

## Exhibit “E”

### **CERTIFIED PROCESS SERVER EDUCATION NINETEENTH JUDICIAL CIRCUIT**

#### **I. Accreditation Criteria for Educational Institutions**

New Applicants and Renewal Applicants for certification as process servers in the Nineteenth Judicial Circuit must complete their educational requirements at an educational institution which is currently accredited by the Southern Association of Colleges and Schools Commission on Colleges or an institution which is currently accredited by the Higher Learning Commission.

#### **II. New Applicants for Certification – Course Requirements**

Applicants must complete, at a minimum, twenty (20) hours of instruction and/or training from an educational institution meeting the criteria set forth above. Consistent with adult education requirements, an hour of education consists of 50 minutes of instruction and/or training per hour. The course provided by the educational institution should address the following:

- The history and importance of service of process and process servers.
- The structure of Florida courts.
- Definitions of important terms.
- Initiation of lawsuits in Florida.
- Chapters 49 and 92, Florida Statutes, and other law relating to service of process.
- The Florida Rules of Civil Procedure and Rules of Criminal Procedure.
- The Nineteenth Judicial Circuit’s Administrative Order for the certification and regulation of process servers.
- Myths and realities of service of process.
- Components of safe, effective, courteous, and professional service of process, including examples of important do’s and don’ts.
- Management of difficult individuals and avoidance of conflicts, including methods for minimization and de-escalation.
- Methods of locating individuals for the purpose of service of process.
- Elements of a successful business for service of process.
- Four hours of role play for to include: 1) service of process on individuals and businesses; 2) service of process on witnesses; 3) service of

process on residents of gated/secured communities; and 4) avoidance of conflicts with individuals while serving process.

### **III. Renewal Applicants for Certification – Course Requirements**

Renewal Applicants must complete, at a minimum, four (4) hours of instruction and/or training from an educational institution meeting the criteria set forth above, which should consist of the following:

- One hour of instruction as to changes or updates in the Florida Statutes, other law and procedures pertaining to service of process, including review of the Nineteenth Judicial Circuit's Administrative Order for the certification and regulation of process servers.
- Two hours of instruction on professional conduct which incorporates hypothetical situations and discussion.
- One hour of instruction/training in management of difficult individuals and avoidance of conflicts, including methods for minimization and de-escalation.