



TPCA Student Handbook Quick Reference

This Quick Reference summarizes key Texas Police Chiefs Association (TPCA) training policies. Students are responsible for reviewing and complying with the complete TPCA Training Student Handbook and any course specific requirements.

ENROLLMENT & ADMISSION

- Unless otherwise authorized by TPCA, enrollment is limited to individuals employed by or sponsored by a Texas law enforcement agency. Others may attend with prior approval from TPCA.
- Students must meet all applicable course prerequisites and eligibility requirements; TPCA reserves the right to verify eligibility.

REGISTRATION & PAYMENT

- Students are responsible for meeting any prerequisites or eligibility requirements identified for the course and for providing accurate registration information, including their TCOLE PID.
- Payment should be made at registration. If a purchase order is required, payment is due within 30 days of registration or within 30 days after the class end date, whichever comes first.
- Unpaid registrations for a full class may be canceled 14 days prior to the class to allow a wait-listed student to register.
- Agencies with past-due training balances may have future course registrations blocked until the balance is paid.

CANCELLATIONS, SUBSTITUTIONS & REFUNDS

- 30+ days before class: Registration fees are eligible for refund, less a \$50 administrative fee. The registration must be canceled and a Refund Request submitted.
- Less than 30 days before class: No refund is available; however, an eligible substitute may attend or the registration may be applied toward a future TPCA training class.
- No-shows: The student or sponsoring agency remains responsible for 100% of the registration fee.

ATTENDANCE & TCOLE CREDIT

- 100% attendance is required to receive TCOLE training credit.
- Students are responsible for ensuring their attendance is properly recorded each day or training session using TPCA's designated attendance method.
- If limited class time is missed, the instructor will determine whether the missed instruction can reasonably be made up. If it cannot be made up, TCOLE credit will not be issued.
- Students should promptly notify **TPCA Training** of a late arrival, emergency, or other absence.
- Students are responsible for reviewing their **TCOLE Training Record** following the course to verify that credit has been posted.
- TPCA can only submit TCOLE credit or amendments when attendance is supported by official training documentation.

COURSE COMPLETION & KNOWLEDGE ASSESSMENT

Students must meet attendance requirements, actively participate in required course activities and knowledge assessments, and satisfy any course-specific completion requirements.

For live instructor-led courses, knowledge may be assessed through oral questioning, class discussion, practical or scenario-based exercises, group activities, and participation. Online courses include knowledge-based questions or other required assessments.

PROFESSIONAL CONDUCT

Students are expected to conduct themselves professionally and respectfully, participate appropriately, follow instructor and facility requirements, and avoid disruptive, unsafe, or inappropriate behavior. TPCA reserves the right to remove a student for conduct inconsistent with these expectations.

RECORDING & COURSE MATERIALS

Students may not audio record, video record, photograph, or otherwise reproduce instructional content without prior authorization from TPCA and/or the instructor. Course materials are intended for the educational use of registered students and may be subject to copyright or other restrictions.

QUESTIONS, ABSENCES OR TRAINING CREDIT ISSUES

TPCA Training

Texas Police Chiefs Association

training@texaspolicechiefs.org

512-281-5400



TPCA Training Student Handbook

1. Purpose

The Texas Police Chiefs Association (TPCA) is committed to providing high-quality continuing education and professional development opportunities for Texas law enforcement personnel.

This Student Handbook establishes the general policies, procedures, expectations, and requirements applicable to students participating in the TPCA training program. Individual courses may have additional prerequisites, attendance requirements, or completion standards based on course content or applicable Texas Commission on Law Enforcement (TCOLE) requirements.

TPCA reserves the right to modify training policies and procedures as necessary to maintain compliance with TCOLE requirements and support the effective administration of its training programs.

2. TCOLE Training Provider

TPCA operates as a TCOLE Contractual Training Provider and provides continuing education courses for law enforcement professionals.

When applicable, TPCA reports eligible training hours to TCOLE for students who successfully satisfy all attendance and course completion requirements.

TCOLE training credit will only be reported for students who meet all applicable TCOLE and TPCA attendance and course completion requirements.

3. Course Registration and Admission

Registration for TPCA training courses is completed through the TPCA Training website.

Unless otherwise specifically authorized by TPCA, enrollment in TPCA training is limited to individuals who are employed by or sponsored by a Texas law enforcement agency.

Individuals who do not meet this requirement may attend only with prior approval from TPCA.

Enrollment is subject to:

- Employment by or sponsorship from a Texas law enforcement agency, or prior approval from TPCA;
- Course capacity;
- Any stated course prerequisites;
- Eligibility requirements identified in the course description;
- Completion of required registration information; and
- Applicable payment requirements.

Unless otherwise specified, registrations are accepted on a first-come, first-served basis.

TPCA reserves the right to verify an individual's agency affiliation, sponsorship, eligibility, or course prerequisites prior to or during a course and may deny or cancel enrollment when applicable requirements are not met.

4. Course Prerequisites

Students are responsible for reviewing the published course description and ensuring that they meet any prerequisites or eligibility requirements before registering.

Certain courses may be designed for specific professional roles or levels of experience.

TPCA may deny or cancel enrollment when a student does not meet the required prerequisite.

5. Class Size and Enrollment

Minimum and maximum enrollment may be established for each course based on instructional needs, facility capacity, course design, instructor requirements, and other relevant considerations.

TPCA reserves the right to cancel, reschedule, relocate, or modify a course when circumstances warrant.

When a course reaches maximum capacity, additional registrants may be placed on a waiting list.

6. Tuition and Payment

All payments should be made at the time of registration through the TPCA Training Registration site using a credit card.

If a purchase order (PO) is required, payment by check is due within 30 days of registration or within 30 days after the class end date, whichever comes first.

Non-Payment

If payment for a purchase order is not received:

- **Full Classes:** If payment has not been received at least 14 days prior to the start of a full class, TPCA may cancel the registration to allow someone on the waiting list to register.
- **By the End of Class:** If payment has not been received by the last day of class, the registration may be canceled, and TCOLE training credit will not be issued.
- **Past-Due Accounts:** Agencies with an outstanding training balance may have future course registration blocked until the balance is paid in full.

Students and their agencies are responsible for ensuring that applicable payment requirements are satisfied.

7. Cancellation, Substitution, and Refunds

Student Cancellations

Cancellations received **30 days or more before the class start date** are eligible for a full refund of the registration fee, less a \$50 administrative fee. To receive a refund, the student must cancel the current course registration through the TPCA Training site and submit the required *Refund Request* form.

Cancellations received **less than 30 days before the class start date** are not eligible for a refund. The registration may instead be:

- Transferred to an eligible substitute participant; or
- Applied toward a future TPCA training class.

Students must follow TPCA's published *Instructions for Swapping Classes* to complete the transfer.

No-Shows

Students who do not follow the required cancellation or substitution process and do not attend the class are considered a no-show. The student or sponsoring agency will remain responsible for 100% of the registration fee if it has not already been paid.

Course Cancellation by TPCA

If TPCA cancels a class due to low enrollment, unforeseen instructor conflicts, or other circumstances requiring cancellation, registered students may:

- Request a full refund by submitting the TPCA Refund Request form within 30 days of the class cancellation; or
 - Apply the registration fee toward the same class offered at a future date by following TPCA's Instructions for Swapping Classes.
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8. Attendance and Absence Requirements

In accordance with Texas Commission on Law Enforcement (TCOLE) requirements, students must attend **100% of the total course hours** to receive TCOLE training credit.

Attendance will be verified and documented throughout the course. Students are responsible for following the attendance procedures established by TPCA and the course instructor, which may include electronic or QR-code check-in, attendance rosters, instructor verification, or other approved methods.

Students are responsible for ensuring their attendance is properly recorded each day or training session.

Absences and Missed Class Time: If a student misses a limited portion of class time, the course instructor will determine whether the missed instruction can reasonably be made up. When make-up time can be reasonably accommodated, the instructor will coordinate with the student to establish an appropriate make-up plan. Completion of make-up requirements must adequately address the missed instructional time before the student is eligible to receive full course credit.

All absences and approved make-up arrangements must be reported to **TPCA Training** for review and recordkeeping.

If missed instructional time cannot reasonably be made up, the student will not be eligible to receive TCOLE training credit for the course.

Late Arrival or Emergency: Students who anticipate arriving late due to traffic, an emergency, or other unforeseen circumstances should notify TPCA Training as soon as possible.

TPCA Training
training@texaspolicechiefs.org
512-281-5400

9. TCOLE Training Credit

When TCOLE credit is offered, TPCA will report eligible training hours for students who successfully complete the course and whose attendance has been properly documented.

Students are responsible for:

- Providing an accurate TCOLE PID during registration;
- Properly documenting attendance as directed;
- Meeting the applicable attendance requirement;
- Completing required course activities or assessments; and
- Reviewing their TCOLE training record following the course to verify that credit has been posted.

If a student believes training credit is missing or incorrect, the student should notify TPCA Training as soon as possible.

TPCA will review the official course attendance documentation to determine whether the students' attendance can be verified. Corrections or amendments to TCOLE records will only be submitted when supported by the official training documentation maintained by TPCA.

TPCA cannot award or report training credit when attendance cannot be verified.

10. Course Completion

To successfully complete a TPCA course, a student must:

- Meet applicable attendance requirements;
- Actively participate in required course activities and knowledge assessments;
- Satisfy any course-specific completion requirements; and
- Comply with TPCA student conduct requirements.

Individual courses may establish additional completion requirements.

11. Student Conduct and Professionalism

TPCA training is intended to provide a professional learning environment.

Students are expected to:

- Conduct themselves professionally and respectfully;
- Follow instructor and facility instructions;

- Participate appropriately in course activities;
- Avoid disruptive or inappropriate behavior;
- Respect fellow students, instructors, TPCA staff, and host-agency personnel; and
- Comply with applicable laws, policies, and facility requirements.

TPCA reserves the right to remove a student from training for behavior that disrupts the learning environment, creates a safety concern, violates applicable requirements, or is inconsistent with professional conduct.

Removal from a course may result in forfeiture of course fees and may affect eligibility for TCOLE training credit.

12. Course Assessments and Evaluations

Knowledge Assessment

TPCA courses include methods to assess student understanding of the course content and achievement of the established learning objectives.

For live, instructor-led courses, student understanding is assessed throughout the course through methods such as oral questioning, instructor-led discussion, practical or scenario-based exercises, group activities, and other forms of student participation appropriate to the course content. Written examinations are not generally required for live TPCA continuing education courses unless specifically identified as a course requirement.

For online courses, students are required to respond to knowledge-based questions or other assessments incorporated into the course. Students must successfully complete all required course components to receive course completion and applicable TCOLE training credit.

Assessment methods may vary by course based on the subject matter, learning objectives, instructional format, and applicable TCOLE requirements.

Course and Instructor Evaluation

Students participating in TPCA training are provided an opportunity to evaluate the course and instructor.

Course evaluations are used to assess areas including instructor effectiveness and subject-matter expertise, achievement of course learning objectives, relevance and usefulness of course content and materials, opportunities for participation, course organization, training facilities, and the overall student experience.

Student feedback is reviewed by TPCA and may be used to evaluate instructor performance, identify training needs, and improve course content and delivery.

13. Training Materials

Course materials provided by TPCA or its instructors are intended for the educational use of registered students.

Course materials may contain copyrighted, proprietary, or otherwise protected content. Students may not reproduce, distribute, publish, sell, or use course materials for commercial purposes without appropriate authorization.

Students may retain materials specifically provided for their individual professional or educational use unless otherwise stated.

14. Recording and Photography

Students may not audio record, video record, photograph, or otherwise reproduce instructional content without prior authorization from TPCA and/or the instructor.

15. Accessibility and Accommodations

TPCA is committed to providing reasonable access to its training programs.

Students who require a reasonable accommodation should contact TPCA Training sufficiently in advance of the course to allow time to evaluate and coordinate the request.

Requests will be considered on an individual basis and in accordance with applicable requirements.

16. Course Locations and Host Agencies

TPCA courses may be conducted at law enforcement agencies, educational institutions, conference facilities, or other approved training locations.

Students are expected to comply with reasonable security, parking, access, safety, and facility requirements established by the host location.

Host agencies provide training facilities but do not independently establish TPCA course completion or TCOLE credit requirements unless specifically authorized by TPCA.

17. Changes to Course Schedule or Instructor

TPCA reserves the right to make reasonable changes to course dates, times, locations, instructors, instructional format, or other logistical arrangements when necessary.

TPCA will make reasonable efforts to notify registered students of significant changes.

18. Student Records

TPCA maintains student registration, attendance, course completion, evaluation, and other training records in accordance with applicable TCOLE requirements and TPCA record-retention practices. Students are responsible for ensuring that information submitted during registration, including name, agency, email address, and TCOLE PID, is accurate.

Training records may be provided to TCOLE or other authorized entities as required for training reporting, compliance, audit, or other lawful purposes.

19. Questions, Concerns, and Training Records

Questions regarding registration, attendance, course completion, payment, or TCOLE training credit should be directed to:

TPCA Training
Texas Police Chiefs Association
Email: training@texaspolicechiefs.org

Students should contact TPCA promptly when they identify a potential issue with their registration or training record.

20. Acknowledgment of Policies

Registration for and participation in TPCA training constitutes acknowledgment of and agreement to comply with applicable TPCA training policies and course requirements.

Students are responsible for reviewing published course information and these policies before attending training.

TRAINING ADVISORY BOARD APPROVAL

The TPCA Training Advisory Board reviewed this Student Handbook and the policies and procedures contained herein.

Revision History

Revision Date	Description of Change	Advisory Board Action
8/27/2026	Initial Student Handbook Draft	Review
9/9/2026	Review Updates	Approve

Effective Date: 9/9/2026

Approved by TPCA Training Advisory Board: 9/9/2026

Last Revised: 9/9/2026