FREQUENTLY ASKED QUESTIONS

BUREAU OF EDUCATION AND TESTING
CONTINUING EDUCATION UNIT

CONTINUING EDUCATION INFORMATION FOR PORTAL USERS

1. How do I find the renewal requirements for a previous period?
   Use the drop down menu to find the desired period and select “Search”.

2. How do I find the courses completed during a previous period?
   Use the drop down menu to find the desired period and select “Search”. The courses completed during the cycle will be listed under the Courses column.

3. I have completed all of the required hours for the period. Why do I still have a shortfall?
   If you have deficiencies in a previous period, the hours completed in the current cycle will be used to satisfy previous requirements first.

4. When I select the previous period, it does not indicate that I have a shortfall, but my current period shows a shortfall even though I completed the required courses. Why is this?
   The courses on the website will be listed in the period completed. If you have deficiencies from a previous period, the hours completed in the current cycle will be used to satisfy previous requirements first.

5. When I select the previous period, it indicates that no courses were found for the selected period, but requirements show that all of the courses have been completed. Why is this?
   If you completed the hours in a subsequent period, those hours have been used to credit this period. If you have not completed enough courses to satisfy both periods, you should see a shortfall in the latter period.

6. I received a letter (shortfall letter) indicating all continuing education has not been completed. What should I do?
   If you have not completed all your continuing education course(s) for the current renewal cycle, you should contact an approved continuing education provider and complete your required courses(s).
   Once your course(s) are completed, the course provider should electronically submit proof of your course(s) completion information within 30 days (ten days or less during the last month of the renewal cycle) or you may send a copy of your course completion certificate(s) to the department’s Bureau of Education and Testing at 2601 Blair Stone Road, Tallahassee, FL, 32399-1046 or fax to 850.922.2316.

7. On your website, I only see some of the courses that I have completed for the current renewal cycle. I am unable to renew my license because of this erroneous information. What should I do?
   You should contact the course(s) provider to verify the proper reporting of your course(s). If the provider indicates they have properly reported your continuing education credit(s) and our records are still deficient, you or the provider may mail a copy of the course completion certificate(s) to the department.
department’s Bureau of Education and Testing at 2601 Blair Stone Road, Tallahassee, FL, 32399-1046 or fax to 850.922.2316.

ADDITIONAL RESOURCES

**Professional Engineers:** Continuing education requirements for professional engineers are monitored by the Florida Engineers Management Corporation on behalf of the Florida Board of Professional Engineers (“FBPE”). Contact information for FBPE is provided below:

Florida Board of Professional Engineers
2639 North Monroe Street, Ste. B-112
Tallahassee, FL 32303-5268
Phone: 850.521.0500
Fax: 850.521.0521

**Funeral Directors and Embalmers:** Continuing education requirements for funeral directors and embalmers are monitored by the Division of Funeral, Cemetery & Consumer Services of the Florida Department of Financial Services on behalf of the Board of Funeral, Cemetery, and Consumer Services. Contact information for that office is provided below:

Division of Funeral, Cemetary & Consumer Services
200 East Gaines Street
Tallahassee, FL 32399-0361
Phone: 850.413.3039

**Surveyors and Mappers:** Continuing education requirements for surveyors and mappers are monitored by the Division of Consumer Services of the Florida Department of Agriculture and Consumer Services on behalf of the Florida Board of Professional Surveyors and Mappers. Contact information for that office is provided below:

Division of Consumer Services
Board of Professional Surveyors and Mappers
Terry Lee Rhodes Building
2005 Apalachee Parkway
Tallahassee, FL 32399-6500
Phone: 850.410.3800