

# PARTICIPANT HANDBOOK

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**TEXAS A&M ENGINEERING EXTENSION SERVICE**

200 Technology Way, College Station, TX 77845

979-458-6805

[teex.org](http://teex.org)



# WELCOME TO TEEEX

Welcome to the Texas A&M Engineering Extension Service (TEEX)! Thank you for selecting TEEEX, and thank you for your service in your professional field of expertise. I believe you have made a great choice in continuing your educational journey, but I also want to encourage you to let us know how we can do better. TEEEX is proud to offer courses in a variety of fields including firefighting, law enforcement, Emergency Medical Services (EMS), public works, occupational safety and health, cybersecurity, and many more. This variety of training programs helps us to accommodate the needs of the communities in which our participants reside and serve.

TEEX prides itself on providing the best experience possible through challenging props, state of the art facilities, and the best curriculum available. TEEEX boasts world-class training facilities in College Station at the Brayton Fire Training Field, Disaster City®, RELLIS campus, and the Emergency Operations Training Center (EOTC). TEEEX also has great facilities across Texas in Mesquite, Houston, San Antonio, and Galveston. What we take the most pride in, however, is the quality of our instructional staff. These professionals have keen knowledge of the subject matter and are committed to your professional growth and advancement.

Our agency mission is to make a difference by providing training, developing practical solutions, and saving lives. This is more than our mission; this is our culture, and this is why you will see us go the extra mile to help you succeed. So, let's begin as we work together on the path of training and education. Those who benefit the most are those who have improved their lives and the lives of others as a result of their training at TEEEX.

*David Coatney, Agency Director*

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# GENERAL INFORMATION

## ABOUT THE HANDBOOK

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The TEEEX Participant Handbook is designed to provide information, rules, and procedures for participants that attend TEEEX sponsored events. Vocational programs may have additional information and policies that can be found within their course description.

## HISTORY OF TEEEX

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The Texas A&M Engineering Extension Service is an outgrowth of the Trade and Industrial Teacher Training Service established in 1919. Originally under the Agricultural Education Department, the Industrial Training department moved to the Engineering School in 1935. It became the Industrial Extension Service in 1940.

The State legislature established a firefighter training school in 1929, which merged with the Industrial Extension Service in 1947.

In 1948, upon formation of The Texas A&M University System, the Texas Engineering Extension Service (TEEX) was established to assume the work of the Industrial Extension Service and was given full status as a member of The Texas A&M University System. TEEX was charged with providing occupational and technical services.

Texas A&M Task Force 1, sponsored by TEEX, was organized in 1997 and joined the FEMA National Urban Search and Rescue System in 2001.

In 1998, TEEX became home to the National Emergency Response and Rescue Training Center.

Today TEEX provides training and technical assistance in Economic and Workforce Development, Fire and Emergency Services, Infrastructure and Safety, Law Enforcement and Protective Services, as well as Homeland Security.

## INSTITUTIONAL OWNERSHIP

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The Texas A&M Engineering Extension Service (TEEX) is recognized as a member of the Texas A&M University System (TAMUS) and as a state agency in the Texas Education Code (Sec. 88.001(5)). TEEX is under the direction and control of the Board of Regents of TAMUS.

## MISSION

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TEEX makes a difference by providing training, developing practical solutions, and saving lives.

## VISION

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TEEX is an adaptive and innovative service agency making a difference worldwide.

## CORE TEEEX VALUES

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**S**afety

**T**eamwork

**A**daptability

**R**espect

**S**tewardship

## REQUIRED NOTICES

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TEEX, in accordance with applicable federal and state law, prohibits discrimination, including harassment, on the basis of race, color, sex, religion, national origin, age, disability, genetic information, veteran status, sexual orientation or gender identity. Participants who believe they have experienced harassment or discrimination are encouraged to contact the TEEX Title IX Coordinator at 979-458-6821 or [StudentServices@teex.tamu.edu](mailto:StudentServices@teex.tamu.edu).

## FERPA

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The Family Educational Rights and Privacy Act (FERPA) of 1974 is the federal law protecting the educational and/or training records of all participants.

Participants have the right to inspect and review their training records maintained by TEEEX. Participants also have the right to request changes to their records when those records are inaccurate, misleading, or in violation of FERPA. The requests must be in writing to the Student Records Office at [StudentRecords@teex.tamu.edu](mailto:StudentRecords@teex.tamu.edu). If the record custodian determines that the records do not need to be amended, the participant has the right to a formal hearing. If it is determined that the records still do not need to be corrected, the participant has a right to place a statement with their record setting forth the participant's view of the contested information.

TEEX may release directory information without participant written consent. TEEEX defines the following participant items as directory information: *name, address (local and/or permanent), telephone number (local and/or permanent), email address, affiliation/employer name, affiliation/employer address (local and/or permanent), affiliation/employer telephone number (local and/or permanent), Training courses attended, Dates of attendance, Certificates, CEUs, and/or certifications received.*

Participants may place a directory hold on any or all of this information by contacting the Student Records Office. Once the participant has placed a hold on their directory information, this information may not be released without the prior, written consent of the participant.

TEEX will not permit access to or release of personally identifiable information (PII) without prior written consent from the participant (*TEEX Authorization Release form*), except to: TEEEX personnel needing access for legitimate educational duties, officials of other institutions to which the participant seeks to transfer credits, persons needing information for scholarship or third party education loans, state/federal/accrediting agencies as required, and/or appropriate TEEEX personnel in cases of health or safety emergencies.

If participants believe that their FERPA rights have been violated, they may report it to the US Department of Education.



## LOCATIONS AND FACILITIES

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### **Agency Headquarters**

The TEEX Agency Headquarters building houses operational departments, including Financial and Contract Services, Human Resources, Marketing and Communications, Network and Information Services, and Strategic and Education Services. The National Emergency Response and Recovery Training Center (NERRTC) and Knowledge Engineering (KE) offices are also located at this site.

200 Technology Way  
College Station, TX 77845  
979-458-6805

### **Brayton Fire Training Field and Disaster City®**

The Brayton Fire Training Field and Disaster City are dynamic, hands-on training facilities that offer participants realistic, large-scale props. Training stations offer instruction in firefighting, rescue, urban search and rescue, EMS, hazardous materials, marine, aircraft, and emergency management.

Emergency Services Training Institute  
1595 Nuclear Science Road  
College Station, TX 77843  
866-878-8900

### **RELLIS Campus**

The RELLIS campus offers classroom space, laboratory space, overhead and underground electric power training fields, a firing range for law enforcement officers, a heavy equipment training field, an emergency vehicle driving track, unexploded ordnance ranges and search grids, and simulation prop houses for tactical training.

3100 State Hwy 47  
Bryan, TX 77807  
Institute for Law Enforcement and Protective Services Excellence – 800-423-8433  
Infrastructure Training and Safety Institute – 800-723-3811

## **Center for Marine Training and Safety (CMTS)**

This facility overlooks the entrance to the Offatts Bayou in Galveston, Texas and includes a fourteen-vessel fleet, classroom building, an offshore launch/recovery lifeboat davit, a fast rescue boat launch/recovery davit, and an oil spill response trailer.

8609 Teichman Rd.  
Galveston, TX 77554  
409-740-4475

## **H.B. Zachry Training Center**

This facility offers an electric power training field, classrooms, laboratories, and offices. A wide variety of training takes place at this campus to include occupational safety and health, water and wastewater, transportation and flagging, and environmental topics.

9350 South Presa  
San Antonio, TX 78223  
800-723-3811

## **Occupational Safety and Health Administration (OSHA) Training Institute Education Center**

As a Region VI OSHA Training Institute Education Center, this facility includes classrooms, offices, and a multipurpose auditorium. Training at this location focuses on a full suite of OSHA course offerings.

15515 IH-20  
Mesquite, TX 75181  
800-723-3811

## **Texas Manufacturing Assistance Center (TMAC)**

As a training facility, this site offers classroom space focused on business improvement, such as lean processes, Six Sigma, and management systems.

1440 S. Creek Drive, Suite 100  
Houston, TX 77084  
800-541-7149

# COURSE REGISTRATION INFORMATION

## COURSES OFFERED

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TEEX offers a variety of vocational and avocational courses in Economic and Workforce Development, Fire and Emergency Services, Infrastructure and Safety, Law Enforcement and Protective Services and Homeland Security.

For the most up-to-date course listing and class schedules, visit the digital course catalog at: [teex.org/coursecatalog](http://teex.org/coursecatalog)

## COURSE REGISTRATION

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TEEX courses offer registration online, onsite, or by completing a paper-based registration form. Participants should refer to [teex.org/registrationFAQ](http://teex.org/registrationFAQ) for information about the different methods of registering for a course and for frequently asked questions.

Prerequisites or registration requirements will be identified within the course description found on our website.

## TRANSFER OF CREDIT

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Participants wanting to transfer their coursework from TEEX to another institution are able to request an official training history record through the Student Records Office at [StudentRecords@teex.tamu.edu](mailto:StudentRecords@teex.tamu.edu). In addition, participants pursuing higher education can explore our articulation agreement options as well as request an ACE transcript for approved courses through ACE CREDIT ([teex.org/earncollegecredit](http://teex.org/earncollegecredit)).

## ATTENDANCE REQUIREMENTS

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Class attendance is an essential part of the education process and participants in TEEX courses are expected to attend all class sessions and field exercises. Attendance and participation are components of successful course completion. In addition, some courses may require evaluation or other forms of assessment. Participants who do not complete the required minimum attendance hours and other course completion requirements (when applicable) will not receive a TEEX course completion certificate.

Class instructors will track attendance during the course delivery either through a sign-in sheet or bar-coding system. Participants will be able to review their attendance records during the course.

Participants are expected to be present and ready for instruction at the scheduled time. Tardiness is defined as a late arrival 15 minutes or more after the scheduled start time; an early departure is leaving more than 15 minutes before the instructor releases the class. The instructor will monitor and counsel participants on their tardiness/early departure to ensure participants comply with the stated attendance policy.

The time a participant misses due to tardiness and/or early departures is tracked by the class instructor. To avoid an incomplete status in the course, the time missed cannot violate the minimum hours of attendance required by the course attendance policy.

TEEX courses do not allow for excused absences. If a participant misses a portion of the course, it is the participant's responsibility to contact the instructor before the end of the course they are attending to determine if and/or how missed work can be made up. The instructor will evaluate, on a case-by-case basis, whether or not the missed instruction can be made up. In some cases, make-up work will not be available (due to equipment/facility needs) and the hours missed will be deducted from the attended hours.

Make up work must not interfere with the other scheduled class hours/activities and must be completed by the end of the course or within the maximum timeframe identified by the instructor.

## **LEAVE OF ABSENCE**

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TEEX does not allow participants to apply for a leave of absence during a course. If a participant is unable to complete a course, they can withdraw from the course and retake it at a later time. Course fees may not be transferred to the future course.

## **COURSE COMPLETION**

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TEEX courses have varying requirements for completion. Participants should review the course description found on [teex.org](http://teex.org) for completion requirements prior to enrolling in a course. In addition, the class instructors will review completion requirements at the start of each course.

## **COURSE FEES**

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TEEX will publish course fees in the course descriptions found on teex.org. If a course does not have a price listed, or if you have questions about the pricing, contact the program representative listed within the course description. Full fee payment is required at the time of registration or per contract, when applicable.

## **REFUNDS**

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Participants are allowed to transfer to another scheduled class (or from one participant to another) at any time before the start of the class at no charge. Participants are encouraged to transfer to a future scheduled class of the same course. The following conditions may apply to the transfer based upon the individual circumstance (see eLearning section below for online course refund information):

- If the participant cannot transfer to a scheduled class of the same course, then he/she may transfer to another class of a different course and receive either a refund or pay the difference between the two class fees (if applicable)
- If the participant cannot attend any scheduled class, then the Cancellation/Refund Policy is in effect.

### **Cancellations/Refund Policy**

With the exception of the face-to-face TEEX Fire Recruit Academy, TEEX will provide a full refund if the participant cancels 15 or more calendar days before the start of the class. The TEEX Fire Recruit Academy will retain their publicized cancellation fee regardless of when a participant cancels.

Cancellations received 14 calendar days or less before the start of the class will be charged a fee of 10% of the class tuition.

Once a transfer has been made, any cancellation of the course by the participant will be treated as less than 15 days.

If TEEX cancels a class, participants will be offered:

- A transfer to a scheduled class of the same course
- A transfer to another class of a different course (Participants will receive either a refund or pay the difference between the two class fees, if applicable.)
- A full refund

## **No-Shows**

Registered participants who do not contact the program representative of the course they registered for in advance to cancel their registration and do not attend their scheduled class will be charged the entire class fee.

## **eLearning/Correspondence Courses**

Refunds are not available for eLearning or correspondence courses, nor may the course be transferred from one participant to another.

## **Blended Courses**

The eLearning and face-to-face portions of a blended course will be treated as separate components of the course. The respective refund policies are in effect for each component.

## **Veterans**

Cancellations or refunds for veterans must follow the current veteran administration requirements. Contact the TEEEX veteran's liaison for assistance at [VeteranServices@teex.tamu.edu](mailto:VeteranServices@teex.tamu.edu) or 979-458-7796.

# **FINANCIAL INFORMATION**

## **FUNDING OPTIONS**

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TEEX does not provide financial assistance, but there are several federal, state and private programs that can be used to cover all or some course-related expenses.

For information about options for third-party financial assistance, visit [teex.org/careerservices](http://teex.org/careerservices).

## **VETERANS SERVICES**

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From service with the Army, Marine Corps, Navy, Air Force or Coast Guard, the path for veterans looking for a new career begins with training in one of the many certificate programs approved for Veteran Affairs (VA) education benefits at TEEX. These include courses focused on firefighting, law enforcement, Emergency Medical Technician (EMT) and paramedic training, and additional courses that we strive to expand every year.

Contact our Veterans Services Program staff at [VeteranServices@teex.tamu.edu](mailto:VeteranServices@teex.tamu.edu). You can also visit our website for a course list at [teex.org/va](http://teex.org/va).

# **PARTICIPANT SERVICES**

## **PARTICIPANT SERVICES**

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The services that TEEX provides participants vary by campus (e.g., Wi-Fi or computer lab access). The class instructor will inform participants of available services at the location where the class is being held, when applicable.

## **PARTICIPANT TRAINING HISTORY AND CERTIFICATES**

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Participants who would like copies of their training history or certificates should contact the TEEX Student Records Office at 979-458-6833 or [StudentRecords@teex.tamu.edu](mailto:StudentRecords@teex.tamu.edu). The course history includes the course(s) completed, grade/completion status, and dates of enrollment. Printing or shipping fees may apply.

TEEX recommends that participants set up an account on the student portal to review history and/or print certificates at no cost. Go to [my.teex.org](http://my.teex.org) to set up an account.

## **PARTICIPANT HOUSING/LODGING**

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Participants are responsible for obtaining their own housing or lodging, unless a TEEX course or activity specifically offers housing or lodging. For lodging assistance or suggestions, participants are encouraged to contact the TEEX representative listed on the course description found on [teex.org](http://teex.org) or contact the Convention and Visitor's Bureau for the city where the TEEX course is being held.

## **TEEX CAREER SERVICES**

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TEEX provides a Career Services department that can assist participants by providing information about funding options, resume writing, and interview skills. The TEEX Career Services representative can be reached at [CareerServices@teex.tamu.edu](mailto:CareerServices@teex.tamu.edu). TEEX does not guarantee employment for participants that complete our courses.

## **INTERNATIONAL SERVICES**

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The TEEX Fire Recruit Academy is currently the only vocational program approved to issue Form I-20M to international participants. The form is required to obtain an M-1 Visa to study in the United States; other vocational programs are not certified to enroll international participants at this time.

International participants wishing to attend TEEX avocational courses in the United States should contact their local U.S Embassy or Consulate about other non-immigrant visa options. TEEX is not able to provide visa advice or assist with visa issues for these courses.

If you have any questions, please contact the International Services Office at [InternationalStudents@teex.tamu.edu](mailto:InternationalStudents@teex.tamu.edu) or 979-458-4365. Visit our website at [teex.org/internationalparticipants](http://teex.org/internationalparticipants) for more information.

## **DISABILITY SERVICES**

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In compliance with the Americans with Disability Act (ADA) of 1990, TEEX will make reasonable accommodations for participants with disabilities.

To ensure TEEX is able to make reasonable accommodations, participants should communicate their needs at least two weeks prior to attending a course or activity. Documentation may be required. To discuss accommodation requests, contact our ADA coordinator at 979-458-6821 or [StudentServices@teex.tamu.edu](mailto:StudentServices@teex.tamu.edu).

Participants requiring accommodation through the ADA should also review their approved accommodations with the instructor on the first day of class.

## **PARTICIPANT SAFETY**

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Safety of our participants is a core value for TEEX. At some locations, emergency services are available on site, while others have emergency service contact information posted in the classrooms. The class instructor should review safety procedures at the beginning of class.



# TEEX POLICIES AND EXPECTATIONS

## PARTICIPANT CODE OF CONDUCT

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Participants attending TEEX sponsored events are expected to comply with the TEEX Participant Code of Conduct. Failure to follow this code may result in disciplinary action.

Participant Code of Conduct:

- Follow TEEX policies and local, state, or federal laws.
- Comply with directions of TEEX instructors, administrators, or authorized personnel.
- Respect fellow participants and TEEX staff by not discriminating or harassing individuals on the basis of race, color, national or ethnic origin, religion, sex, disability, age, sexual orientation, or veteran status.
- Support a safe and healthy learning environment.
- Avoid participating in hazing or conduct that threatens or endangers the mental or physical health or safety of others.
- Do not participate in academically dishonest actions such as cheating, plagiarizing, fabricating or falsifying work, or impersonating another in training/testing environment.

## DISCIPLINARY PROCEDURES

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Participants who violate the TEEX Participant Code of Conduct may be subject to disciplinary action. Disciplinary actions may include verbal reprimand, written reprimand, probation, temporary suspension or expulsion from a training program or TEEX.

Participants who feel they have wrongfully received disciplinary action can follow the Appeal and Complaint Procedure.

If TEEX becomes aware that a participant may have violated the law, TEEX will report the circumstance to law enforcement.

## **PARTICIPANT COMPLAINT AND APPEAL PROCESS**

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TEEX encourages participants to discuss complaints informally with TEEX staff; however, TEEX offers a formal appeal and complaint process as referenced in SAP 13.99.99.N0.04, found on [teex.org](http://teex.org). Participants can file a formal report by going to [teex.org/complaint](http://teex.org/complaint).

If you have any questions, please contact TEEX Strategic & Education Services at [StudentServices@teex.tamu.edu](mailto:StudentServices@teex.tamu.edu).

## **COURSE ATTIRE/PERSONAL PROTECTIVE EQUIPMENT (PPE)**

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Participants will follow the course attire and/or PPE requirements, as specified in the course description found on [teex.org](http://teex.org) or course confirmation notification, when applicable.

## **TOBACCO USAGE**

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All forms of smoking and tobacco products including but not limited to cigarettes, cigars, pipes, smokeless tobacco, snuff and chewing tobacco, and electronic cigarettes (includes vapors, personal vaporizers, tanks and other electronic nicotine delivery system) are prohibited in all TEEX facilities. Facilities means all grounds, buildings and structures, sidewalks and walkways, parking structures, and all vehicles owned, leased, or otherwise controlled by TEEX.

## **E-CIGARETTES AND VAPING**

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Vaping and the use of e-Cigarettes are prohibited at all TEEX facilities and properties.

## **CARRYING WEAPONS**

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A handgun license holder under Chapter 411, Texas Government Code, may carry a concealed handgun on or about their person while the license holder is on TEEX property. There is no open carry allowed on TEEX property. Licensed peace officers are authorized by law to carry firearms.

In Texas, licensed handgun holders must follow any legally posted restrictions (Chapter 411 30.06, 30.07), whether concealed or open carry, on non-TEEX property or at TEEX special events. Other state laws will apply when training is held in another state.

## **DRUG USAGE**

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TEEX prohibits the illicit use, sale, attempted sale, conveyance, distribution, manufacturing, cultivation, dispensation, purchase, attempted purchase, and possession of illegal drugs, intoxicants, or controlled substances, at any time and in any amount or in any manner. Additionally, TEEX prohibits the use of medications for which the participant does not have a valid prescription or the use of prescription medication in a manner inconsistent with the prescription. A participant taking any medication that may limit his/her ability to fully or safely participate in a TEEX course or activity should inform their instructor.

## **ALCOHOL USAGE**

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The use, possession, or distribution of alcoholic beverages is prohibited on TEEX property, during a TEEX course, or at TEEX-sponsored events, unless exclusive authority is provided by the TEEX Agency Director.

## **COPYRIGHT GUIDELINES**

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Participants are required to comply with the copyright guidelines found within the materials distributed during a course. Courses that use TEEX-produced materials are subject to copyright protection and do not allow for the publications to be reproduced, distributed, or transmitted in any form or by any means without prior written approval from TEEX. Unauthorized use of materials may be subject to legal action.

## **PERSONAL BELONGINGS**

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Participants are responsible for securing their personal belongings while attending TEEX-sponsored events. TEEX is not responsible for the loss or theft of personal belongings.

## **REPORTING AN ACCIDENT, INJURY, OR ILLNESS**

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Participants who witness an accident, are personally injured, or become ill while attending a TEEX-sponsored event, should report the accident, injury, or illness to the instructor or other member of the TEEX staff as soon as possible.

## **CELL PHONE AND ELECTRONIC DEVICES**

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Cell phones and other electronic devices will not be allowed to pose as a distraction to other participants or the instructor of the course. Participants may be asked to silence device(s) at the beginning of class and/or excuse themselves from class to make/receive phone calls. Participants should follow the direction of their instructor on usage of electronic devices during the course.

## **USAGE OF CAMERAS AND RECORDING DEVICES**

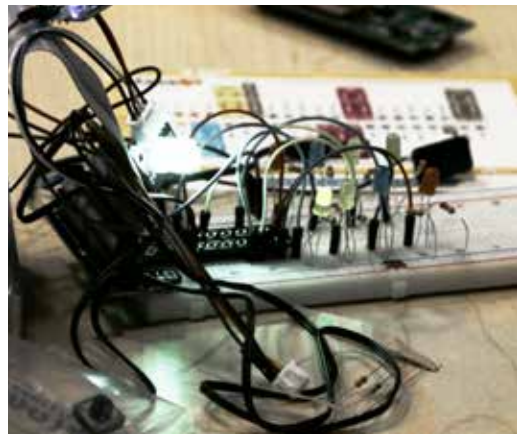
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Participants are not permitted to record or photograph TEEEX training or activity without prior approval by appropriate TEEEX personnel, such as the class instructor or marketing department.

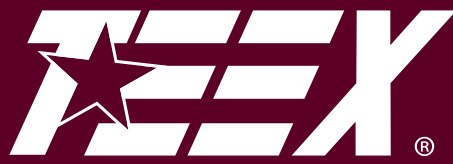
## **TEEX ELECTRONIC RESOURCES**

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TEEX provides electronic devices or resources for use during some classes. Participants are expected to use these resources in accordance with the prescribed guidelines provided by the instructor. Failure to follow the usage guidelines may result in the removal of the TEEEX property from the participant and/or holding the participant financially responsible for damages.



TEXAS A&M ENGINEERING



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EXTENSION SERVICE