TEXAS COMMISSION ON LAW ENFORCMENT (TCOLE)

ELECTRONIC EXAMINATION MANUAL

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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.

Self Audit

An internal security audit of the electronic testing and storage facility must be conducted by examination agency personnel annually. Any identified weaknesses in security must be noted and corrected. **The security audit is due on September 1st** . (Appendix A).

EXAMINATION ADMINISTRATOR PROCTORS

Each test site can appoint their proctors. **Training coordinators are not allowed to be proctors for any TCOLE licensing exam.** This is the named coordinator for the academy. That is the person who we hold accountable for the pass rate.

Any changes to your 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 PW. To reset a PW contact PCI for help.

The exam administrator 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 in the test area;
(4) students must be monitored to prevent access to internet while examination is in progress;
(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 or 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 driver's license (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 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 they 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. Hair, eyes 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 can correct.

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)

All questions are multiple choice. Examinees can change their answers or mark a question for review.

A window will open up that tracks your questions.

Questions can be marked for review and answered later.

Examinees must not talk to other examinees during the test.

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.

Examinees must leave the room quietly, so not to disturb others still testing. Do not re-enter exam room.

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 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 Administrators (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 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.

Please call Donna Soldner (512) 936-7776 if you need help or Dennis Graffious (512) 936-7752.

The forms in this manual are for your use or information. Print as needed. **NOTE** the security audit is due September 1st

APPENDIX A
ANNUAL SECURITY AUDIT FORM

TEXAS COMMISSION ON LAW ENFORCEMENT
6330 E. Highway East, Ste. 200
Austin, Texas 78723-1035
Phone: (512) 936-7700
http://www.tcole.state.tx.us

ANNUAL SECURITY AUDIT

DUE ON SEPTEMBER 1st

Site/Academy Number: _____ Name:_____

☐ Is the exam area/router secure when not in use?

☐ All keys to the exam area accounted for?

Any discrepancies noted during audit, please explain.

_____

_____

_____

Follow procedure on page 5 of manual. Any problems noted during security audit report along with corrective measures taken.

Annual security audit completed on_____

By _____ _____
Name (print) Signature

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. (Task Analysis is found on www.tcleose.state.tx.us, agency publications, agency research and reports.)

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.

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

Proctor:_____ Exam Site/Agency Name_____

Sign-in-Sheet 5.16.2011

APPENDIX D
EXAM ADMINISTRATION

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.state.tx.us

PROCTOR UPDATE/CHANGE

Test Site Name _____

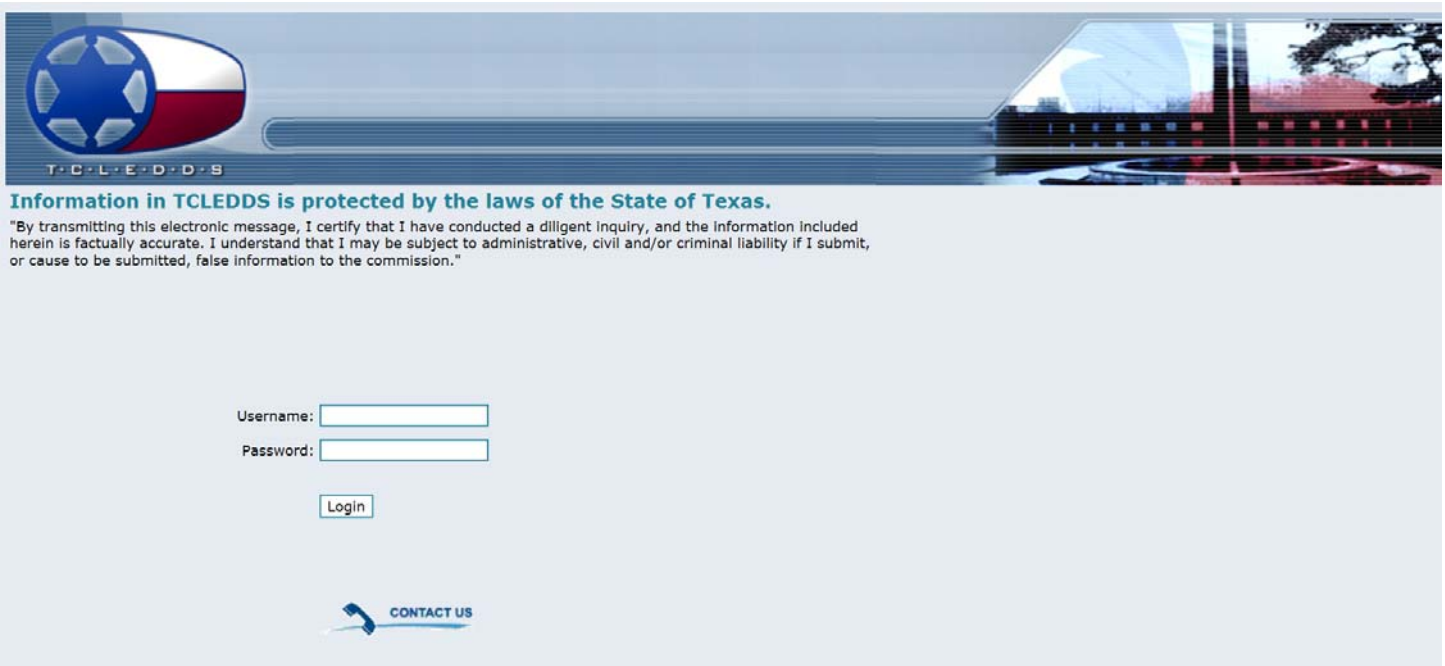
All proctors must read Electronic Examination Manual

NAME	Add	Remove

Authorized by:_____
Signature / Print

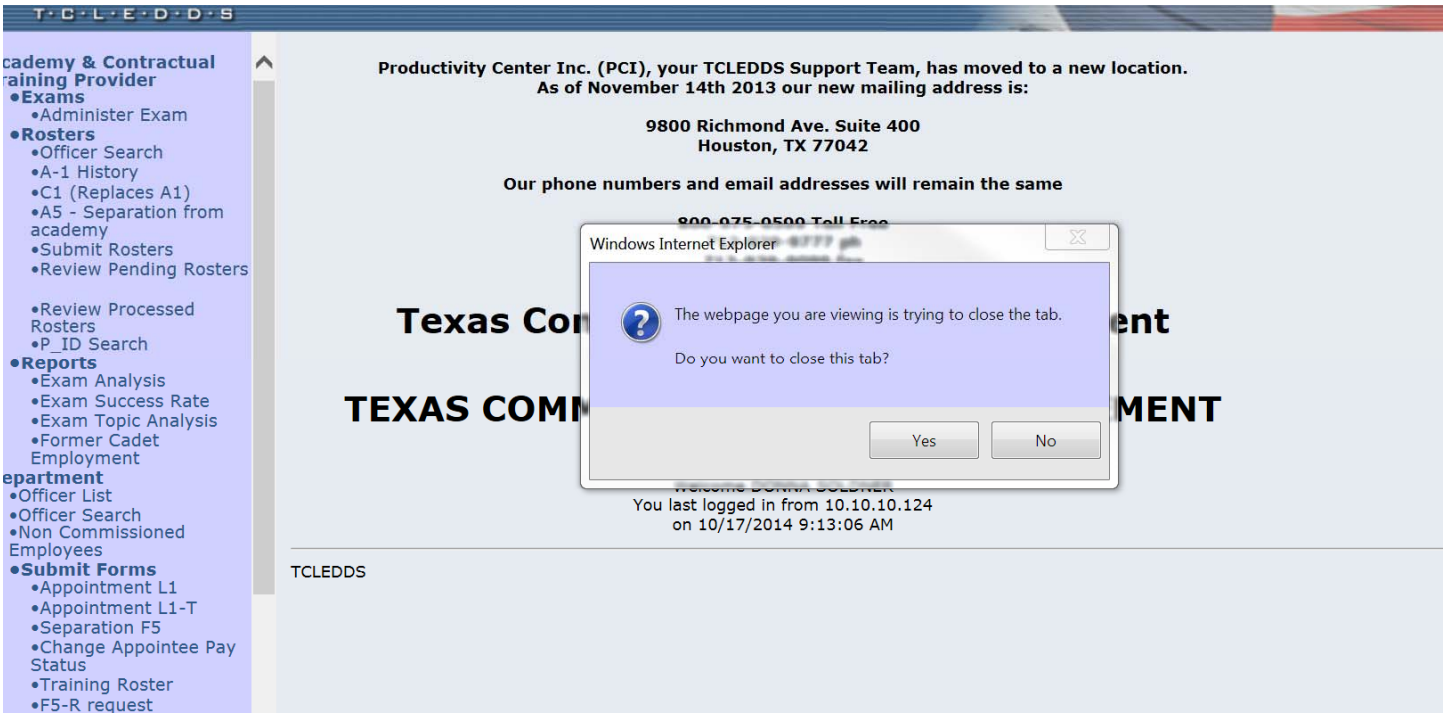
Send form to donna.soldner@tcole.texas.gov or fax (512) 936-7766

Tutorial for new proctors to review.
The screens you will see and instructions for setting up the exam.

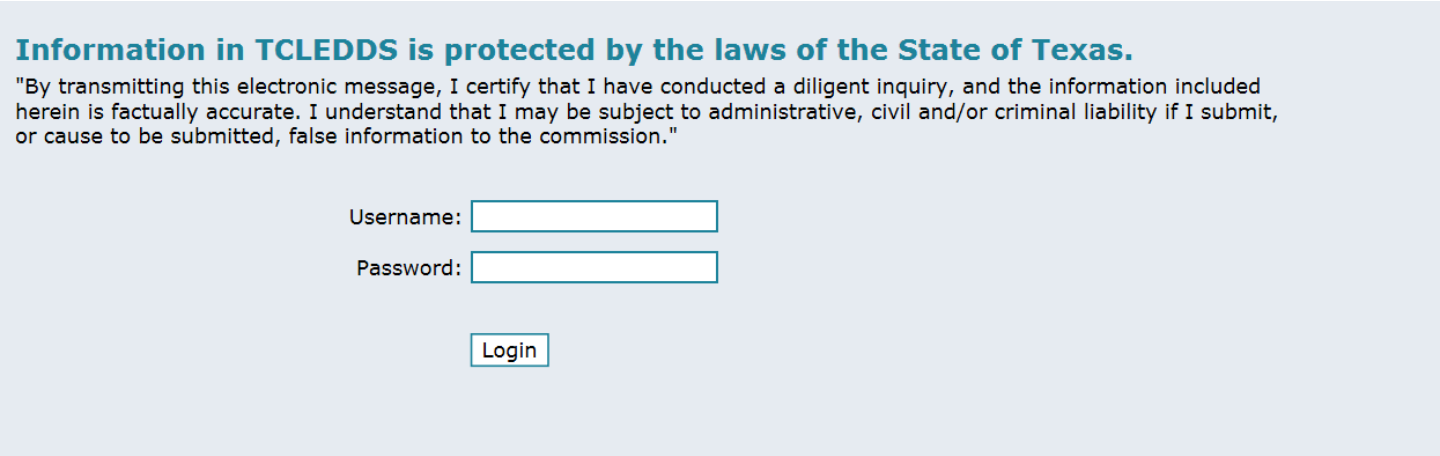


Log in screen from TCLEDDS. Each proctor will have their own login ID and PW set up through PCI. If the proctor gets locked out, contact PCI, (713) 939-9777, to unlock your account. Account should unlock after 15 minutes.

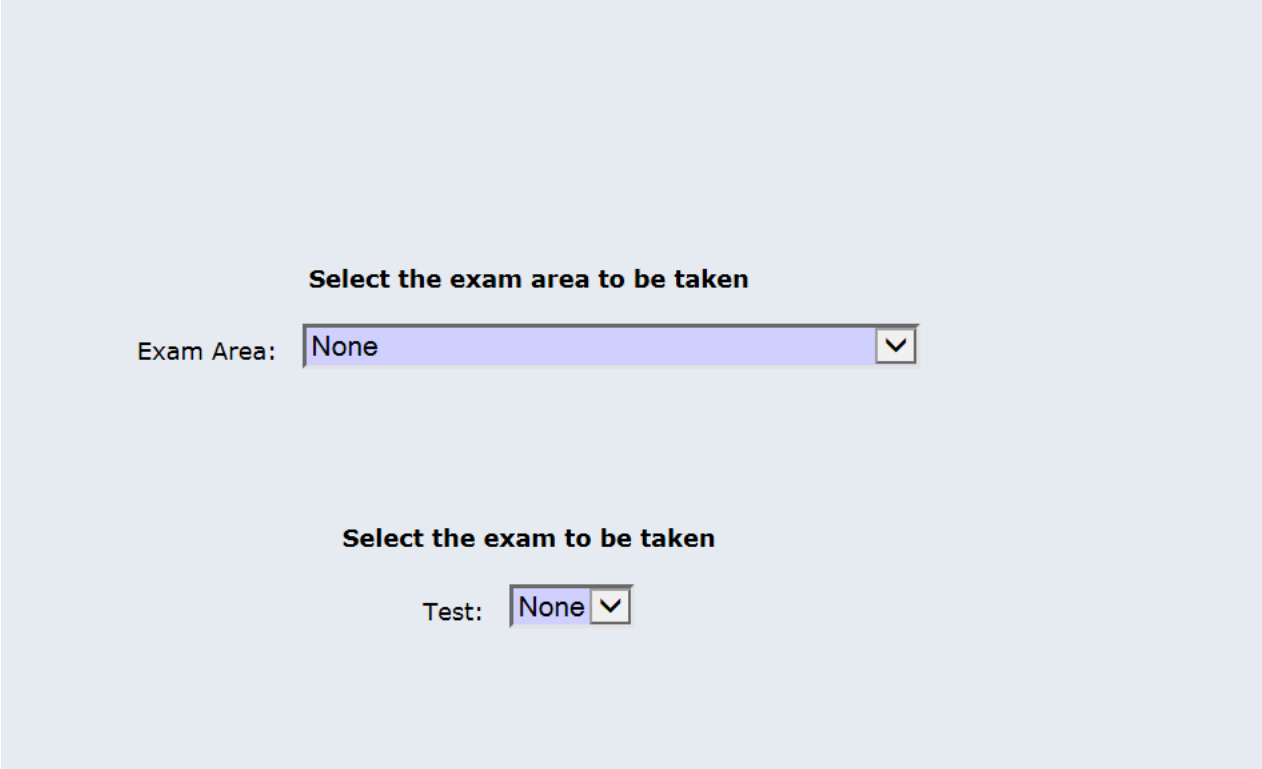
After log in, click on “Administer Exam.” (This screen also is where you go for exam results.)



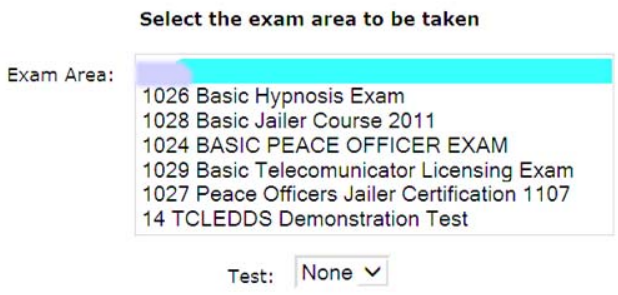
Always click on “Yes.”



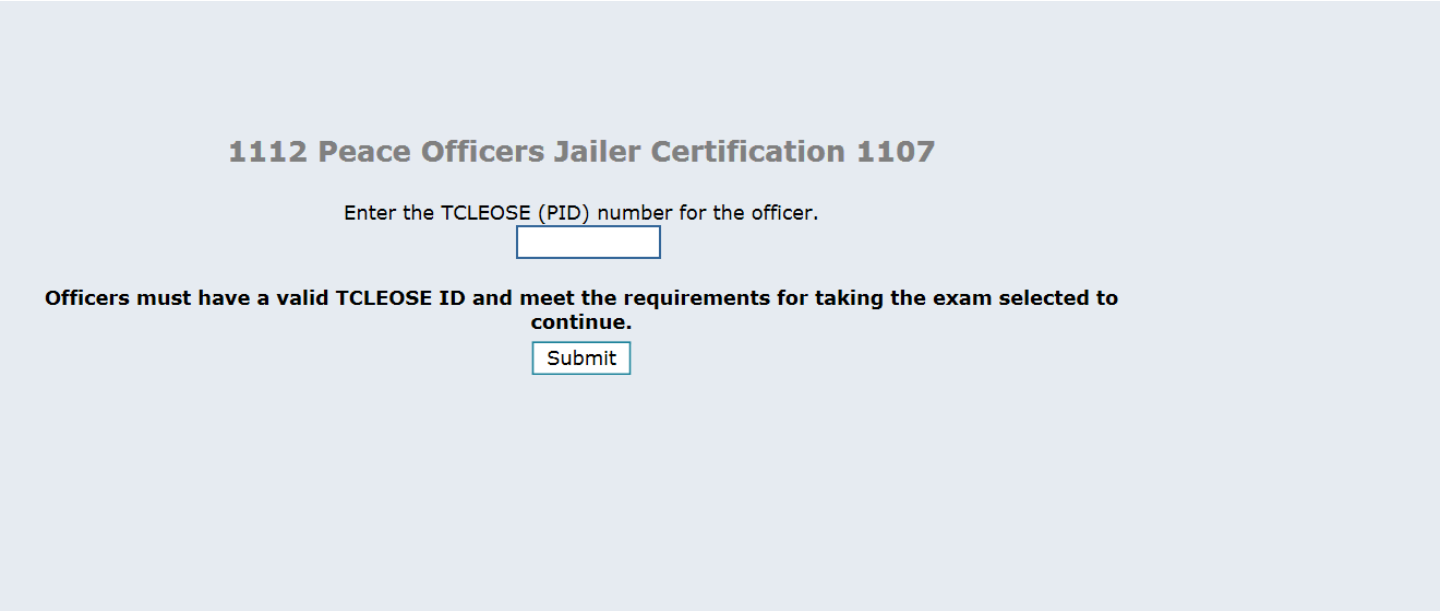
This is the second log in screen. Use the same ID and PW.



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



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.



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.