



Kim Vickers  
Executive Director

# TEXAS COMMISSION ON LAW ENFORCEMENT

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## Technical Assistance Bulletin

To: All Texas Law Enforcement Agencies/Contract Training Providers/Licensees  
From: Kenny Merchant/Director, Credentialing and Field Services  
Regarding: **Reading Your PSR (Personal Status Report)**  
Date: March 2, 2020

The PSR, or Personal Status Report, is a snapshot of a licensee's record with the Commission. It contains only information submitted to the Commission by an appointing agency or by the licensee themselves- it will not reflect entries from a licensee's local paperwork or outside entities that were not submitted to the Commission. The preferred method for obtaining a PSR is for the licensee to obtain it either through their MyTCOLE account, or by requesting it from their own agency. PSR's are available through the Commission for those who do not have either of these options.

The PSR tracks a licensee's public **education, service history, service time, Commission awards and certifications, courses completed**, and coming soon, **military service**. Each of these is shown in a separate category, as follows:

**Education-** will always show zero training credit for high school- this is just a place holder. This will be followed by any college hours, and/or degrees. It is important that completed degrees are submitted, as they assist in gaining certifications. College credit hours are multiplied by 20, to give the Total Training Hours from Education. This will be later added to the Total Course Hours for Total Hours (at the bottom of the PSR). Also see the Technical Assistance Bulletin on College Credit for Licensees.

**Military-** to be added at a later date.

**Service History-** this section will reflect ALL appointments reported to TCOLE, using the dates provided by the appointing agency for appointment and separation. Please note, prior to 2010, failure of an agency to properly report a separation resulted in the separation date defaulting to the appointment date, IF another appointment occurred later. This occurred as only one appointment per license type was allowed by previous Rule. These dates may only be corrected by submission of the proper appointment (L1) or separation (F5) document from the appointing agency.

**Total Service Time-** this section will reflect total time served for each license type. Service time does not include any periods of training or assignment prior to a license being issued. Time served at multiple agencies at the same time does NOT count as additional service time. Please remember that the service time total will round UP to the nearest month on the PSR. Rounded totals do not meet service requirements for certifications or awards. The full service time required must be met.

**Award Information-** this section lists any licenses or certifications granted by TCOLE. Beginning in 2013, it also listed any action taken on the license, such as Inactivation, Suspension, Revocation, Reactivation, etc. Remember- certificates are not the same as licenses. The license gives the ability to be appointed and exercise authority. Certificates indicate either general or specific proficiencies.

**Courses Completed-** this section will list, by Training Unit, completed courses submitted to the Commission, from the most recent to the oldest. It includes the course number, course title, course hours credited, institution reporting the course, and information on whether or not the course meets a mandate. The Course Mandate column was not intended for use by licensees, but for Commission staff, and may



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currently contain information which may appear to be confusing to licensees. Do not rely solely on the Course Mandate column when evaluating training mandates or certificate requirements. The Commission is currently in the process of modifying this column, to make it easier to understand and more user-friendly. In the meantime, a licensee may use the following 3 resources to determine if a course meets a mandate or requirement:

- Training Mandate Guide- <http://www.tcole.texas.gov/sites/default/files/documents/LTM%2001.009%20Licensee%20Training%20Mandates%209.01.2019.pdf>
- Proficiency Certification Charts- <http://www.tcole.texas.gov/content/proficiency-certificates>
- Course Equivalent Charts- <http://www.tcole.texas.gov/content/course-equivalents-0>

Last on the PSR will be the compilation of Total Hours. Please note that Total Course Hours will not always reflect courses listed, IF ANY COURSES WERE COMPLETED DURING THE MONTH OF SEPTEMBER, 2017. This is because of the training extension granted due to Hurricane Harvey. Courses taken during September 2017 counted toward both the 2015-17 Training Unit requirements and the 2017-19 Training Unit requirements. They do not; however count double toward Total Course Hours.

Correction to any entries on the PSR cannot be done solely by the individual licensee, except for education (F7) and military (F8). For those 2 categories a licensee may submit the proper form for corrections/additions. All other entries come from law enforcement agencies or Training Providers and must be made by or through those same entities.