

**TEXAS COMMISSION ON LAW ENFORCEMENT
(TCOLE)**

ELECTRONIC EXAMINATION MANUAL



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TUTORIAL

INTRODUCTION

The Texas Commission on Law Enforcement (Commission) issues licenses to peace officers, county jailers, telecommunicators and a certificate to investigative hypnotists. In each case, an applicant must meet certain training and examination standards prior to licensing. The licensing examination follows required training or its equivalent, and each is an independent licensing requirement.

The licensing exam for peace officers became effective September 1, 1983. At that time, the Commission began administering exams on-site. In 1985, the Commission opened exam centers in Austin, Dallas, Houston, and San Antonio; and travel to administer exams on-site began on a reimbursement basis. In 1997, the Commission closed the exam centers and recalled personnel to Austin Headquarters. To further expand the effectiveness and efficiency of administering licensing examinations, the Commission entered into agreement with certain colleges and universities to establish examination sites, and allow authorized persons affiliated with those colleges and universities to administer licensing exams as prescribed by Commission rules. Exam sites are established based on geographic area workload as determined by Commission personnel. Agreement contracts are maintained to assure responsibility for exam material and a quality examination program.

This manual is provided in order to establish standardized procedures for the administration of licensing exams based on Commission rules and policy. As the need arises, this manual may be updated and/or amended. Such amendments are for insertion into appropriate sections of the manual.

All proctors are required to read this manual.

TCLEDDS ONLINE TESTING TECHNICAL REQUIREMENTS

Contact Francine Morones at PCI (713)-939-9777 fmorones@prodctr.com to verify your site has the technical, hardware, software requirements to be a TCOLE exam site.

ELECTRONIC TESTING/SECURITY

In order to maintain validity of electronic testing, the following procedures are used for electronic storage, inventory, and security.

Exam Security

If it is determined that an exam site security breach that could jeopardize the integrity of the exams has occurred, **IMMEDIATE** notice of the breach will be made to the Special Services Division at Commission Headquarters (512) 936-7700.

If the breach cannot be satisfactorily resolved, the Commission may block access of that equipment to the Commission database until the matter has been resolved.

Maintenance and back-up of the system is run nightly. No exams should be scheduled after 8:00 P.M. because of lack of computer support. Any testing on Saturday the student or academy needs to verify with TCOLE, during regular business hours, that the students training and pre-requisites have been downloaded so they can access the exam. Verify passwords are working. Support is not available on weekends.

EXAMINATION PROCTORS

Each test site can appoint their examination proctors. TCOLE Academy, Academic Alternative Program or Contract Training Provider **training coordinators are not allowed to be proctors for any TCOLE licensing exam.** This is the named training coordinator for the academy, academic alternative or contract provider. That is the person who we hold accountable for the pass rate.

Any changes to test proctors must be reported to the commission using the form "Proctor Change /Update" (Appendix E). Proctors do not need a TCOLE PID to be a proctor. Contact Productivity Center (PCI), (800) 975-0599 to change or update a password. To reset a password contact PCI for help.

The exam proctor shall:

- (1) set the date, time, location of any examination;
- (2) ensure that the examination and materials remain secure and that the exam is conducted under conditions warranting honest results;
- (3) not allow any electronic equipment, including cell phones, or writing materials in the test area;
- (4) actively monitor students to prevent access to internet while examination is in progress. The following are some suggested practices:
 - Use of a 3rd party security program or device that restricts access to additional web browsers during testing.
 - After testers have verified and corrected (if needed) their personal information, removal all interactive devices, i.e. keyboard, accept for the mouse which is required for testing.
 - Proctor should be present in exam room, actively walking around and checking screens.
- (5) control entrance to and exit from the examination site;
- (6) permit no one in the room while the examination is in progress except proctors and examinees;
- (7) assign or re-assign seating;
- (8) bar admission to or dismiss any examinee who does not bring a valid ID, is not qualified, endorsed or otherwise eligible to sit for the examination;
- (9) comply with any examination agreements;
- (10) not assist examinees with their test questions; and

(11) give each examinee their printed test results.

PHYSICAL CONDITIONS OF EXAM ROOM

The room in which the exams are to be administered should be well lighted, well ventilated, and the temperature should be comfortable. Interruptions and distractions from outside should be kept to a minimum. Examinees should be seated sufficiently far apart. It is important that each person has sufficient working space. Left-handed persons should be seated so that they and their neighbors will be comfortable. Mice should be properly configured for the examinee(s).

SPECIAL ACCOMMODATIONS

Individuals with diagnosed disabilities can be accommodated only if the Commission's ADA policy has been followed. Request for accommodation must be made to the Commission at least 90 days before testing. Oral testing is not permitted. Colored filters that are applied over the computer screen are allowed for students with reading disabilities. The test site is not required to provide this filter. (Appendix B)

EXAMINEE REQUIREMENTS

To be eligible to sit for an examination, an examinee must,

- (1) bring to the examination site, and display upon request, identification issued by the state or federal government with the examinee's photograph;
- (2) know their correct TCOLE PID
- (3) report on time;
- (4) not disrupt the examination; and
- (5) comply with all of the written and verbal instructions of the proctor.

Photo identification may be:

- (1) valid state driver's license or identification card (preferred);
- (2) law enforcement agency identification with photo; or
- (3) United States government issued photo identification.

EXAM ADMINISTRATION

All examinees should be given the opportunity to visit restrooms prior to the start of the exam.

A registration sign in form should be available. (Appendix C).

Once eligibility has been established, exam procedures should be followed (Appendix D).

The Commission agrees that the Examination Agent may charge a fee not to exceed \$45.00 (forty-five dollars) for administration of any Commission examination, to be paid by the examinee at the time of examination, and the Examination Agent may retain any such fee.

Instructions must be given to all examinee(s).

EXAMINEES INSTRUCTIONS FOR ELECTRONIC TESTING:

There is a Demo test for individuals un-familiar with computers or using a mouse. The demo test is only 15 questions and will help the individual become comfortable taking a computer test. The demo test does not show up in their file.

Please note the “**basic jail**” and the “**police officer to jailer exam**” **are two separate exams**. If you choose the PO to jailer exam and the system does not allow the individual access to the exam it may be because the wrong exam was selected or their training is not in their file. The academy must submit the basic licensing training roster to give TCOLE time to download the file. Training rosters are downloaded daily.

After testers sign in, the first page must be completed or verified. If something is wrong i.e. address state on driver’s license have them correct the information. Hair color, eye color etc... must be selected before going to the next page. If the name or DOB is wrong there is a name change form on our website that must be mailed or faxed to TCOLE along with a copy of their driver’s license so we TCOLE can correct the information.

These are the talking points to cover when proctoring the exam.

Examination time limit and number of questions:

| | | |
|--------------------------|---------------|------------------------------------|
| Peace Officer | 250 questions | 3 hour time limit (180 minutes) |
| Basic Jailer | 100 questions | 1.45 hour time limit (105 minutes) |
| Hypnosis | 100 questions | 1.5 hour time limit (90 minutes) |
| Police Officer to Jailer | 100 questions | 1.5 hour time limit (90 minutes) |
| Telecommunicators | 50 questions | 1 hour time limit (60 minutes) |

1. All questions are multiple-choice.
2. A window will open up that tracks your questions.
3. Questions can be marked for review and answered later. When they are ready to answer the questions marked for review go to the tracking window, click on that number, the system will take them back to that question.
4. Examinees must not talk to other examinees during the test.
5. Once the exam has started the proctor may allow bathroom breaks. Only one individual may leave at a time. Explain their allowed time for testing continues.
6. Examinees must leave the room quietly, so not to disturb others still testing. Do not re-enter exam room or discuss the exam with anyone.

You will receive a computerized printout of your results immediately after your exam. Included will be an analysis showing your results for each topic. This exam print out is important. Make a copy for your records. **Do not throw this away.** Your hiring department will ask to see your results.

If a tester trying to access the exam receives the message “that they do not have an endorsement to take the exam”, the Test Proctor should call TCOLE to verify they are eligible to take the exam.

If an individual fails their exam there is no waiting time to retake.

In the event that anyone is caught cheating, dismiss the individual from the exam room and instruct him/her to wait for further instructions. Immediately contact the Special Services Division in Austin (512) 936-7700. You will be asked to draft a statement describing the circumstances and have the statement notarized and mailed to the Commission Examination Division.

Exam Proctors

Secure the room once all examinees have left. Look for signs of tampering or anything that was left behind that looks suspicious. Should you find something suspicious, immediately secure the room and contact the Commission.

PROBLEMS PROCTORS MAY ENCOUNTER

Occasionally the server may lose connection to the exam. This could happen to one individual or if you are testing a group could affect everyone. You will not notice a problem until the individual submits their exam and they receive an error instead of “see the proctor”. The exam results will not be available. Explain to the individual what happened and that you will need to sign them back in to finish the exam. Also explain some of their questions will probably have to be answered again. **Sign them back into the system and continue the “test in progress” do not start a new exam. Wait to see the tracking window and note how much time is remaining and how many questions they have to answer.** The system will not let the individual submit until all questions are answered, unless they run out of time. The exam may be ok and just has to be resubmitted. Verify all questions are answered and resubmit.

If there is an emergency and the test needed to be stopped ALT F4 will stop the test and time. This should only be used during an emergency and students need to be cautioned to not discuss the exam. The test can be resumed by logging in and “continue the test in progress.”

Please call **Nikki Johnson (512) 936-7776** or Dennis Graffious (512) 936-7752 if you need help.

The forms in this manual are for your use or information. Print as needed.

APPENDIX A
PROCTOR ACKNOWLEDGEMENT FORM

Texas Commission on Law Enforcement
Acknowledgement of Responsibilities
under the
TCLEDDS Licensing Examination System

Being employed and assigned as a test proctor of the following named TCOLE Contracted Examination Site:

Name of Exam Site/Academy

TCOLE Site #

I, the undersigned, hereby acknowledge that I have read and understand my obligations and responsibilities under the TCLEDDS Licensing Examination System as a test proctor, as detailed in the TCOLE Electronic Examinations Manual. I accept and agree to comply with these obligations and responsibilities. I further acknowledge that unauthorized access, use or disclosure of information contained in the TCLEDDS System could subject me and/or my employer to criminal or civil penalties. I acknowledge my duty to immediately report to the Commission any suspected attempt by an examinee to cheat during examination or otherwise compromise information contained within the TCLEDDS System.

Employee/Proctor signature

Employee/Proctor printed name

Date signed

Completed copies of this acknowledgement for each proctor are to be retained by the Exam Site
and available for TCOLE Inspection

APPENDIX B
LICENSING EXAMINATION ACCOMMODATION POLICY (ADA)

LICENSING EXAMINATION ACCOMMODATION POLICY

The Americans with Disabilities Act (ADA) requires that persons with disabilities, including learning disabilities, have access to and be accommodated in employment, transportation, public accommodations, state and local government activities and communication. However, ADA Section 504 requires that the applicant must be qualified to do the job in order to be protected under the law.

In accordance with Section 504, the Texas Commission on Law Enforcement (TCOLE) has established a procedure for individuals to provide documentation that they qualify for special accommodations during the licensing examination process.

Individuals have the right to request and receive possible accommodations during the examination process, unless the accommodation would cause an undue hardship to be placed on one or more of the following: TCOLE, TCOLE exam sites, law enforcement academies, law enforcement agencies; or by granting the accommodation it could ultimately impair the safety of Texas communities.

Undue Hardship: Accommodation is not required if it will impose an undue hardship on departmental operation. "Undue Hardship" is defined by the Americans with Disabilities Act of 1990 (ADA), as an action that is "excessively costly, extensive, substantial, or disruptive, or that would fundamentally alter the nature and operation of the business."

Factors for consideration when determining if an accommodation would cause "Undue Hardship" would include the:

- (1) effect the accommodation has on the routine operations of the position;
- (2) availability of funding or personnel in the area of accommodation;
- (3) effect the accommodation will ultimately have on the safety of the individual, other law enforcement officers, and the community; and
- (4) ability to perform core tasks appropriate to a licensee per the most current TCOLE Task Analysis.

Procedures:

Individuals with diagnosed disabilities may request reasonable accommodation PRIOR to the scheduling of the INITIAL licensing examination per applicable laws. **Special accommodations will NOT be granted after the third failed attempt.**

Request for accommodation shall be made in a written, notarized format, 90 days prior to the scheduling a licensing examination, preferably before an endorsement is issued. These requests should be submitted to TCOLE for review and determination. Request responses will be mailed no later than 60 days after receipt of request.

Individuals must submit the request for accommodation along with any requested documents to:

TCOLE
Attn: Examinations
6330 US Highway 290, East, Suite 200
Austin, Texas 78723.

Incomplete request packages will be returned without review.

Requested documents include, but may not be limited to:

- (1) A letter from the Academy Coordinator documenting accommodations made during the basic licensing course.

(2) Documentation should include a diagnosis of the learning disability, conducted within two years of accommodation request. The diagnosis must include prescribed accommodation parameters.

(3) The diagnosis must be conducted by a certified specialist or a documented health professional or educational specialist trained in the disability (i.e., Dyslexia Testing Specialist or a documented health professional or educational specialist trained in dyslexic training and assessment).

Waiver of Accommodation:

TCOLE should be notified in writing if an individual who has applied for an accommodation decides not to utilize the accommodation or to withdraw a request for review. The waiver of accommodation must be signed by applicant prior to scheduling of licensing examination.

Appeal of Denial:

An appeal can be made by the applicant in writing no later than two weeks after a denial determination. The appeal must outline the rationale behind the appeal and a list of further accommodations being requested for consideration. The Appeal will be reviewed by the Executive Director for consideration. Final determinations will be mailed to applicant no more than 30 days after receipt of the appeal.

Approval of Accommodation:

Upon approval, TCOLE shall grant the approved accommodation. If approved for accommodation the student will receive an endorsement detailing the accommodation and which version of the licensing examination the proctor should administer to the student. Students must declare and show proof of the accommodation to the test proctor before examination. Exam Proctors are not authorized to provide any exam accommodations for students beyond those specifically sanctioned by TCOLE. Should any questions arise about a student's eligibility for an accommodation or unusual requests by students for accommodation, the proctor should contact the Special Service Division of TCOLE prior to test administration.

**APPENDIX C
REGISTRATION FORM**

TEXAS COMMISSION ON LAW ENFORCEMENT EXAMINATION REGISTRATION

Electronic equipment is not allowed in the exam area.

In accordance with Commission Rule 219.5, Examinee Requirements, I, the undersigned, attest that, I will not give or receive answers or communicate in any manner with another examinee during the exam.

| Date | NAME (Printed) LAST FIRST MI | | | TCOLE PID | Peace Officer, County Correction., P.O. to Jailer, , Telecommunicators, Hypnosis | Attempt 1-2-3 | PASS FAIL |
|------|---------------------------------|--|--|--------------|---|------------------|--------------|
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Proctor: _____ Exam Site/Agency Name _____

Completed copies of this document for each proctored examination event are to be retained by the Exam Site and available for TCOLE Inspection

APPENDIX D
EXAM PROCTOR INSTRUCTIONS TO STUDENTS

EXAM ADMINISTRATION (Print for examinees to read)

The examinee shall not:

- (A) bring into the examination room any books, notes, or other written material related to the content of the examination;
- (B) refer to, use, or possess any such written material in the examination room;
- (C) bring into the examination room any cellular phones, pagers, or other such electronic devices;
- (D) give or receive answers or communicate in any manner with another examinee during the examination;
- (E) bring food or drinks to the test area;
- (F) communicate any of the content of an examination to another at any time;
- (G) steal, copy, or in any way reproduce any part of the examination;
- (H) engage in any deceptive or fraudulent act to gain admission;
- (I) engage in any deceptive or fraudulent act during or after an examination; or
- (J) solicit, encourage, direct, assist or aid another person to violate any provision of this section or to compromise the integrity of the examination.

The commission may deny or revoke any license or certificate held by a person who violates any of the provision of this section.

APPENDIX E
PROCTOR UPDATE/CHANGE FORM

TEXAS COMMISSION ON LAW ENFORCEMENT

6330 E. Highway East, Ste. 200

Austin, Texas 78723-1035

Phone: (512) 936-7700

<http://www.tcole.texas.gov>

PROCTOR UPDATE/CHANGE

Date _____

Test Site Name _____

TCOLE Test Site ID #: _____

Address: _____

All proctors must read Electronic Examination Manual for instructions.

| NAME | Add | Remove |
|------|-----|--------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

Authorized by: _____

Signature / Print

FAX to (512) 936-7766

Tutorial for new proctors to review.

The screens you will see and instructions for setting up the exam. **Please note, you must use the Internet Explorer web browser when administering exams.**



Information in TCLEDDS is protected by the laws of the State of Texas.

"By transmitting this electronic message, I certify that I have conducted a diligent inquiry, and the information included herein is factually accurate. I understand that I may be subject to administrative, civil and/or criminal liability if I submit, or cause to be submitted, false information to the commission."

Username:

Password:

 [CONTACT US](#)

Log in screen from TCLEDDS. Each proctor will have their own login ID and PW set up through PCI. If the proctor gets locked out, contact PCI, (713) 939-9777, to unlock your account. Account should unlock after 15 minutes.

T·C·L·E·D·D·S

Academy & Contractual Training Provider

- Exams
 - Administer Exam
- Rosters
 - Officer Search
 - A-1 History
 - C1 (Replaces A1)
 - A5 - Separation from academy
 - Submit Rosters
 - Review Pending Rosters
- Review Processed Rosters
- P_ID Search
- Reports
 - Exam Analysis
 - Exam Success Rate
 - Exam Topic Analysis
 - Former Cadet Employment

Department

- Officer List
- Officer Search
- Non Commissioned Employees
- Submit Forms
 - Appointment L1
 - Appointment L1-T
 - Separation F5
 - Change Appointee Pay Status
 - Training Roster
 - F5-R request
 - C1
 - Education F7
 - P_ID Search

Productivity Center Inc. (PCI), your TCLEDDS Support Team, has moved to a new location.
As of November 14th 2013 our new mailing address is:

9800 Richmond Ave. Suite 400
Houston, TX 77042

Our phone numbers and email addresses will remain the same

800-975-0599 Toll Free
713-939-9777 ph
713-939-9099 fax

Texas Commission on Law Enforcement

TEXAS COMMISSION ON LAW ENFORCEMENT

Welcome DONNA SOLDNER
You last logged in from 10.10.10.124
on 10/17/2014 9:13:06 AM

TCLEDDS

After log in, click on “Administer Exam.” (This screen also is where you go for exam results.)

T·C·L·E·D·D·S

Academy & Contractual Training Provider

- Exams
 - Administer Exam
- Rosters
 - Officer Search
 - A-1 History
 - C1 (Replaces A1)
 - A5 - Separation from academy
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 - Review Pending Rosters
- Review Processed Rosters
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 - Appointment L1-T
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 - F5-R request

Productivity Center Inc. (PCI), your TCLEDDS Support Team, has moved to a new location.
As of November 14th 2013 our new mailing address is:

9800 Richmond Ave. Suite 400
Houston, TX 77042

Our phone numbers and email addresses will remain the same

800-975-0599 Toll Free
713-939-9777 ph
713-939-9099 fax

Texas Commission on Law Enforcement

TEXAS COMMISSION ON LAW ENFORCEMENT

Welcome DONNA SOLDNER
You last logged in from 10.10.10.124
on 10/17/2014 9:13:06 AM

TCLEDDS

Windows Internet Explorer

The webpage you are viewing is trying to close the tab.
Do you want to close this tab?

Yes No

Always click on “Yes.”

Information in TCLEDDS is protected by the laws of the State of Texas.

"By transmitting this electronic message, I certify that I have conducted a diligent inquiry, and the information included herein is factually accurate. I understand that I may be subject to administrative, civil and/or criminal liability if I submit, or cause to be submitted, false information to the commission."

Username:

Password:

Login

This is the second log in screen. Use the same ID and PW.

Select the exam area to be taken

Exam Area:

Select the exam to be taken

Test:

From the 1st drop down, choose the correct exam for the individual. The second drop down will automatically respond to the exam you select.

Select the exam area to be taken

Exam Area:

1026 Basic Hypnosis Exam
1028 Basic Jailer Course 2011
1024 BASIC PEACE OFFICER EXAM
1029 Basic Telecommunicator Licensing Exam
1027 Peace Officers Jailer Certification 1107
14 TCLEDDS Demonstration Test

Test: None ▼

These are the exams choices. All test sites can administer all tests. NOTE: The basic jail course and the peace officer jail certification are both to qualify for the jail license but have different course requirements.

1112 Peace Officers Jailer Certification 1107

Enter the TCLEOSE (PID) number for the officer.

Officers must have a valid TCLEOSE ID and meet the requirements for taking the exam selected to continue.

Submit

Testers use their PID to enter the exam. The testers information screen will come up first and must be completely filled in and correct. If the name or DOB is wrong a "Name Change Form" must be submitted by the individual so TCOLE can correct. The form is on our website under forms and applications. The tester can continue the exam and submit the name/DOB correction after the test.

If they receive this message

"You do not have an endorsement or qualifying course for this exam. Please see the proctor."
Verify their PID is correct and verify the right exam has been selected.

If the PID is correct the pre-requisites for the exam may not have been met or the 180 days to take the exam has expired. Contact TCOLE for help. 512-936-7700.