

Tarrant County 9-1-1 District



Training Department Policy and Procedure Manual

INTRODUCTION

Tarrant County 9-1-1 District (TC9-1-1) became a Texas Commission on Law Enforcement (TCOLE) Contract Training Provider in 2016, giving TC9-1-1 the ability to submit training courses directly to TCOLE for student credit. In addition to supplying quality courses required for Telecommunicator Licensure, it is TC9-1-1's goal to supply a variety of training courses to enhance the careers of Public Safety Professionals.

DEFINITIONS

Chief Administrator – Individual who exercises administrative control.

Training Coordinator - Full-time paid employee who holds a valid TCOLE Instructor license, endures compliance with TCOLE rules and guidelines. The Training Coordinator duties are further specified in Rule §215.9 of the Texas Administrative Code.

Training Advisory Board – Members are appointed by the Chief Administrator and are generally responsible for advising on the development of curricula and any other related duties that may be required by TCOLE. Training Advisory Board duties are further specified in Rule §215.7 of the Texas Administrative Code.

Instructors – Instructors may be sworn or non-sworn personnel. Most course instruction, with the exception of licensing courses, is conducted by contract instructors.

TCOLE - TCOLE refers to the Texas Commission on Law Enforcement. TCOLE is the state body which governs the licensure of Peace Officers, Jailers, Telecommunicators, and Training Providers/Academies. TCOLE rules and statutes govern the operation of our courses.

SCHEDULE

Unless otherwise specifically noted, all courses are held from 8:30am to 4:30pm.

CLASS ATTENDANCE

Students must be currently employed by a public safety agency. Exceptions can be made by the Training Coordinator or their designee. No absences are permitted unless excused by the Training Coordinator, or their designee, and then only if provisions for make-up work exist. Tardiness will not be condoned and will be subject to make-up. Supervisors will be notified when tardiness is repetitive.

DRESS CODE

Appropriate attire must be worn. No shorts, tank tops, yoga pants/leggings, or short skirts will be permitted. No shirts with offensive wording/graphics will be allowed.

ATTENTIVENESS

In order to receive TCOLE credit for a course, student attentiveness is required. Supervisors will be notified if students are inattentive.

STUDENT ENTRANCE

The student entrance located on the west side of the building and clearly marked by signage.

CONDUCT

Students are required to conduct themselves in a professional and respectful manner. If a student fails to act appropriately, their supervisor will be notified and they may be asked to leave class.

CELL PHONES

Cellular telephones need to be placed in silent mode during classroom instruction. Except during an emergency, phones should not be answered during class time. Text messaging and use of internet is prohibited except during breaks.

ALCOHOLIC BEVERAGES

Alcoholic beverages are prohibited on TC9-1-1 property.

SMOKING

Smoking, including electronic cigarettes, is prohibited within the building. A designated smoking area is supplied.

COMPLAINTS

All complaints and concerns by a student need to be addressed appropriately, beginning with the class instructor and escalating to the Training Coordinator if appropriate.

ILLNESS

If a student becomes ill during a course, they must notify the instructor. Before a student leaves class, TC9-1-1 training department staff must be notified.

ADMISSION STANDARDS AND REQUIRED DOCUMENTATION FOR BASIC TELECOMMUNICATIONS LICENSING COURSE

Each student attending the Basic Telecommunications Licensing Course must meet all of the following requirements:

1. Minimum education requirements by possessing a high school diploma, or a high school equivalency certificate;
2. Has not ever been or is not on court-ordered supervision or probation for any criminal offense above the grade of Class B misdemeanor, or a Class B misdemeanor within the last ten years;
3. Is not currently under indictment for any criminal offense;
4. Has not ever been convicted of an offense above the grade of class B misdemeanor, or a Class B misdemeanor within the last ten years;
5. Has never been convicted of any family violence offense;
6. Is a US citizen;
7. Meets all other criteria covered in §Section 217.2

Each agency sending students to TC9-1-1's Basic Telecommunications licensing course must submit a letter signed by the Agency Head, or their designee, confirming the student meets the above requirements. Each student must sign a letter acknowledging TC9-1-1's expected performance and conduct during class. Both of these documents will be supplied to the student's supervisor after the student is registered for the class. Course documentation must be received before the start of class, or the student will be unable to attend.

Other documentation required to attend TC9-1-1's Basic Telecommunications course are as follows:

1. Copies of the student's fully and correctly completed L1-T, L2, and L3 forms.
2. Proof of citizenship (copy of birth certificate, naturalization papers, passport, or passport card).
3. Proof of education.
4. Military discharge papers, if applicable.

STUDENT COURSE REGISTRATION

Student course registrations are taken on-line through GoSignMeUp. Course offerings are listed on the TC9-1-1 web site. Students are required to fill out an additional form with more information on the first day of class.

STUDENT COURSE EVALUATION

Students are required to fill out an evaluation form at the end of each course.

STUDENT TEST SCORE REQUIREMENT

Students are required to score 75% or higher on course tests.

Students are required to score 80% or higher on all licensing courses.

TC9-1-1 COURSE REPORTING

TC9-1-1 is a TCOLE Contract Training Provider, and as such submits all applicable training courses to TCOLE for student credit. Courses must be submitted to TCOLE within 30 days. Students should contact TC9-1-1 after this time if courses are not reflected on their TCOLE record.