

CONTINUING EDUCATION ERROR CODES & INSTRUCTIONS

RE 252 (Rev 9/22)

INSTRUCTIONS

Use the following error codes listed below to review deficiencies identified with continuing education (CE) courses provided on the Continuing Education Course Verification (RE 251) form.

Please check rejected course numbers, hours, and dates carefully against the course completion certificate received from the issuing course provider.

The Department approves continuing education courses for course providers for a period of two years. The approved courses contain an effective date and an expiration date.

Please contact the issuing course provider for correct course information prior to contacting the Department.

ERROR CODES

1. The course hours completed do not match the number of hours authorized for this course.
2. This course was not approved by DRE on the completion date listed, or the completion date listed does not match the certificate number listed.
3. The course completion date listed is more than four years prior to your renewal application. Continuing education credit expires four years from the course completion date.
4. The certificate number listed is not an approved continuing education course number.
5. This certificate number has been listed more than once. A course may be submitted only once for renewal credit.
6. This course was completed after the renewal effective date of your license. If the completion date listed is correct, your renewal is considered late, because the course was completed after the expiration date of your license. Please remit the balance of the current late renewal fee. Refer to form RE 206 for current fees.
7. The required minimum 18 hours of Consumer Protection courses were not met. For further information, please see the reverse side of the enclosed RE 251.
8. The required three-hour course in Ethics was not included.
9. The required three-hour course in Agency was not included.
10. The required three-hour course in Trust Fund Handling was not included.
11. The required three-hour course in Fair Housing was not included.
12. This error message will appear when any course is rejected, or if the minimum required hours of continuing education courses have not been met.
13. Either the mandatory requirement of a subjects of Ethics, Agency, Fair Housing, Risk Management, Trust Fund Handling, and Implicit Bias Training requirements (a total of 17 clock hours), or the nine-hour Survey course covering these mandatory subjects, was not met.

14. The minimum required hours of consumer protection and consumer services continuing education courses have not been met.
15. The course is not acceptable as it was used in a previous renewal.
16. The required three-hour course in Risk Management was not included.
17. The survey course is not valid for first time renewals.
18. No longer applicable.
19. No longer applicable.
20. No longer applicable.
21. The course completion date is more than one year from the course registration date.
22. The course registration date is missing and required to be reported.
23. The course registration date cannot be after the approved course expiration date.
24. The course registration date cannot be before the approved course effective date.
25. The course registration date cannot be after the course completed date.
26. The required three-hour course in Management and Supervision was not included.
27. The course completed date is more than a year after the course expiration date.
28. The course registration date is before course effective date.
29. The two hour course in Implicit Bias Training was not included.
30. The nine-hour survey was not included.
31. Fair Housing course does not have the required interactive participatory component and cannot be used for renewals effective after 1/1/2023.

Note: Error codes 23, 24, and 25 usually indicate the course provider has issued an incorrect course certificate number. Contact the course provider for correct course certificate number(s).

ADDITIONAL HELP

If you have questions or need additional information please call or write to:

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Telephone: 877-373-4542