



OFFICE OF THE DIRECTOR OF POLICE
THE UNIVERSITY OF TEXAS SYSTEM
POLICY AND PROCEDURE MANUAL



| | | | |
|---|----------------------------------|--|------------------------------|
| Subject APPLICANT SELECTION PROCESS FOR EMPLOYMENT AS A TELECOMMUNICATOR | | | Policy Number 401B |
| Effective Date February 10, 2014 | Revision Date October 4, 2021 | Reevaluation Date Annually | Number of Pages 12 |
| Reference Standards TPCA: 4.01.1-4.04.1 CALEA: 31.4.1-31.4.6, 31.5.1-31.5.7 Texas Occupations Code 1701.451 | | Rescinds or Amends Policy Number B-2 B-6 | |

I. PURPOSE

To comply with the relevant provisions of the Texas Occupations Code, Texas Administrative Code, Texas Commission on Law Enforcement (TCOLE), and *Rules and Regulations* of The University of Texas System Board of Regents.

II. DEFINITIONS

- A. The University of Texas (UT) System Police: except when referring to “UT System Police Policies and Procedures” or “UT System Police Academy,” this term refers to:
 - 1. The University of Texas System, Office of the Director of Police; or
 - 2. The police department of a University of Texas Institution.
- B. UT System Police Policies and Procedures: policies and procedures binding on all UT Institution police departments and issued by The University of Texas System, Office of the Director of Police.
- C. The Texas Commission on Law Enforcement (TCOLE) – Formerly known as TCLEOSE. A regulatory State agency that establishes and enforces standards to ensure that the people of Texas are served by highly trained and ethical law enforcement, corrections, and telecommunications personnel.
- D. Reinstatement Exception – Having left employment from any UT institution within 180 days or less and is eligible for rehire.

III. POLICY

An applicant seeking to be employed as a Telecommunicator must meet the Minimum Standards for Initial Licensure required by the Texas Occupations Code, Texas Administrative Code, TCOLE, and the UT System Police Policies and Procedures

IV. APPLICANT SELECTION PROCESS

- A. The Applicant Selection Process consists of 9 phases. These phases are completed as follows:
 - 1. Phases 1 through 3 should be completed before step 4 but may be in any order.
 - 2. Phases 4,5, and 6 may be completed in any order, but after phases 1-3 have been completed.
 - 3. Phase 6 will precede Phases 7-9.
 - 4. Phases 7-9 may be completed in any order.
- B. Circumstances may justify changing the order of completing the phases as listed.

V. PHASE 1 – APPLICATION, QUALIFICATION STANDARDS AND DISQUALIFIERS

- A. Each applicant must submit an application for employment to the human resources or personnel department of the Institution at which he/she wishes to be employed.
- B. Qualification Standards
 - 1. The applicant must reach his/her 18th birthday on or before the date of commissioning.
 - 2. The applicant must have a high school diploma or have passed a General Educational Development (GED).
 - 3. The applicant must be fingerprinted using the Fingerprint Applicant Services of Texas (FAST) and subjected to a search of local, state and national records and fingerprint files to disclose any criminal record.
 - 4. The applicant must have not been discharged from any military service under less than honorable conditions, including, specifically:
 - a) under other than honorable conditions;
 - b) bad conduct;
 - c) dishonorable; or
 - d) any other characterization of service indicating bad character.
 - 5. The applicant must satisfactorily meet the requirements of a thorough, comprehensive background investigation conducted by the Institution's police department.
 - 6. The applicant must be of good moral character and reputation
 - 7. The applicant must successfully complete an interview board interview.
 - 8. The applicant must have a satisfactory prior employment record.
 - 9. The applicant must successfully complete and pass a polygraph examination commissioned and/or conducted by the institution's police department.
 - 10. The applicant must possess a valid driver's license issued by the state where the applicant permanently resides, not be in jeopardy of license suspension, and provide proof of financial responsibility pursuant to the Texas Motor Vehicle Safety Responsibility Act.
 - 11. If the applicant is expected to drive a University vehicle, the applicant must meet requirements of University of Texas System Policy UTS157.

12. The applicant must be examined by a physician, selected by the institution police department, who is licensed by the Texas Medical Board. The physician must be familiar with the Telecommunicators duties specified in the job description. To fulfill this requirement, the applicant must be declared in writing by that physician:
 - a) To be physically sound and free from any defect that may adversely affect the applicant's performance of duty as a Telecommunicator;
 - b) To show no trace of drug dependency or illegal drug use after a physical examination, blood test or other medical test. The "Drug Screen Report" shall be a 10-panel drug screen report
13. The applicant must be examined by a psychiatrist or psychologist, selected by the institution police department. If the examiner is a psychologist, he/she must be licensed by the Texas State Board of Examiners of Psychologists. The psychiatrist or psychologist must be familiar with the Telecommunicator duties specified in the job description, must conduct the examination pursuant to professionally recognized standards and methods, and must declare in writing that the applicant is in satisfactory psychological and emotional health to be a Telecommunicator.
14. The applicant cannot have violated any commission rule or provision of the Texas Occupations Code, Chapter 1701.
15. The applicant must be a U.S. citizen

C. Disqualifiers

An applicant who falls into any of the following categories is ineligible to be licensed and must be removed from further consideration:

1. Persons who are currently on or have been on court-ordered community supervision or probation for any criminal offense above the grade of a Class B misdemeanor or a Class B misdemeanor within the last 10 years from the date of the court order and has not received a waiver from TCOLE.
2. Persons who are currently charged with or under indictment for any criminal offense for which conviction would be a bar to licensure.
3. Persons who have been convicted of an offense above the grade of a Class B misdemeanor or a Class B misdemeanor in the last 10 years.
4. Persons who have been convicted of any family violence offense.
5. Persons who have had a dishonorable or bad conduct discharge.
6. Persons who have had a TCOLE license denied by final order or revoked; is currently on suspension; have a voluntary surrender of a TCOLE license currently in effect; or have violated any TCOLE rules or provisions of the Texas Occupations Code, Chapter 1701.

An applicant who falls into any of the following categories will not be commissioned by the UT System and must be removed from further consideration:

1. Persons who have:
 - a) Intentionally used marijuana any time in the 36 months preceding the date of application;

- b) Persons who have used any of the drugs listed in 1-6 of this section at any time while serving as a law enforcement officer, correctional officer, security officer or fire fighter/EMT.
- 2. Persons who used paint, glue, or other inhalants for the purpose of intoxication within the last five years.
- 3. Persons who used hallucinogenic drugs, including, but not limited to, LSD, PCP or Psilocybin within the past five years.
- 4. Persons who abused prescription medicines, whether prescribed to them or another person, in the last five years.
- 5. Persons who used anabolic steroids for any reason other than the treatment of a medical condition, and as authorized by and under the direction of a licensed physician, within the last five years.
- 6. Persons who illegally used any other substances or drugs listed in the federal or Texas Controlled Substances Acts, including, but not limited to: amphetamines, methamphetamines, cocaine, opium, barbiturates, heroin, morphine, ecstasy and Eve within the past five years.
- 7. Persons, who illegally sold, produced, cultivated or transported for sale marijuana or any other substances or drugs listed in the Federal or Texas Controlled Substances Acts.
- 8. Persons who have been terminated, asked to resign, or resigned from any previous employment for engaging in inappropriate or unlawful behavior, including, but not limited to, any of the following:
 - a) Any felony offense;
 - b) Sex crimes;
 - c) Sexual harassment;
 - d) Discriminatory or retaliatory acts; or
 - e) Any offense involving acts of moral turpitude
- 9. Persons who are prohibited by state or federal law from operating a motor vehicle.
- 10. Persons who are prohibited by state or federal law from possessing firearms or ammunition.
- D. Applicants who do not complete and satisfactorily meet the applicant selection process requirements: Among other duties, the process requires applicants to submit documentation such as the personal history questionnaire and other documents on or before the designated date, report to appointments and examinations on the scheduled dates and times, properly notify the Institution police department of address and/or telephone number changes, and comply with the directions and instructions of the background investigator.
- E. Applicants who do not demonstrate maturity, dependability, integrity, and good work ethic in their past and present employment. An applicant's employment history since age 18 must not indicate instability in the applicant's employment history, including excessive tardiness or absenteeism; inefficiency; failure to follow directions, policies, procedures, rules and regulations; poor working relationships; or negligent work habits.
- F. Applicants with an unstable credit history. This includes a consistent history of issuing insufficient funds checks, a history of delinquent payments, or a failure to meet financial obligations. An applicant's credit history will be reviewed on a case-by-case basis to determine his/her continuing eligibility in the hiring process.

- G. Applicants who have made false/deceptive statements. Applicants must be truthful and honest in their responses to all inquiries relative to their suitability for employment with the Institution police department. Applicants found to have withheld material information, and/or to have committed or attempted to commit any deception or fraud in their applications; examinations or appointments are deemed unsuitable.

VI. PHASE 2 – TESTS

- A. Non-TCOLE licensed Telecommunicator applicants must successfully complete a Public-Safety Telecommunication (PST) Test. The recommended testing is the International Personnel Management Association (IPMA) Public Safety Telecommunication Test (Entry –Level 911-10 Test, Entry-level 911-10 w/audio, or Entry-level 911-10 w/video) or the Critical Pre-Employment Test. This testing will be administered by the Police Department.
- B. Written examinations do not apply to applicants if they are already licensed as a telecommunicator.
- C. In addition to completing the Basic Telecommunicator Certification Course (1013) and Crisis Communications (2120), individuals taking the licensing exam will be required to complete the TCOLE Rule Overview Course (1305) available on the TCOLE learning website, prior to examination.
- D. Telecommunicators will also be required to complete continuing education. Each licensed Telecommunicator must complete 20 hours of training of their choice by the end of each training unit.

VII. PHASE 3 -- REQUIRED DOCUMENTATION

- A. The applicant must complete The University of Texas System Police DP #1 (Personal History Statement Form); and the DP #38 (Authorization for Release of Personal Information.) The applicant must return the packet, and all required supporting documents to the Institution police department by the assigned deadline.
- B. If the Personal History Statement is received after the deadline, the applicant's employment process may be terminated unless the applicant furnishes appropriate mitigating information.
- C. The individual conducting the background investigation must verify that all information contained in the Personal History Statement is true and correct.
- D. The following documents must be submitted by the applicant, verified by the background investigator, and placed in the appropriate section of the background investigation folder:
 - 1. DP #1 (Personal History Statement) – completed and signed
 - 2. DP #38 (Authorization for Release of Personal Information) – signed and notarized
 - 3. DP #4 (Pre-Employment Polygraph Questionnaire)
 - 4. Copy of Current Driver's License
 - 5. Driving record from the Department of Public Safety.
 - 6. Copy of current automobile insurance
 - 7. Copy of social security card
 - 8. Copy of birth certificate
 - 9. Certified copy of high school diploma or GED
 - 10. Certified copies of transcripts and degrees from accredited colleges or universities must be submitted with the applicant packet, if applicable

11. Copy of military discharge papers (DD-214), if applicable
 12. Certified copy of U.S. citizenship papers, if applicable
 13. Copy of Selective Service registration verification
 14. Copy of credit report with credit score
- E. A UT System agency that hires an individual under the Reinstatement Exception with less than 180-day break in service who already holds a valid, active license appropriate to that position will only be required to provide the listed documentation in accordance to TCOLE rules. [TCOLE Agency Checklist](#).
1. TCOLE L-1T Appointment application
 2. F-5R
 3. CCH, TCIC, NCIC, Driver's License return
 4. Background Investigation / Updated DP-6 and DP-1
 5. Military Discharge (DD-214), if applicable

VIII. PHASE 4 –BACKGROUND INVESTIGATION

After receiving the Personal History Statement Form (DP #1), Pre-Polygraph Questionnaire (DP #4) and Authorization for Release of Personal Information (DP #38), the Institution police department must conduct a thorough background investigation on each applicant.

- A. The background investigation must insure, at a minimum, that:
1. An applicant is in compliance with all minimum standards for employment; and
 2. An applicant is screened out if, based on the applicant's past history or other relevant information, he/she is found to be unsuitable for the position.
- B. The background investigation must examine, at a minimum:
1. All of the applicant's previous law enforcement employment, by available methods of review that must include contact with all former law enforcement employers;
 2. The applicant's dependability, integrity, initiative, situational reasoning ability, self-control, writing skills, reading skills, oral communication skills, interpersonal skills and physical ability to perform the essential functions of the job;
 3. The applicant's suitability for licensing and appointment, by reviewing the applicant's biographical data, scholastic records, employment and criminal history; and statements made through publicly available sources that include, but are not limited to, publications, documents and social networking media; and by interviewing references, supervisors, and others who know the applicant's abilities, skills, and character.
 4. Beginning January 1, 2022, upon completion, the hiring agency must certify to the Texas Commission on Law Enforcement (TCOLE) that it has reviewed the required information. The head of a law enforcement agency or the agency head's designee shall review and sign each confirmation before submission to TCOLE.
- C. The individual conducting the background investigation must scrutinize all information contained in the Personal History Statement and report all information that is found not to be true and correct.
- D. The individual conducting the background investigation must record his/her findings on forms DP #6 (Evidence Organizer and Report of Background Investigation), and any attached pages that are necessary.

- E. The background investigation shall examine at a minimum the immediate past 15 years (if applicable) calculated from the date of application by the applicant.

IX. PHASE 4 – ORAL INTERVIEW BOARD

In accordance with the *Rules and Regulations* of The University of Texas System Board of Regents and TCOLE rules, interviews of the applicants will be conducted as follows:

- A. The Chief of Police or designee at the employing institution police department will assemble a panel of board members to participate in an interview board.
- B. The Board must consist of at least three persons.
- C. The Board members may be members of the police department or outside community members.
- D. The Board members must be in good standing
- E. The Board Members must be present during all applicant interviews for current vacancies sought to be filled, for consistency across applicant scores.
- F. During the interview, the Board will ask the applicant various questions designed to determine the applicant's situational reasoning ability, initiative, dependability, integrity, interpersonal skills, and overall suitability for employment. The Board shall use the DP7 (Interview Booklet) to create consistency when scoring the applicant.
- G. An applicant already employed in another capacity by the employing police department must complete a new application for employment.
- H. After each applicant interview, the board members will complete a DP11 Individual Member Score Sheet. An applicant must receive a score of 18 in order to pass the interview board.
- I. The chairperson for the interview board members, will take the individual scores from each board member and complete the DP12 Interview Summary Score Sheet. These scores will be used to rank each applicant in the order of his/her suitability for the position sought.
- J. To continue in the application process, an applicant who has successfully completed Phases 1 through 5 must rank within the number of available vacancies for the position sought. Applicants must be selected from this list in the order of their final ranking.
- K. An applicant who obtains a passing Interview Board score, but whose score ranks him/her outside the number of currently-available vacancies, may continue the application process by being placed on a limited-term eligibility list for future vacancies.
- L. An applicant who chooses not to be placed on the limited-term eligibility list will be removed from further consideration. The University of Texas System Police reserves the right to discontinue this limited-term eligibility list at any time.

X. PHASE 5 – CONDITIONAL OFFER OF EMPLOYMENT

- A. An applicant who successfully completes Phases 1 through 4 and who ranks within the number of available vacancies will be extended a Conditional Offer of Employment (DP #2).
- B. An applicant who does not successfully complete all phases of the selection process will have the conditional offer of employment rescinded.

XI. PHASE 6 – POLYGRAPH EXAMINATION

- A. The applicant must complete form DP #4 (Pre-Employment Polygraph Questionnaire).
- B. The applicant must sign form DP #5 (Polygraph Authorization) before taking the polygraph examination.

- C. The polygraph exam must be administered by an examiner who is licensed by any of the following: American Polygraph Association, National Polygraph Association, or American Association of Police Polygraphists. The polygraph exam is used to confirm the validity of the information the applicant has provided on his/her application and personal history statement, and to the oral interview board.
- D. The applicant must successfully complete and pass the polygraph exam.

XII. PHASE 7 – MEDICAL/ DRUG SCREENING

- A. If applicable, a licensed health care provider must perform a battery of tests designed to determine an applicant's medical, physical and vision suitability for the respective position sought.
- B. The applicant must be examined by a physician licensed by the Texas Medical Board. The physician must be familiar with the duties appropriate to the license sought and the Telecommunicator appointment to be made. The appointee must be declared by that professional, on a form prescribed by the commission, within 180 days before the date of appointment by the agency to be physically sound and free from any defect which may adversely affect the performance of duty appropriate to the type of license sought; show no trace of drug dependency or illegal drug use after a blood test or other medical test; and for the purpose of meeting the requirements for initial licensure, an individual's satisfactory medical exam that is conducted as a requirement of a basic licensing course. The Physical Exam section of TCOLE Form L-2 (Declaration of Medical Condition) must be completed by the examining physician. The original document must be placed in the appropriate section of the Background Investigation folder submitted to the Office of the Director of Police.
- C. The Physical Exam section of TCOLE Form L-2 (Declaration of Medical Condition) must be completed by the examining physician.
- D. The Drug Exam section of TCOLE form L-2 (Declaration of Medical Condition) must be completed by the reviewing licensed physician.
- E. The original document must be placed in the appropriate section of the Background Investigation folder submitted to the Office of the Director of Police.
- F. A copy of the drug screening report shall be included with the L-2 in the Background Investigation folder.
- G. The "Drug Screen Report" shall be a 10-panel drug screen report.

XIII. PHASE 8 – PSYCHOLOGICAL EXAM

- A. If applicable, the applicant shall be examined by a psychologist, selected by the appointing, employing agency, or the academy, who is licensed by the Texas State Board of Examiners of Psychologists. This examination may also be conducted by a psychiatrist licensed by the Texas Medical Board. The psychologist or psychiatrist must be familiar with the duties appropriate to the type of license sought. The individual must be declared by that professional, on a form prescribed by the commission, to be in satisfactory psychological and emotional health to serve as the type of officer for which the license is sought. The examination must be conducted pursuant to professionally recognized standards and methods. The examination process must consist of a review of a job description for the position sought; review of any personal history statements; review of any background documents; at least two instruments, one which measures personality traits and one which measures psychopathology; and a face-to-face interview conducted after the instruments have been scored. The appointee must be declared by that professional, on a form prescribed by the commission, within 180 days before the date of the appointment by the agency.
- B. In exceptional circumstances, TCOLE may allow a licensed physician to perform the evaluation of psychological and emotional health. In these circumstances, the Office of the Director of Police may request an exception from TCOLE in writing and must receive approval from TCOLE before the evaluation can be completed.
- C. The examination may be conducted by a qualified person identified by Texas Occupations Code § 501.004. In this situation, the Office of the Director of Police may request an exception from TCOLE in writing and must receive approval from TCOLE before the evaluation can be completed; and
- D. For the purpose of meeting the requirements for initial licensure, an individual's satisfactory psychological exam that is conducted as a requirement of a basic licensing course shall remain valid for 180 days.
- E. TCOLE Form L-3 (Declaration of Emotional and Psychological Health) must be completed by the examining licensed psychiatrist or psychologist. The original document must be placed in the appropriate section of the Background Investigation folder submitted to the Office of the Director of Police.

XIV. BACKGROUND FOLDER SUBMISSION

- A. The individual conducting the background investigation for a telecommunication operator applicant must submit the completed background investigation folder to the Office of the Director of Police prior to the applicant performing any telecommunication duties.
- B. The background investigation shall examine at a minimum the immediate past 15 years calculated from the date of application by the applicant
- C. The folder must be reviewed by the Office of the Director of Police to ensure the applicant meets the qualifications of a telecommunication operator. After its review, the Director of Police, or their designee, shall notify the employing Institution's Chief of Police if the applicant is approved or not approved to be hired as a telecommunication operator.
- D. Each applicant selected for employment must provide the following completed documents for the background investigation folder in the following order: (See DP-52TC for more information.)
 - 1. TCOLE Form C-1 PID Assignment
 - 2. TCOLE Form L-1T (Appointment of Telecommunicator)
 - 3. TCOLE Form L-2 (Licensee Medical Condition Declaration), if applicable
 - 4. TCOLE Form L-3 (License Psychological and Emotional Health Declaration)

5. TCOLE F-5R Form, if applicable
6. Copy of Current, valid driver's license, state issued I.D. or Passport
7. Driving record from the Department of Public Safety.
8. CCH Return (TCIC/NCIC)
9. Driver's License Return (10-27)
10. Copy of current automobile insurance
11. TCOLE Form F-7 (College Education Request), if applicable
12. Certified copy of High School transcripts or diploma or GED Certificate. College transcripts or diploma, if applicable
13. Copy of military discharge papers, if applicable
14. Copy of Selective Service Registration verification, if applicable.
15. DD-214 (member 4 page, showing reenlistment code), if applicable
16. FAST fingerprint returns showing record checks through FBI and DPS (from FACT Clearinghouse)
17. Certified documents from the appropriate authority showing the final disposition of each arrest, probation, community supervision, conviction or other criminal history or certified letter of non- prosecution, if applicable
18. Original or certified copy of Birth Certificate (Copy must also be signed and dated by person verifying it.)
19. Copy of Social Security Card
20. Certified copy of U.S. Citizenship Papers
21. DP-38 Authorization for Release of Personal Information— signed and notarized
22. DP-06 Background Investigation Summary
23. DP -01 Personal History Statement – completed and signed
24. DP-12 Interview Board Results
25. DP-05 Polygraph Authorization
26. DP-04 Polygraph Pre-Employment Questionnaire
27. Polygraph Report
28. DP-02 Conditional Offer of Employment
29. Credit Report with Credit Score

XV. COMMISSIONING

Upon satisfactory completion of a Basic Telecommunicator Course (1013), Crisis Communications (2120), and TCOLE Rule Overview Course (1305), which includes the passing of the Texas Commission on Law Enforcement License Examination, and with the recommendation of the Director of Police, an applicant will be commissioned as a Telecommunicator of The University of Texas System Police by the Director of Police.



Michael Heidingsfield
Director of Police

Changes/Additions Since Last Publication

Revisions of paragraph VI.D.5, Phase 2—Required Documentation - Required to position the UT System Police to be in compliance with the new and yet to be published TCOLE requirements for the Agency Administrator to certify applicants' hiring packets, effective 1/1/22—We will adjust the language as required when the new TCOLE certification templates are available. September 21, 2021

Revisions of paragraph VII.B.4, Phase 3—Background Investigation- Required to position the UT System Police to be in compliance with the new and yet to be published TCOLE requirements for the Agency Administrator to certify applicants' hiring packets, effective 1/1/22—We will adjust the language as required when the new TCOLE certification templates are available. September 21, 2021

Section IV. Applicant Selection Process

Revised 10 phases to 9 phases; combined drug screen with medical. Revised to reflect current practices across institution police departments. September 27, 2021

V. Phase 1 Application, qualification standards, and disqualifiers;

Bullet C, section 2 a (1) inserted, "intentionally" to allow for those instances when applicants have ingested marijuana without their knowledge. I.e.: marijuana cookies, brownies, etc. September 27, 2021

IX. Phase 5 Oral Interview Board

A-H were slightly revised to reflect current practices.

B. was modified from 5 board members to a minimum of 3 board members

C. allows for community members to serve on the hiring board

E. stipulates that the board members must be the same for all applicant interviews.

G. explains that DP11 must be completed for oral board scoring

H. advises the chairperson for the board will complete the DP12 summary score sheet. September 27, 2021

XI. Phase 7 Polygraph

Bullet C was revised to be consistent with 87th Texas Legislative session that de-licensed Texas Polygraphers. September 27, 2021

XII. Medical/Drug Screening

Drug Screening was combined with Medical Screening September 27, 2021

XIV. Background Folder Submission

Bullet D, section 10. Added DP36 form to documents needed. September 27, 2021