

## Telecommunicator License Procedure

As of 1/1/2014, all Telecommunicator Certificates expired and those who meet the current requirements will be issued a Telecommunicator License by TCOLE.

To automatically qualify for the Telecommunicator License as of 1/1/2014, one must be a U.S. citizen and employed by an agency as a Telecommunicator and have completed courses 1013 and 2021.

All others wishing to obtain the Telecommunicator License must meet the following criteria as listed in **Chapter 1701** of the **Texas Occupations Code (TCOLE Rule §217.2)**:

- Be a U.S. Citizen
- Complete a criminal background check via FAST
  - No Class A misdemeanor or above convictions
  - Any Class B convictions must be at least ten (10) years old
    - A license can be approved for an applicant who received probation or court-ordered community supervision for a Class B misdemeanor at least five (5) years prior to the application if an agency administrator sufficiently demonstrates in writing with supporting documentation that mitigating circumstances exist with the case and with the individual applying for certification and that the public interest would be served by reducing the waiting period
  - Cannot be currently charged with any criminal offense for conviction would be a bar to licensure
  - Has never been convicted of family violence no matter the degree of the offense
- Complete a Psychological Examination (L3)
- Must have a high school diploma or a GED
- Must be at least eighteen (18) years old at the time of appointment
- Has never had a commission license suspended or revoked
- If the applicant served in the U.S. military, must have an honorable discharge

**Note:** This list does not necessarily reflect all of the standards listed for licensure as a Texas Telecommunicator; therefore, applicants are directed to **TCOLE Rule §217.2 (Texas Occupation Code Chapter 1701)** for more information.

Those wishing to obtain the Telecommunicator License must complete the following courses of instruction:

- Basic Telecommunicator Certification Course (1013) – minimum 40 hours
- Crisis Communications (2120) – minimum 24 hours
- TCOLE Rule Overview Course (1013) – four (4) hours total (Chapter 33)
  - Applicants must pass a test on the TCOLE Rule Overview Course (2120) with a passing score of 100%; however, applicants can take the test as many times as needed to attain the requisite score and the test is open book
- Additionally, each Telecommunicator must complete at least twenty (20) hours of continuing education during each two (2) year training unit or the license will be subjected to reprimand, suspension or revocation.

An applicant wishing to reactivate a Telecommunicator License may do so in accordance with the process outlined in **TCOLE Rule §219.11**.

For purposes of presenting courses to meet the licensing standards herein listed, the LRGVDC Regional Police Academy and Training Center (RPA) sets the following standards for registration:

- Applicants must meet all licensing standards as listed in **TCOLE Rule §217.2 (Texas Occupation Code Chapter 1701)**
- Applicants must be employed by a qualifying agency
- Applicants must provide the LRGVDC RPA proof of completion of TCOLE Rule Overview Course (1013)

- Applicants must attain and retain a minimum passing score on all exams of 80% or higher
  - Only one (1) make-up test per test will be offered and any applicant failing a make-up test shall be removed from the course and the employing agency chief administrator shall be notified of the dismissal
- Applicants must meet all other standards for registration/enrollment in courses offered by or through the LRGVDC RPA
- Applicants must pass the state exam, which is offered at TSTC
  - The testing fee is \$25.00, made payable to TSTC and must be remitted before the applicant can take the exam

**Note:** The LRGVDC RPA offers the required courses in cohort.

- 1013 and 2120 during a two (2) week period:
  - Week-One: Monday – Friday course 1013 (40 hours)
  - Week-Two:
    - Monday – Wednesday course 2120 (24 hours)
    - Thursday – TDD/TTY (4 hours) and review for state exam (4 hours)
    - Friday state exam
      - Participants will receive a total of 68 hours for the cohort (no TCOLE credit is awarded for the test review or the TCOLE test)

**Note:** TDD/TTY for Telecommunicators (3812) is not required for licensure; however, the LRGVDC RPA is offering this during this cohort.

***Applicants must submit the following documents with their application for the Telecommunicator's Licensing sequence:***

- Proof of completion of Chapter 33 (TCOLE Rules – course 1013)
- Copy of L3 completed in accordance with TCOLE Rules
- Copy of birth certificate and/or naturalization certificate
- Letter from employing agency, on the employing agency's letterhead and signed by the chief administrator, indicating that applicant is an employee of the agency in the capacity of a Telecommunicator and meets all requirements for Telecommunicators as stipulated in the Texas Government Code, Chapter 1701 (TCOLE Rule §217.2)
- Results of the FAST background check must be sent directly to the LRGVDC from TCOLE
- Proof of high school completion or GED certificate
  - College transcripts from an accredited college or university will satisfy this requirement
- Copy of DD-214 indicating "honorable" discharge, if applicable
  - The submitted copy must include the discharge information and the reenlistment code.