



TEXAS DEPARTMENT OF LICENSING AND REGULATION
P.O. Box 12157, Austin, Texas 78711-2157
CS 800-803-9202 or (512) 463-6599 FAX (512) 463-1512
www.tdlr.texas.gov education@tdlr.texas.gov

TOWING OPERATOR CONTINUING EDUCATION COURSE APPROVAL APPLICATION INSTRUCTIONS

PLEASE NOTE:

- The application must be completed and signed by the applicant.
 - All information provided must be typed or printed in black ink.
 - The application must be submitted on single-sided, 8½" x 11" paper.
 - Please use a paperclip to fasten all pages together, with the check or money order on top. Do not use staples.
 - **Your application will not be considered complete and will not be processed until we have received all required items.**
1. **Provider Name and Number** - Enter your provider name and your TDLR provider number. If you do not yet have your TDLR provider number, please write "APPLIED" in the TDLR provider number field.
 2. **Contact Person/Email** - Enter the contact person's name and email that will be the point of contact for questions regarding the course material.
 3. **Course Title** - Enter your continuing education (CE) course title. You must use that same title in your course materials and advertising. The title is limited to a maximum of 30 characters.
 4. **Course Content** - Enter the number of hours for each content area your course will cover. In accordance with Chapter 59, one hour of credit equals 50 minutes of instruction time and course instruction must be dedicated to one or more of the following topics:

Towing Operators must complete four hours CE in the following:

- Roadway Safety
- Texas Law and Rules that regulate the conduct of towing operators; and
- Any of the following topics: towing industry related topics such as driver safety, towing techniques, equipment operation and safety; and customer service and documentation.

Licensees must complete one hour in roadway safety; one hour in tow operator law and rules and two hours in related topics. TDLR law and rules must be quoted, no paraphrasing. Refer to vehicle towing administrative rules 86.250 for specific continuing education requirements. (www.tdlr.texas.gov/towing/towrules.htm)

SHRP2 – the Strategic Highway Research Program 2 may also be submitted for course approval by the department.

Incident Management (IM) 1st Time Licensees must complete eight hours CE in the following course types and must include the required topics:

- At least 2 hours in live demonstration and hands-on training
- At least 2 hours in classroom training, and
- Remaining 4 hours may be in classroom training or live demonstration and hands-on training.

Required Topics:

- How light-duty tow trucks work; towing with a tow sling; car carrier operation; light-duty tow trucks; vehicle maintenance; towing with a wheel lift; using tow dollies; vehicle recovery; field procedures and safety

5. **Course Length** - Enter the number of CE hours (in **whole** hours) you are requesting for the course. Your course application will be processed and the final number of course hours will be determined by our department.

Course Effective Date (optional): All course applications are processed on a first-come, first-served basis, and are generally effective on the date of approval. If you would like your course effective date to be sometime later, enter it in the space provided on the application. The course certificate will print with the effective date noted on the application. We encourage providers to use this option and submit courses which will be replacing expiring courses at least 60 days prior to expiration.

6. **Delivery Method** – Select your course delivery method or methods. A classroom course that uses the internet, computers or videos **within** the classroom should be selected as a classroom course. Courses that can only be taken on the internet should be selected as an internet course or webinar.
7. **Delivery Language(s)** - Select the language or languages in which you will give the course. If your course is in English, but has translations to other languages, the delivery language is English. If your course and materials are given in a different language (and not in English), select that other language. If your course is in more than one language, select each language for the course.

Please notify the Education and Examination Division by mail or e-mail at the above address if you are going to offer the course in a different language at a later date.

8. Required Attachments

- a. **Timed Topic Outline** – Your timed topic outline is a class schedule that shows the amount of time you plan for each topic and language. **One hour of credit equals 50 minutes of instruction time.** The outline should name the reference source for each topic, and give chapters including section numbers. The Timed Topic Outline should provide enough information to clearly determine the topics being covered in the course material. The requirement for identifying source material applies to both standard references and to the state law and administrative rules. (A sample outline can be found on the website if needed.)
- b. **Course References** - Your application must be filed **with a list** of all related course materials referenced in your timed topic outline (see 8a. above). References should include videotapes, software, textbooks, handouts and any other presentation media.
- Do **not** submit copies of standard texts, or Texas laws or rules. Instead, state in the timed topic outline which sections you will use in the course.
 - If you are covering TDLR's law or rules that regulate the conduct of licensees, your course material must quote the law or rules directly, **do not** paraphrase. You may add explanations to the quoted sections.
 - **Do not** include binders, cds, dvds, usb flash-drives or any other course material with your application.
 - You must develop course material that encourages learning. Provide detailed references in your timed topic outline to determine that the course complies with all requirements. (see 8a above)
 - Course materials must have the following characteristics:
 - appropriate grammar, spelling and punctuation;
 - appropriate illustrations and graphics to show concepts not easily explained in words;
 - a comprehensive presentation of subject matter intended to increase or support the skills or abilities of the licensee.

Do not include course material with your application. Course material used and referenced will be audited for compliance during the term of the course approval. CE Providers will be randomly chosen for audit to determine if courses comply with Chapter 59 and/or Chapter 86.

For **internet-based** courses, provide a link to your website (see 8d. below).

- c. **Attendance Verification** – Describe your procedures for verifying licensee attendance, as required by Section 59.51(l): *“Providers are responsible for the conduct and administration of their courses, including the punctuality of classroom sessions, verification of participant attendance and instructor performance. Providers shall ensure that their courses are administered in substantially the same manner as represented in the application for course approval.”*

Examples:

For a classroom course: You may require a photo ID and TDLR license card at sign-in, and require the licensee to sign the attendance roster at the end of the course. You would be required to confirm that the licensee spends at least the approved amount of time taking the course.

For a web-based course: Your course, which should be timed so that the licensee is active in the course for the full amount of TDLR-approved course time, may include attendance verification questions such as favorite actor, car or truck, etc. At least **two attendance verification questions per hour** are to be asked and answered.

- d. **Internet Course Log-in and Attendance Verification Procedures** – Each internet course application must include the log-in and password information for the website. The log-in and password must be accessible for the entire one year term of approval for the course. Each internet course application must include the attendance verification questions used. At the time of purchase, all internet courses must include the date the course will expire and inform the licensee that the course must be completed before the course will expire.
- e. **Course application fee** – You must submit a separate course application for each course along with the course application fee. If you are sending more than one application, you may combine the application fees in one check (example: three course applications with one check for \$300.00).

Certification Statement for CE Provider Responsibilities

Place a in each box if you are providing an internet course. If you are providing a classroom course, place a in each box except the last box regarding internet course information. By signing the certification statement, you confirm that you will maintain and provide all required documentation to the department or a participant in accordance with Chapter 59.

ADDITIONAL INFORMATION

- It is the responsibility of the CE Provider to include correct and up-to-date course content material in all courses and to update the material as necessary (example: a rule change after the course is approved).
- Courses or portions of courses that promote the product or products of a manufacturer will **NOT** be considered for approval.
- No course may be advertised as an approved course unless it is approved by the TDLR. All advertising must follow department requirements as stated in CE provider administrative rule 59.51.
- Each course is valid for a period of **one year** from the date it was approved. The expiration date of the course will be shown on the course approval certificate. The approved course will no longer be valid if the provider's registration is cancelled.
- No course shall be given after the course expiration date.
- Please send all course applications and required application fees to the address at the top of the application. Form of payment acceptable is check or money order made payable to TDLR. **All application fees are non-refundable.** If you are sending applications overnight, send it to the department's physical address (TDLR, 920 Colorado Street; Austin, TX 78701).

Note: All course applications are processed in the order received with no exceptions.



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APPLICATION FOR:

TOWING OPERATOR
CONTINUING EDUCATION
COURSE APPROVAL

PURSUANT TO TITLE 14, OCCUPATIONS CODE, CHAPTER 2308

Table with 6 columns: FEE, RECEIPT NUMBER, EVENT CODE, FEE AMOUNT, PMT. AMOUNT, MONEY TYPE. Row 1: Application, [blank], 74106, \$100, [blank], [blank]

DO NOT WRITE ABOVE THIS LINE

THIS FORM MUST BE TYPED OR PRINTED IN BLACK INK

1. Provider Name: Provider Number:
2. Contact Person: Email:
3. Course Title:
4. Course Content: (Indicate the number of hours) Roadway Safety Texas Law and Rules
Towing Operator Industry Related Topics SHRP2 Incident Management 1st Time
5. Course Length: Effective Date:
6. Delivery Method: Classroom Internet Webinar
7. Delivery Language: English Spanish Vietnamese
8. Required Attachments (see instruction page for requirements)
Statement of Applicant
I certify that I will comply with all applicable provisions of the Texas Towing Act; Texas Occupations Code, Chapter 2308; the Towing Administrative Rules (Texas Administrative Code, Chapter 86); the law of the Texas Department of Licensing & Regulation (Texas Occupations Code, Chapter 51); and the rules of the Texas Department of Licensing & Regulation (Texas Administrative Code, Chapters 55 and 60). I understand that providing false information on this application may result in the revocation of the approval I am requesting and the imposition of administrative penalties.
Printed Name Signature Date



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Certification Statement for CE Provider Responsibilities

By checking the following boxes and by my signature, I certify that the required documentation will be maintained and made available to the Department upon request. I certify that I will comply with all applicable provisions of the Texas Occupations Code, Chapters 51; Tex. Admin. Code, Title 16 Chapter 59. I understand that providing false information on this application may result in revocation of my CE Provider registration and the imposition of administrative penalties.

Place in each box:

- Courses will not be offered until approved by the Department.
- If my provider registration expires, I will cease from offering all courses.
- All continuing education course material will have appropriate grammar, spelling, punctuation, illustrations and graphics.
- Course advertisements for continuing education courses must include the CE Provider's number and the course number assigned by the Department.
- The CE certificate of completion must include the name of course, course number assigned by Department, course completion date, provider name and number, number of hours of continuing education credit, signature of the provider representative and the name, license type and license number of the participant who attended course.
- Course completions will be submitted to the Department using the CE Reporting System, no later than seven days after the course completion date.
- Course completion records will be maintained for a period of two years after completion of a course.
- I understand that an audit may be conducted without prior notice to determine whether we are complying with the requirements of Chapter 59. No fee will be charged to any Department employees or representative and I will cooperate fully with the Department.
- I understand that the Department may not approve a continuing education course if we are past due or not current on the payment of any unpaid required fees, including record fees or administrative penalties.
- Upon notification by the Department that a provider is past due or not current on the payment of any unpaid required fees, including record fees or administrative penalties, a provider may not enroll a participant in a continuing education course without department approval.
- For internet courses, a login and password will be provided to the Department for all online courses which will have access available for one year.

Signature of Owner, Officer, or Authorized Representative

CE Provider Number

Printed Name

Date Signed