Duty of obedience
2. Duty of loyalty
3. Duty of care
B. To whom duties are owed
C. Common defenses
D. Recent legislation limiting director liability |
| | 9:20 – 9:30 | BREAK |
| 50 minutes | 9:30 - 10:20 | III. Common exclusions
A. Public policy exclusions
1. Dishonesty
2. Gaining an illegal profit or advantage
3. Section 16(b) of the Securities Exchange Act
4. Return of excessive remuneration
B. Intended to be covered elsewhere
1. Libel and slander
2. Nuclear energy
3. Employment practice |
| | 10:20 – 10:30 | BREAK |
| 50 minutes | 10:30 - 11:20 | IV. Case study
Review of ABC Corporation’s stockholder lawsuit alleging mismanagement by the corporation’s board of directors and senior management. Study includes review of facts, company’s defense and participation in defense by the insurer. |

Reasons for acceptability:

1. Sufficient detail on subject matter covered.
2. Sufficient detail on amount of time spent on each topic.
3. Insurance policy content is a topic that qualifies for credit.
4. Breaks are noted on the outline. Ten minutes per hour of instruction are recommended.
5. Case study is described. It is useful to include the case study materials with the outline.

SAMPLE UNACCEPTABLE COURSE OUTLINE

ADVANCED WORKERS COMPENSATION SEMINAR

- 8:00 a.m. – noon
- I. Introduction
 - II. Policy coverages
 - A. Benefits to injured workers
 - B. Employer liability
 - III. Writing workers compensation coverages with Middle Atlantic Life and Casualty
 - A. Sales support to agents
 - B. Price and service comparisons to competitors
 - IV. Use of technology by agents to service clients
 - A. Wonder Wizard Claim Reporting Software
 - B. Visit the Middle Atlantic Life and Casualty interactive Web site
- Working luncheon
- Noon – 1:00 p.m.
- V. Reserving
- 1:00 p.m. – 4:00 p.m.
- VI. Loss control activities
 - VII. Case studies
 - VIII. Panel discussion with experts

Deficiencies in this outline:

1. Insufficient detail on subject matter covered.
2. Insufficient detail on amount of time spent on each topic.
3. Sales and marketing topics are not eligible for credit.
4. Company-specific procedural or marketing content is not eligible for credit.
5. Training for office technology or use of the Internet is not eligible for credit.
6. Where case studies are used, a description of the case study must be included with the course outline.
7. Where panel discussions are used, a description must be provided along with a description of the topic(s) to be addressed and backgrounds of the panel members.
8. Breaks are not noted on the outline.

SAMPLE

**AFFIDAVIT OF PERSONAL RESPONSIBILITY
To be signed by student**

I declare that I personally completed this exam without any outside assistance including course material, other source material or assistance from any person(s).

Signature (sign in ink only)

Date

AFFIDAVIT OF EXAM COMPLETION

To be completed and signed by exam monitor

I declare that I personally observed the above-named individual during the completion of this examination and also observed that the producer received no outside assistance in completing the examination.

Name of Student

Name of Course

Address where exam was taken

Date exam was taken

Beginning time

Ending time

Type of monitor
(check one)

Corporate Training Dept
representative

Supervisor appointed
co-worker

Test administration
service

Print name of person administering test

Job title of person administering test

Company/agency name

Business phone number

Business mailing address

Signature of person administering test
(sign in ink only)

Date

Instructions for Providers Eligible for NAIC Uniform CE Reciprocity

All states or jurisdictions are participating in the agreement **EXCEPT**

American Samoa	Massachusetts
Florida	Puerto Rico
Guam	Virgin Islands

To obtain Virginia approval, based on this reciprocity, you must complete all of these steps:

1. Be approved as a provider in your state of domicile.
2. Receive a course approval document from your state of domicile. This may either be a letter of approval or the stamped approved application form that was filed in the resident state.
3. Be registered as a Virginia provider. This is a separate application that must be completed before you can apply for course approval. This is a one-time registration.
4. Complete the NAIC Uniform Continuing Education Filing Form for each course.
5. Submit a photocopy of the course approval document from your home state.
6. Submit a copy of the course outline for classroom courses or the table of contents for self-study courses.
7. Pay the appropriate course approval fee for each course.

Send applications and fees to:

**Prometric:
Attn: Virginia CE
1260 Energy Lane
St. Paul, MN 55108**

***You may pay using American Express, Visa or MasterCard.
If your card is denied, the transaction will not be processed.***

Use the Fee Worksheet on page 29 to prepare your payments. Fees are nonrefundable.

Virginia is not required to accept any topic or provider that is not eligible for approval under its laws and regulations.

NAIC Uniform Continuing Education Filing Form

Prometric ATTN: Virginia Course Review 1260 Energy Lane St. Paul, MN 55108

Revised 07/05

Provider Name _____

Contact Person _____

Address _____

City _____ State _____ Zip Code _____

Federal Tax ID NO. _____ Telephone No. _____

Course Title _____

Course Title _____

Attached is an (approved application) (course approval letter) from my resident State. This course was approved for credit in the following category:

- Life/Health
- Property/Casualty
- General/Other

Please file this course for approval in the State of **Virginia**

My Provider Identification number in your state is _____

Enclosed is the appropriate registration/approval fee.

Instructor Name(s)* _____ SSN _____

Is the course open to the public? Yes No

Dates and locations where the Course will be offered:

If this course is being filed for approval in Arizona, Vermont, Michigan, Oklahoma, Ohio, Wisconsin, Missouri, Indiana, Kentucky or North Carolina an outline of the approved course must be attached to this form.

* Instructor names are only required if this course is being filed for approval in Oklahoma, Wisconsin, Nebraska, South Dakota, Kentucky or North Carolina. Instructor names and SSNs need not be listed on this form if the information is contained in the enclosed approved application/course approval letter.

Department Use Only

1. Course approved for _____ credits of:
 life/health ethics property/casualty general long-term care
by _____ Date _____

_____ Department of Insurance • Course Number _____

2. Course disapproved. Comment _____

Virginia Insurance Continuing Education Board Instructions for Completing the Instructor Approval Application

Classroom courses approved for Virginia CE credit must be taught by approved instructors. Instructor approval is performed by Prometric under authority of the Virginia Insurance Continuing Education Board.

The purpose of requiring instructor approval is to ensure that instructors have an adequate understanding of the areas of insurance in which they are teaching. Instructors may only teach courses assigned to categories for which they have been approved.

Approved instructors may submit a new application and fee to upgrade their approved categories if their work, education and/or teaching experiences have changed.

As an approved instructor, an agent may receive credit for teaching a Virginia-approved CE course, subject to the rules regarding duplicate courses within the same biennium.

Instructors **must** submit, along with this form and appropriate fees, a detailed resume or a biographical summary of their work and teaching experiences by line of insurance or type of product.

Name(s)

Enter your full legal name in the name block. In the block below, list your maiden name, former married name(s) and/or any aliases you have used.

Instructor number

Enter your instructor identification number. If one has not yet been assigned, leave this blank.

Social Security number (or DMV number for Virginia residents only)

Enter your the appropriate number

Sponsor number

Enter the sponsor number if a sponsor is paying for this approval. This does not mean that the instructor is limited to teach only for this sponsor, but the certificate will be mailed to the sponsor.

Address

Provide your home street address; a post office box alone is not acceptable.

Phone

Provide your daytime business phone number and your home phone number. If they are the same, so state. Please also include your fax number.

Academic credentials

Indicate any college or university degrees that you have been awarded. Include the educational level (e.g., bachelor's degree, master's degree), the major area of study, the granting institution and the year of graduation. If you have more than one degree at any educational level, list the one most closely related to the subject matter that you intend to teach.

Professional credentials

Indicate every insurance-related professional designation that you hold. The full meanings of the acronyms listed on the form are given below. If you add others to the list, please provide the full title (in addition to the acronym) and the granting institution.

AAI	Accredited Advisor in Insurance, Insurance Institute of America
AIC	Associate in Claims, Insurance Institute of America
ARM	Associate in Risk Management, Insurance Institute of America
AU	Associate in Underwriting, Insurance Institute of America
CEBS	Certified Employee Benefits Specialist, International Foundation of Employee Benefit Plans
CFP	Certified Financial Planner, The American College
ChFC	Chartered Financial Consultant, The American College
CIC	Certified Insurance Counselor, The National Alliance for Insurance Education and Research
CISR	Certified Insurance Service Representative, The National Alliance for Insurance Education and Research

CLU	Chartered Life Underwriter, The American College
CPCU	Chartered Property & Casualty Underwriter, American Institute for CPCU
FLMI	Fellow, Life Management Institute, Life Office Management Association
LUTCF	Fellow, Life Underwriter Training Council, National Association of Life Underwriters
RHU	Registered Health Underwriter, The American College

Insurance licenses and securities you hold

Indicate each insurance license type and securities license that you hold and the state(s) in which you hold the license(s).

Resume

Attach a current resume or biographical summary to the completed application form. The resume must list your teaching and work experience by license type and line of business and/or product type.

List all of your jobs in the field of insurance in chronological order. Each entry must include the date you began work and your date of last employment.

List the insurance courses you have taught, when you taught them and the approximate total number of contact hours you have taught each subject.

If you have a prepared biographical summary that includes this information, you may submit it in place of a resume.

Certification

Print or type your name and sign and date the form to indicate that you certify all of the information provided on the application and in the resume or biographical summary is an accurate representation of your education and experience. Furthermore, you certify to abide by applicable Virginia laws, regulations and Virginia Insurance Continuing Education Board program requirements. Sponsors are required to provide all instructors with the requirements.

Submission

Submit your application for an initial approval or for an upgrade from your current approval, along with your resume or biographical summary, and the **\$25 fee** in the form of a personal check, company check, cashier’s check, money order or credit card authorization to:

Prometric
ATTN: Virginia Instructor Review
1260 Energy Lane
St. Paul, MN 55108
American Express, Visa or MasterCard transactions are accepted.
If your card is denied, the transaction will not be processed.

Use the Fee Worksheet on Page 29 to prepare your payment. All fees are non-refundable.

Please allow 30 business days for review of your application. Upon completing our review, we will send you a Certificate of Instructor Approval indicating the content areas you are approved to teach, or a letter stating why you were not approved as an instructor.

**Virginia Insurance Continuing Education Board
Instructor Approval Application**

Prometric ATTN: Virginia Course Review 1260 Energy Lane St. Paul, MN 55108

PLEASE PRINT OR TYPE. PHOTOCOPY AS NEEDED. \$25 NON-REFUNDABLE FEE.

Last Name	First Name	Middle Name or Initial	Instructor Number
By what other names have you been known? If none, so state.		Social Security (or DMV) Number	Sponsor Number
Home street address (not only a P.O. Box number; must have a street address)			
City		State	ZIP code
Business phone number () -	Residence phone number () -	Fax number () -	
Academic credentials:			
<input type="radio"/> BA/BS in	_____ from _____	graduated in ____.	
	<i>(major)</i>	<i>(institution)</i>	
<input type="radio"/> MA/MS in	_____ from _____	graduated in ____.	
	<i>(major)</i>	<i>(institution)</i>	
<input type="radio"/> Ed.D/Ph.D. in	_____ from _____	graduated in ____.	
	<i>(major)</i>	<i>(institution)</i>	
<input type="radio"/> J.D. in	_____ from _____	graduated in ____.	
	<i>(major)</i>	<i>(institution)</i>	
<input type="radio"/> Other (<i>specify</i>) in	_____ from _____	graduated in ____.	
	<i>(major)</i>	<i>(institution)</i>	
My professional credentials:		Insurance & securities licenses you hold and in which states:	
<input type="radio"/> AAI	<input type="radio"/> CIC	<u>Licenses</u>	<u>States</u>
<input type="radio"/> AIC	<input type="radio"/> CISR	<input type="radio"/> Life/Health	_____
<input type="radio"/> ARM	<input type="radio"/> CLU	<input type="radio"/> Health	_____
<input type="radio"/> AU	<input type="radio"/> CPCU	<input type="radio"/> Property/Casualty	_____
<input type="radio"/> CEBS	<input type="radio"/> FLMI	<input type="radio"/> Title	_____
<input type="radio"/> CFP	<input type="radio"/> LUTCF	<input type="radio"/> Securities	_____
<input type="radio"/> ChFC	<input type="radio"/> RHU	<input type="radio"/> Other	_____
<input type="radio"/> Other _____			
Attach your resume to this application. Your resume or biographical summary must list your job experience and your teaching experience by line of license or type of product.			
I certify that the information on this form and on all supporting documentation accurately represent my qualifications to teach insurance courses. I further agree to abide by all applicable Virginia laws, Virginia State Corporation Commission regulations and Virginia Insurance Continuing Education Board program requirements.			
_____	_____	_____	
Printed/typed name	Signature	Date	

VAI-02 (Rev 12/06)

SAMPLE RESUME FOR INSTRUCTOR APPROVAL

TERRY DOE
123 Main Street
Anytown, VA
804.555.2343

Education

B.A., 1990
Centerville College, Centerville, MA
Major in business administration

Employment

June 1990 to April 1992

Great Pacific Insurance Company
Pacific City, CA

Began as underwriting trainee in life insurance. Advanced to senior underwriter. Processed cases up to face amounts of \$500,000 including reviewing credit reports, medical records and results of physical exams.

April 1992 to May 1995

Middle Atlantic Life and Casualty
Causeway Village, NC

Senior individual health underwriter. Promotion to underwriting supervisor. Worked on individual major medical underwriting as well as disability income cases.

May 1995 to present

Maryland Eastern Shore Casualty Insurance
Coastal Flats, MD

Manager, Group Underwriting. Managing staff of 20 underwriters and issue technicians handling medical, disability and AD&D underwriting for small- to medium-size groups.

Teaching Experience

Spring 1994 and Spring 1995: Middle Atlantic Life and Casualty, Basics of Universal Life Insurance (four two-hour sessions)

[This form is intentionally placed here as well as on page 13]

**Virginia Insurance Continuing Education Board
Course Offering Schedule**

Sponsor name _____ Sponsor number _____

Sponsor's contact person _____

Voice phone number _____ Fax number _____

PLEASE PRINT OR TYPE. Use this form to notify Prometric of all classroom course offerings; photocopy as needed. Include this form with new course submissions. Course schedules can be entered, edited and viewed for accuracy on Prometric's Web site at www.prometric.com.

Course Number <i>(Leave blank if not known)</i>	Course Title	Location of Course <i>(List complete address. Include building/ business name, room/suite number or name city, state and ZIP code.)</i>	Schedule <i>(Dates held and beginning/ending times for approved segments.)</i>	Contact Person and Phone Number at Location

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Subsequent course offerings or schedule changes must be received at least 10 days in advance of conducting the course. Notify Prometric immediately if a reported course offering is changed or canceled. When canceling or changing a course schedule, include the original course schedule information. You may send in your original course schedule with the changes clearly noted.

MAIL TO: Prometric, ATTN: Virginia Course Review, 1260 Energy Lane, St. Paul, MN 55108. **FAX TO:** 800.735.7977

A Confirmation of Scheduled Course Offerings is mailed each month showing the schedules for the coming month. This mailing is your written acknowledgement.

**VIRGINIA CONTINUING EDUCATION
COURSE COMPLETION CERTIFICATE**

Name of Student: _____

Agent ID (Social Security or DMV Number): _____

This certifies that the individual named has successfully completed the course requirements for:

Course Name: _____

Course Number: _____

Number of Credits: _____

Date of Course Completion: _____

Provider Name: _____

Provider Number: _____

Providers may create their own forms for course completion certificates, provided all of the same information indicated above is clearly reflected on the certificate.

For self-study courses, use the date of the exam as the course completion date.

**VIRGINIA INSURANCE
CONTINUING EDUCATION PROGRAM**

Rosters must be submitted within 21 calendar days of the course completion date. Web roster reporting is available. See www.prometric.com for details.

Sponsor Number

S -

Sponsor Name

Course Number

C -

Course Title

Completion Date (mm/dd/yyyy)

Students

Agent ID (SSN or DMV Number)	Last Name	First Name	Middle Initial	NPN (if SSN or DMV is not used)
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**Virginia Insurance Continuing Education Board
Fee Worksheet**

Sponsor Number **S** _____

Sponsor Name _____

This form is for convenience in preparing submissions. It is not required.

Sponsor Registration (submit only with your first submission) **No fee**

	<u>Number</u>	<u>Subtotal</u>
Course Fees		
Single-Session Course Approval	_____ @ \$35	\$ _____
Sponsor-Developed Course Approval	_____ @ \$60	\$ _____
Published Course Approval	_____ @ \$60	\$ _____
Application to Present Published Course Approval	_____ @ \$35	\$ _____
Expedited Course Review	_____ @ \$50	\$ _____
Instructor Fees		
Instructor Approval	_____ @ \$25	\$ _____
TOTAL		\$ _____

One check may be written to cover all fee types. All fees are non-refundable.

Payment may be made by company check, cashier's check, money order, American Express, Visa or MasterCard.

Send check or money order made payable to: **Prometric
ATTN: Virginia CE
1260 Energy Lane
St. Paul, MN 55108**

Applications and credit card authorizations may be faxed to 800.735.7977

To pay using American Express, Visa or MasterCard, please complete the following:

Card Type (Circle) MC Visa Amex	Card Number	Expiration Date
Name of Cardholder (Print)		Signature of Cardholder

If your card is denied, the transaction will not be processed.