



Florida Department of Revenue – Property Tax Oversight Tax Collector Course September 16-19, 2025

The Florida Department of Revenue (Department) is excited to offer the following course live at the Orlando Marriott, Lake Mary, Florida

TCC 502, Leadership and Management Skills in a Florida Tax Collector's Office

This course is for Florida tax collector's office staff. Participants receive an introduction to the principles of effective leadership and quality management techniques. Course capacity is 100 students.

Course Registration

Registrations are accepted on a first-come, first-served basis, with payment required at registration. The registration fee is \$342. Registrants submit payment for the course via the Online Registration Site. The course may reach capacity prior to the registration deadline, so **early registration is recommended**. Once registered, the student will receive a confirmation email from PTOTraining@floridarevenue.com.

NOTE: Registrations submitted via mail must include a screenshot of the screen fields completed for each student on the Online Registration Site. This is the registration form. **Registrations submitted via mail that are received after the August 25, 2025, deadline, or after the course reaches capacity, will not be accepted.** The Department recommends that registrants either submit registrations online or mail with a tracking method to ensure delivery before the August 25, 2025, deadline. Contact PTOTraining@floridarevenue.com for the registration mailing address.

[Click here to register for TCC 502](#)

Course Location and Schedule

This course is conducted live at the [Orlando Marriott Lake Mary](#) in the Grand Ballroom (Salons A-D). The course begins at 8:30 a.m. ET on Tuesday, September 16, 2025, and ends Friday, September 19, 2025. The course concludes each day by 5:00 p.m. ET except the final day of the course which concludes by 1:00 p.m. ET. Registrants take the exam via virtual proctor during the exam window.

Hotel Reservation

A block of rooms is reserved at the Orlando Marriott Lake Mary, located at 1501 International Parkway, Lake Mary, Florida. All reservations must be guaranteed with a major credit card by August 25, 2025, to receive the group rate of \$135 single/\$145 double. **Make reservations early, as the group block may fill before the August 25, 2025, deadline.**

For your reservation to be tax exempt, you must reserve your room directly with the hotel and pay with a government-issued credit card or check along with the corresponding tax-exempt certificate. Hotel room rates are subject to applicable state & local taxes, and county fees in effect at the time of check-in at the front desk. **NEW: Seminole County was established as a Tourist Improvement District (TID), effective April 1, 2025. A daily TID assessment fee will be added to all room rates. This is a fee, not a tax, so it is not eligible for state or federal exemption. Contact the hotel directly at (407) 995-1100 with room rate questions. The group room rate does not include this fee.**

The hotel room rate includes breakfast for one (1) for the single rate of \$135 and two (2) for the double rate of \$145.

[Click here to reserve a hotel room at the group rate](#)

To reserve a hotel room via phone:

Call 800-380-7724 and ask to book with the Florida Department of Revenue group room rate.

Course Materials

Student reference manuals will be distributed in the classroom.

All students must complete the DISC profile in advance of the course. Download a copy of the results and bring the results to the course. Click the DISC image for more information.



Technology Requirements

A computer equipped with a web camera and microphone is **required** to take the exam. Students must test online individually, in a private space, with the required web camera and microphone.

Course Exam

The week prior to the course, registrants will receive an email from PTOTraining@floridarevenue.com that contains information about making an exam reservation and the requirements of the virtual proctoring process. The exam window opens at 1:00 p.m. ET on Friday, September 19, 2025, and closes at 11:59 p.m. ET on Wednesday, September 24, 2025. Students must take the exam during this window.

Students should meet with their manager prior to the exam window to discuss a date and time to take the exam and identify a suitable location (private room with a computer and webcam) to take the exam. Additional instructions about the exam process are provided to each student in their Gauge account. Reading and following all directions correctly is recommended.

Cancellations, Refunds, and Exam Results

Please visit the [Property Tax Oversight Certification and Training webpage](#) for information on cancellations, refunds, and exam results.