

## Prelicensing Correspondence Course Procedures

### PLE Provider Duties:

Providers shall comply with the following for individuals taking a correspondence course (workbook or internet):

1. Assign an approved instructor to each student.
2. **Explain in detail the requirements for licensure and review the steps to obtain the license. The provider shall ensure that the applicant understands to follow the licensure steps in order. Use the Quick Reference Guide.**
3. Ensure each student communicates with the assigned instructor a minimum of two (2) times. (The form of communication may be via person to person conferences, via telephone conversations, via email or other forms of validated internet communication.) The PLE provider shall be able to provide documentation of the communication sessions.
4. The Agent Services Division requires that the PLE provider and instructor provide evidence that the student reviewed the material for the number of course hours required for the license type applying pursuant to NCGS 58-33-30 (d)(1)(2)(3).

\*20 PLE hours each for personal, property, casualty, life, accident & health and/or sickness licenses

\*10 hours for Medicare Supplement/Long Term Care license

### Instructor Initial Duties:

1. Describe prelicensing requirements (20 PLE hours each for personal, property, casualty, life, accident & health and/or sickness licenses; 10 hours for Medicare Supplement/Long Term Care license).
2. Inform the student that he or she must obtain an Insurance Licensing Examination Candidate Guide. Review the Candidate Guide and fingerprint requirements.
3. **Explain in detail the requirements for licensure and review the steps to obtain the license. The provider shall ensure that the applicant understands to follow the licensure steps in order. Use the Quick Reference Guide.**
4. Explain the licensing steps and the requirement that students perform each step in order specified by the Department or there will be a delay in the license decision.
5. Check student course materials to ensure that they are complete and current.
6. Review course content.
7. Explain use of materials, books, on line courses and security compliance requirements to ensure that the applicant is the person taking the on line course study.
8. Complete any required forms or applications.
9. Establish a schedule of studies appropriate for the student.

10. Ensure that the student has the necessary information to contact the instructor in order to have questions answered during course study.
11. Explain course final examination and grading procedures, and ensure that student understands that the instructor will submit the final examination to the provider for grading.
12. Answer student questions on an ongoing basis.
13. Review workbooks, computer records, etc. (these may vary according to the method of correspondence chosen by the student) with student to ensure that the student has completed all assignments.
14. Conduct a review of the course to identify any course content which may require additional study.
15. Explain processing of final examination and notification by the publisher of results if applicable.
16. Monitor the student while he or she takes the final course examination in an approved testing environment. A disinterested third party shall administer the final course examination.
17. Complete the student's certification form and ensure that both the instructor's and the student's signatures are executed. The instructor should attach the certification to the final examination answer sheet and send to the provider for grading.
18. Collect Examination Admission Ticket from student. The instructor should not alter the form at this time. If the student fails the final course examination, the instructor will be responsible for returning the form unaltered to the student.
19. Explain the licensing steps and the requirement that students perform each step in order specified by the Department or there will be a delay in the license decision.

**Instructors Follow-Up Duties:**

1. After receiving written notice of examination results from the correspondence course provider, notify the student of the results of the final course examination.
2. For passing candidates: prepare and send *Examination Admission Ticket* to student.
3. For failing candidates, establish a schedule of studies with the student for reviewing the entire course. The instructor shall make arrangements for the student to retake the course final examination. If the student elects to discontinue course work through the program, the instructor should return the unaltered *Examination Admission Ticket*.
4. Submit to the program director, within ten (10) business days of receipt of examination results, the student's name and student identifier number assigned by the school, the "school copy" portion of the *Examination Admission Ticket*, and a copy of the student's passing or failing notice provided by the correspondence course provider.