

Tarrant County 9-1-1 District



Training Department Policy and Procedure Manual

Adopted: December 4, 2018
Revision: July 9, 2019

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.

CLASS SCHEDULE AND ATTENDANCE

Unless otherwise specifically noted, all courses are held from 8:00am to 5:00pm with a one-hour lunch break. 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 exist. Tardiness will not be condoned and will be subject to make-up. Supervisors will be notified when tardiness is repetitive.

CANCELLATION POLICY

Tarrant County 9-1-1 District provides ALL courses to our agencies/departments Free of charge in support of emergency services and our 9-1-1 First Responders. Lack of proper notice and cancellation prevents limited capacity courses from being re-opened for other students. Agencies and departments with registered student(s) who are a No Call, No Show will incur a charge for their agency/department. First occurrence will be \$50 per student; the agency will be charged in \$25 increments each time thereafter. Due to technology not working properly as we hope and due to other unforeseen circumstances, the Training Team will be sending out an email reminder to each person in a course; the email will also be sent to the individual's supervisor. Hopefully this will help preventing an agency from being charged a fee.

DRESS CODE

Dress for success.

Tarrant County 9-1-1 (TC911) District requires that all instructors wear business casual clothing that is professional and well-maintained at all times. Appropriate attire is required and policy enforced for students, therefore it is incumbent upon the instructor, as representatives of the district to dress according to the policies set forth in this handbook. Below is the acceptable (and unacceptable) clothing for our instructors:

Acceptable:

- Pants: Linen, wool & cotton slacks/pants, Battle Dress Uniform (BDU) style or station pant
Shirts: Shirts with collars (for men), button-up/dress, standard polo shirts, cardigan or pull-over sweaters, and turtlenecks
Dresses: Casual dresses and skirts with modest hemlines (no more than 3 inches above the knee)
Shoes: Loafers, boots, flats (closed-toe), practical heels, dress sandals/wedges, leather, casual shoes and athletic shoes if they are black or blue and clean.
General: Personal hygiene and grooming are expected. The use of cologne and perfume should not be used in excess.
TC911 Polos: District Contract Instructors are provided with at least one TC911 Instructor polo that can be worn, but is not mandatory.

Prohibited:

- Pants: Jeans*, sweat pants, shorts, bib overalls, spandex, form-fitting fabric pants, yoga pants, leggings
Shirts: T-shirts**, sweatshirts, tank tops, halter tops, shirts with offensive wording/graphics, tops with bare shoulders (unless worn under another blouse or jacket) and sheer garments that can be seen through.
Shoes: Flip-flops (including decorative), slippers (house shoes)

* Jeans are acceptable only when classes are held on Fridays.

** T-shirts can be worn with jeans IF they are law enforcement, dispatch, fire or emergency medical services related*

All articles of clothing are expected to be reasonably fitted, clean and not contain holes, tears, rips, stains or be in need of obvious pressing or laundering. Undergarments must be worn at all times during training.

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 the internet is prohibited except during breaks.

ALCOHOLIC BEVERAGES

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

USE OF TOBACCO PRODUCTS

The use of tobacco products, including electronic cigarettes, is prohibited within the building. A designated area for use of these products 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.

STUDENT COURSE REGISTRATION

Student course registrations are taken on-line through Eventbrite. 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% on all licensing courses.

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. Meets the minimum educational 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. Other documentation required to attend TC9-1-1's Basic Telecommunications course are as follows:

1. Copies of the student's fully completed L1-T, L2, and L3 forms.
2. Proof of citizenship.
3. Proof of education.
4. Military discharge papers, if applicable.

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.