



TEXAS MUNICIPAL COURTS EDUCATION CENTER

LEVEL III – CERTIFIED MUNICIPAL COURT CLERK

COURSE OF STUDY & REQUIREMENTS

Planning for Level III

Please ensure you are using a current copy of materials

Effective September 1, 2019

The Municipal Court Clerks Certification Program is intended to challenge court personnel in the area of professional development and continuous improvement. It is comprised of three (3) levels of competency.

The Level III portion of this program is essentially a self-study course, which requires the participant to read and comprehend 14 books, and subsequently pass a high-level competency exam.

Upon achieving Level III, a clerk will receive an official certificate designating him or her as *Certified Municipal Court Clerk* (CMCC) and is then entitled to utilize the post nominal initials (designatory letters) of CMCC as accreditation in a resume, with their signature, name and title.

The information in this packet was developed to provide certification participants with an overview of the steps required for this final level. It contains the following information:

- Overview of the Level III & rules of participation
- Recommended “Course of Study” & education requisites
- Overview of court observations & journal requirements (for more details, see Journal Planning Guide)
- Overview of journal grading & review process; (for more details, see Journal Planning Guide)
- Book List with provider and costs (*Attachment A, page 7*)
- Level III book loan program information; (*Attachment B, Page 8*)
- Book Loan Refund request form (*Attachment C, page 9*)
- Court Observation Verification Form (*Attachment D; page 10-11*)
- Level III Certification Application (*Attachment E, page 12*)

If you have questions regarding the information in this packet, please contact TMCEC at 512.320.8274 or certification@tmcec.com.

Course of Study

A **course of study**, also called *core curriculum*, refers to a series of courses and other requirements that all participants are required to complete before they can apply and achieve the final designation of a Certified Municipal Court Clerk.

The general educational purpose of a course of study is to ensure that all participants take and complete course work that are considered to be academically and culturally essential. This course of study consists of components that teach participants the foundational knowledge and skills they will need for managing people and process within a municipal court. This course of study for the Level III program is intended to be complete in less than a three (3) year period but has an exam expiration of five (5) years. The significance of this time frame is directly related to ensuring the professional journal has current information within the document that would not cause the reader to fail the journal for inaccurate or unlawful practices.

The following is a list of the course work to be completed by chronological order.

Phase 1: Reading & Education

(Target time to completion – 1 year)

1. Obtain Level III books and begin the self-study & required reading
2. Create an exam calendar based on your personal testing style
3. Register for and pass each part of the Level III exam (expire on 5th anniversary)
4. Register for and attend the Level III Assessment Clinic (no expiration date)
5. Register for and attend the Court Administrator Seminar (expires on 3rd anniversary)
6. Complete an additional 28 hours of continuing education (up to eight online)

Phase 2: Court Observation & Professional Journal

(Target time to completion – 1-2 years)

1. Read the Journal & Observation Planning Guide
2. Review the minimum standards & evaluation criteria on which your journal will be graded
3. Create a list of courts to visit for observation within population requirements
4. Create a personalized plan for your professional journal related to style & content (expires on 2nd anniversary)
5. Draft journal entry & notes
6. Complete final edits & print hard copies (one original and two copies) for TMCEC reviewers
7. Submit all three copies of journal to TMCEC (1- 45 days for results; participant may be asked to make corrections, improvements or other changes before passing)

Once all Level III requirements are completed, compile and submit application packet with required documentation.

MUNICIPAL COURT CLERK CERTIFICATION PROGRAM LEVEL III REQUIREMENTS

Partners & Sponsors

The Texas Court Clerks Association (TCCA) in cooperation with the Texas Municipal Courts Education Center (TMCEC), the Texas Municipal Courts Association (TMCA), and Texas State University-San Marcos sponsor the Municipal Court Clerks Certification Program.

Prior Certification Required

To be eligible to participate in Level III of the Municipal Court Clerks Certification Program, participants must have already achieved Levels I and II of the Certification Program. Proof of certification in good standing for the annual maintenance hours (CEUs) must be provided when during the application process.

Reading & Self-Study

Participants are required to read 14 books. See *Attachment A* for a listing of the current books. The books are available online and for purchase from a variety of sources. Many titles may be found in local and university libraries. The estimated cost of a set of books is \$500 (new). A limited number of sets are available for loan from TMCEC or TCCA local chapters. TMCEC requires a \$100 deposit to participate in the book borrowing process. See *Attachment B* to request books from TMCEC or contact your local TCCA chapter. A refund request (*Attachment C*) must be made for the borrower's deposit to be returned.

Self-Study Techniques

To streamline the study process, each part of the exam has been assigned specific books from the required reading list. If the exam is taken in parts, all parts must be passed within five years of the first part passed. Study questions for each book are available on the website and which can be found at tmcec.com. Navigate to the Clerk Certification tab and the Level III sub-page.

Additionally, many participants have found study partners or groups increase retention and allow discussion of the subject matter. Using the "Book Club" format is a valuable study tool.

Mentor Program

Participation in the mentor program can be helpful. Mentors are assigned after attendance at the Level III Assessment Clinic each year. The program creates an opportunity to communicate with a current Level III clerk.

Self-Study & Required Reading

This list is effective for exams taken after September 1, 2019

The new exams will be administered beginning September 1, 2019. A list can be located the website under the Level III Sub-page under the Clerk Certification tab of tmcec.com

Part A: Awareness, Inclusion, & Acceptance

1. Integrity: The Courage to Meet the Demands of Reality
2. The Loudest Duck: Moving Beyond Diversity while Embracing Differences to Achieve Success at Work Applied Strategic Management: How to Develop a Plan that Really Works
3. The Leader's Guide to Emotional Intelligence Team Players and Team Work
4. Managing Transitions, 25th anniversary edition: Making the Most of Change The Complete Guide to Performance Appraisal

Part B: Planning, Process &, Procedure

5. Applied Strategic Planning: An Introduction (2nd Edition)
6. Court Management Library Series: Trial Court Budgeting (**Online**)
7. 2018 Financial Management Handbook Excerpt (**Online**)
8. Caseflow Management: The Heart of Court Management in the New Millennium (**Online**)
9. Court Security: For Judges, Officers and Court Personnel

Part C: People, Performance, & Management

10. Hiring and Firing: What Every Manager Needs to Know (Revised Edition)
11. The Complete Guide to Performance Appraisal
12. The 5 Levels of Leadership: Proven Steps to Maximize Your Potential
13. Skills for New Managers
14. Manager's Toolkit: The 13 Skills Managers Need to Succeed

Exams

Clerk Certification Exams are offered through TMCEC on the first day of each TMCEC regional clerk seminar, Court Administrator Seminar, Juvenile Case Manager Seminar, and Traffic Safety Conference and on the last day of the Level III Assessment Clinic and New Clerks Programs. Exams are also offered through TCCA at locations across the state and at TCCA and TMCA annual conferences. Exams are no longer offered by individual appointments, but the schedule does provide an array of locations across the state for your convenience, many of which are in the Austin area. The Level III exam can be taken as a complete unit or it can be taken in three different parts, Part A, B, & C. Participants must pass all parts of the Level III exam covering the domains listed above based on self-study and required reading.

Level III Assessment Clinic

Participants are required to successfully complete a 24-hour assessment clinic. The assessment clinic emphasizes role-plays and simulations on workplace problems, employee appraisals, conflict resolution, dealing with diversity, preparing a cost benefit analysis, and working in teams. It is highly recommended that participants become familiar with the Level III books prior to attending the Level III Assessment Clinic.

Please visit www.tmcec.com for registration information.

Court Administrators Seminar

Applicant must provide proof of attendance and successfully completion of a TMCEC 12-hour Court Administrator program that has not yet passed the 3rd anniversary.

28 Hours Additional Education Required

An additional 28 hours of education that has not yet reached its 3rd anniversary must also be provided as a part of the application process.

Court Observations

Participants are required to complete the court observation component within **two (2) years of the date of the first court observation**. The observation component consists of 40 hours of municipal court observation broken down by city population in the following way:

Required # Hours	Court Volume	Municipality Population
At least 4 hours	Low-volume courts	10,000 or less
At least 4 hours	Medium-volume courts	10,001 to 249,999
At least 4 hours	High-volume courts	250,000 or greater
28 additional hours	Any volume court(s)	Any of the above
40 Hours Total		

The official record of population is based on the public data found on the Texas Office of Court Administration report. According to the FY19 Annual Report of the Texas Office of Court Administration, 11 courts serve populations of 250,000 or more. These are considered large courts for the purpose of this program. These courts are:

Arlington	Dallas	Houston	Plano
Austin	El Paso	Laredo	San Antonio
Corpus Christi	Fort Worth	Lubbock	

Composition of Professional Journal

Participants must compose and submit a professional journal to TMCEC with original court observation verification form. See *Attachment D* for specific information on this requirement. Also, to perfect this component, you must use the “**Court Observation & Professional Journal Planning Guide**”. This guide has been designed to walk participants through the journal creation process. It includes a multiple rules, tools, and suggested practices to ensure you understand the expectation of the reviewers. Additionally, it includes a breakdown of the grading rubric and a list of mastery components each journal will be scored against.

Submittal of Academic Journal

Journals are confidential and copies are not retained by TMCEC. Each participant must keep a copy for their records. Submission of journal should be submitted electronically to certification@tmcec.com. Submittal must include two copies, one with the cover page and Court Observation Verification Form attached and one copy of the journal only. The TMCEC recipient will distribute journal copies to all graders. The review and grading process may take up to 45 days. Journals that have not been submitted in accordance with the rules will not be reviewed and notice will be sent to the participant in writing. Journals must achieve an average score of 70% or higher to pass.

Journal Failing Results

In the event of a score below 70%, participants will be notified in writing of the areas within the grading criteria that need improvement. Second submittals may be completed and returned at any time, keeping in mind the importance of the expiration dates of the observation.

Journal Passing Results Notification

Participants will receive notice in writing by email of the passing results from the journal submittal. This letter is a required document for the Level III application process. It must be retained in your personal records.

Application for Level III

After completing all of the requirements for Level III, the participant must submit an application along with proper documentation of successful completion of all the requirements. See *Attachment E* for application. Upon achieving Level III, participant will receive an official certificate designating him or her as Certified Municipal Court Clerk (CMCC) and is then entitled to utilize the post nominal initials (designatory letters) of “CMCC” as accreditation in a resume, accompanied by their signature, name and title.

Annual Maintenance

During each academic year between the dates of September 1 and August 31, a Level III Clerk must take a minimum of 20 hours of education. Of the 20 hours only 8 may be hours obtained through online resources (not in person). Level III requires an annual renewal form rather than an automatic renewal process. This renewal form can be located on the Clerk Certification Tab on the TMCEC website.

Attachment A: Effective September 1, 2019

Category	Title	Author	Publisher	Year	ISBN	Purchasing Information Est. Price	Audio Book?
Part A: Awareness, Inclusion & Acceptance	Integrity: The Courage to Meet the Demands of Reality	Dr. Henry Cloud	HarperCollins Publishers	2009	9780060849696	www.amazon.com \$12.09	Yes (Audible)
	The Loudest Duck: Moving Beyond Diversity while Embracing Differences to Achieve Success at Work	Laura Liswood	Wiley	2009	9780470485842	www.amazon.com \$12.68	Yes (Audible)
	The Leader's Guide to Emotional Intelligence	Drew Bird	CreateSpace Independent Publishing Platform	2016	1535176008	www.amazon.com \$14.99	No
	Managing Transitions, 25th anniversary edition: Making the Most of Change	William Bridges	Da Copa Press	2017	9780738219653	www.amazon.com \$8.92	No
Part B: Planning Process & Procedure	Applied Strategic Planning: An Introduction (2 nd Edition)	Timothy M. Nolan, Leonard Goodstein, & Jeanette Goodstein	Wiley	2008	9780787988524	www.amazon.com \$25.92	No
	Court Management Library Series: Trial Court Budgeting	Robert W. Tobin	National Center for State Courts	1996	0-89656-164-X	www.tmcec.com/clerk-certification/level-iii/ Free Download.	No
	2018 Financial Management Handbook Excerpt	Rene Henry	Texas Court Clerks Association	2018	None	www.tmcec.com/clerk-certification/level-iii/ Free Download.	No
	Caseflow Management: The Heart of Court Management in the New Millennium	David Steelman, John Goerd, & James McMillan	National Center for State Courts	2004	0896562352	www.tmcec.com/clerk-certification/level-iii/ Free Download.	No
	Court Security: For Judges, Officers and Court Personnel	Richard W. Carter & Randy Harris	LexisNexis Blue360° Media (2nd Edition)	2016 2017	9781522103455 9781641301893	U.S. Court Security Concepts, LLC Email: courtseconceptsllc@gmail.com	No
Part C: People, Performance & Management	Hiring and Firing: What Every Manager Needs to Know (Revised Edition)	Marlene Carolselli, Ed.D.	SkillPath Publications Inc.	1993	1-878542-35-4	www.skillpath.com \$16.95	No
	The Complete Guide to Performance Appraisal	Dick Grote	American Management Association	1996	0-8144-0313-1	www.bn.com or www.half.com \$50.05	No
	The 5 Levels of Leadership: Proven Steps to Maximize Your Potential	John C. Maxwell	Center Street	2013	1599953633	www.amazon.com or www.bn.com \$6.35	Yes (Audible)
	Skills for New Managers	Morey Stettner	McGraw-Hill Education	2013	0071827145	www.amazon.com \$12.49	No
	Manager's Toolkit: The 13 Skills Managers Need to Succeed	Harvard Business Review	Harvard Business Review Press	2004	9781591392897	www.amazon.com \$16.00	No

Attachment B Level III Book Loan Policy & Request Form

Policy & Book Loan Processing

- Complete this form and include a separate **\$100 check (deposited immediately) payable to TMCEC**. Your book loan deposit will remain with TMCEC until all books have been returned.
- A written refund request form must be completed to receive a refund. (Attachment C)
- TMCEC will gladly transfer your deposit to each new set of books with proper written notification.
- Books must be returned **within 4 months** from the date of checkout. Failure to return all borrowed books may result in forfeiture of your \$100 deposit.

Name/Responsible Party	Position
City Representing	Phone
	Email
Check #	Amount
() City Check () Personal Check	
Shipping Address (street address/city/state/zip)	

Part A: (Books 1-4) REQUEST DATE: _____ **RETURN DATE:** _____
For TMCEC use only

1. Integrity: The Courage to Meet the Demands of Reality
2. The Loudest Duck: Moving Beyond Diversity while Embracing Differences to Achieve Success at Work Applied Strategic Management: How to Develop a Plan that Really Works
3. The Leader's Guide to Emotional Intelligence Team Players and Team Work
4. Managing Transitions, 25th anniversary edition: Making the Most of Change the Complete Guide to Performance Appraisal

Part B: (Books 9-13) REQUEST DATE: _____ **RETURN DATE:** _____
For TMCEC use only

1. Applied Strategic Planning: An Introduction (2nd Edition)
2. ~~Court Management Library Series: Trial Court Budgeting (Online)~~
3. ~~2018 Financial Management Handbook Excerpt (Online)~~
4. ~~Caseflow Management: The Heart of Court Management in the New Millennium (Online)~~
5. Court Security: For Judges, Officers and Court Personnel

Part C: (Books 14-16) REQUEST DATE: _____ **RETURN DATE:** _____
For TMCEC use only

1. Hiring and Firing: What Every Manager Needs to Know (Revised Edition)
2. The Complete Guide to Performance Appraisal
3. The 5 Levels of Leadership: Proven Steps to Maximize Your Potential
4. Skills for New Managers
5. Manager's Toolkit: The 13 Skills Managers Need to Succeed

Mixed Set (Any books): REQUEST DATE: _____ **RETURN DATE:** _____
For TMCEC use only

Maximum # for mixed set is three (3) books

Book #	Book Title

Your signature below indicates you understand and agree to abide by the TMCEC "Book Loan Policy":

Signature	Date
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Attachment C

Level III Book Deposit Refund Request

I do hereby request a refund for my "Book Deposit" which was paid to TMCEC:

Date of check submitted: _____ Check # submitted: _____

Amount of Check submitted: \$ _____

Refund Information

Name of Borrower: _____

Primary City Represented: _____

Payee's Full Mailing Address: _____

Telephone: _____ Email: _____

Position:

☐ Judge ☐ Court Administrator ☐ Court Clerk ☐ Prosecutor ☐ Bailiff/Warrant Officer

☐ Other: _____

Mail completed form to: TMCEC, 2210 Hancock Dr., Austin, TX 78756

or email: lily@tmcec.com

For TMCEC Use

I have reviewed the payment records and request the following refund check be cut and remitted as requested above:

Amount: \$ _____ TMCEC refund check #: _____

Notes: _____

TMCEC Staff Signature

Printed Name

Date

Attachment D (Page 1)
COURT OBSERVATION VERIFICATION FORM

Name: _____

Court: _____

Court Address: _____

Phone: _____ Email: _____

Guidelines for Court Observations

1. At the time of an observation, a participant must be a Level II (CCCII) in good standing.
2. The original "Observation Record" form must be presented for signature at each visit. Your "Observation Record" must reflect the date of your visit, time spent at the court, and your host's signature verifying your visit.
3. The original "Observation Record" is a required document for journal submittal.
4. Observation hours must add up to a minimum of **40 hours**.
5. Observation hours must be recorded in quarter hour (.25) increments.
6. Observations must be made by scheduling an appointment.
7. Observation must meet the following minimum requirements:
 - 4 hours in a court with a population of 250,000 or greater (high volume) 11 to choose from below:

Arlington	Dallas	Houston	Plano
Austin	El Paso	Laredo	San Antonio
Corpus Christi	Fort Worth	Lubbock	
 - 4 hours in a court with a population between 10,001 and 249,999 (medium volume)
 - 4 hours in a court with a population of 10,000 or less (low volume)
 - 28 hours of additional observation from any court of your choosing
8. The official location of the population records is the Office of Court Administration. Information can be obtained by visiting: http://card.txcourts.gov/oca_ReportViewer.aspx
9. Observations expire on the 2nd anniversary. Using stale or aged observations within a journal could result in a failing journal.
10. Your professional journal is confidential. You will use these observations to prepare your journal as well as other resources such as websites and Texas Office of Court Administration public data.
11. Maintain your own copies for your personal records. TMCEC does not maintain copies of journals.
12. Your "Observation Record" will be audited for time spent in each size court, dates within the two-year period, and verification signatures.

Attachment D (Page 2)
COURT OBSERVATION VERIFICATION FORM

[illegible]

Attachment E

APPLICATION FOR LEVEL III CERTIFIED MUNICIPAL COURT CLERK - CMCC

To apply for certification, you must provide proof of completion for the following eligibility requirements:

1. "Certificate of Exam Success" for each part of the Level III tests. You can access this on your TMCEC personal profile
2. Certificate of completion for the 12-hour court administrator program within 3 years prior to application
3. Certificate of completion for the 24-hour Assessment Clinic (No expiration date)
4. Certificate of completion (or TMCEC academic record) for an additional 28 hours of approved education sponsored by TMCEC, TCCA (state or local chapter), TMCA, or a combination thereof
5. TMCEC records must show you as certified Level I & II in good standing
6. Official letter indicating successful completion of the *Journal and Court Observation* portion of the program

Upon approval of this application, your Level III status will be updated in your personal profile, notification will be submitted to the TCCA President and the TCCA Education Committee Chair(s) for recognition before your city council and presentation of your certificate. **When the entire three-level professional program has been completed, the participant will have earned the title of Certified Municipal Court Clerk and will be authorized to place the designation of CMCC following his/her name.**

Name: _____ Application Date: _____

City Served: _____ Title: _____

Court Mailing Address: _____

Court Telephone Number: _____ Fax Number: _____

E-mail: _____ # of years of experience: _____

Position: ☐ Court Administrator ☐ Court Clerk ☐ Deputy Court Clerk ☐ Juvenile Case Manager
☐ Other (Specify): _____

I hereby attest that I have completed the certification requirements for Level III as indicated by the filing of this application.

Applicant's Signature _____ Date: _____

For your certificate:

Please check one: ☐ Yes, I would like my certificate mounted ☐ No, do not mount my certificate

Mail to Texas Municipal Court Education Center, 2210 Hancock Drive, Austin, Texas 78756
This is a cooperative project of Texas Court Clerks Association, Texas Municipal Courts Education Center,
Texas Municipal Courts Association and Texas State University-San Marcos.