



Texas DPS Level II Security Officer

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1. The primary duty of a Level II non-commissioned security officer is best described as:

- A. Apprehending and detaining suspects on behalf of law enforcement
- B. Observing conditions and reporting irregularities to the appropriate authority
- C. Conducting criminal investigations on client property
- D. Enforcing state law with the same authority as a peace officer

2. Texas Occupations Code Chapter 1702 primarily governs:

- A. Licensing requirements and conduct standards for private security personnel
- B. The authority of peace officers to use deadly force
- C. Traffic enforcement procedures for private property
- D. Criminal sentencing guidelines for trespass offenses

3. The concept of 'de-escalation' in security work means:

- A. Using communication techniques and tactics to reduce tension and prevent a situation from becoming violent
- B. Calling for police backup before any confrontation
- C. Retreating from any situation that involves a raised voice
- D. Applying the minimum legal force as quickly as possible

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4. When conducting a patrol, varying the patrol route and schedule is important because it:

- A. Allows the officer to spend more time in areas they personally prefer
- B. Makes it harder for potential wrongdoers to predict the officer's presence
- C. Reduces the total distance walked during a shift
- D. Is required by Texas DPS regulation for all patrols



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5. The acronym commonly used to remind security officers of what to include in incident reports is:

- A. STOP — Situation, Threat, Officer, Position
- B. REACT — Report, Evidence, Action, Contact, Time
- C. 5 W's and H — Who, What, When, Where, Why, and How
- D. CLEAR — Contain, Log, Evaluate, Act, Report

6. Maintaining a professional appearance while on duty is important for a security officer primarily because:

- A. It projects authority and trustworthiness, building public confidence in the security program
- B. It allows the officer to charge higher rates from the client
- C. Uniforms are required by federal OSHA regulations for safety purposes
- D. Clients evaluate officers solely on their appearance and not their performance

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7. When a fire alarm activates in a facility, the security officer's FIRST priority is:

- A. Investigating the cause of the alarm before taking any action
- B. Silencing the alarm to prevent panic among building occupants
- C. Securing valuables in the facility manager's office
- D. Initiating evacuation of occupants and contacting the fire department

8. False imprisonment in Texas occurs when a person is:

- A. Unlawfully restrained or confined without legal justification, against their will
- B. Asked to leave a property and escorted to the exit by security
- C. Voluntarily detained for questioning after witnessing a crime
- D. Told they may not enter a building due to a dress code violation

9. What are the two types of security officers?

- A. Non-Commissioned & Commissioned
- B. Non-Commissioned & Licensed
- C. Licensed & Commissioned
- D. Non-Licensed & Licensed

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10. Which Texas state agency is responsible for licensing and regulating private security officers?

- A. Texas Commission on Law Enforcement (TCOLE)
- B. Texas Attorney General's Office
- C. Texas Department of Public Safety (DPS) Private Security Program
- D. Texas Department of Licensing and Regulation (TDLR)

11. Under Texas law, a private person may make a citizen's arrest when:

- A. They have a reasonable suspicion that someone committed a crime
- B. Directed to do so by any supervisory employee
- C. An offense is committed in their presence or they are told by a credible witness that the person committed a felony
- D. A posted sign on private property authorizes it

12. A Texas Level II (non-commissioned) security officer is NOT authorized to:

- A. Request that a disruptive person leave the premises
- B. Use reasonable force to detain a person they directly witnessed commit theft
- C. Call police and provide a detailed description of a fleeing suspect
- D. Carry or use a firearm while on duty

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13. An officer at an access control post should check a visitor's credentials primarily to:

- A. Create a database of all persons entering the building for marketing purposes
- B. Comply with federal immigration law requirements
- C. Prevent employees from arriving late without being noticed
- D. Ensure that only authorized individuals gain entry to the protected area

14. An incident report should be written in:

- A. Objective, factual language based on direct observation, avoiding opinions or assumptions
- B. First person narrative that includes the officer's personal feelings about the incident
- C. Legal terminology to ensure it is admissible in court without attorney review
- D. A summary format that omits minor details to keep the report concise



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15. A member of the public approaches the security officer post and asks for directions to a neighboring office. The officer should:

- A. Refuse to answer because helping the public is not in the job description
- B. Provide extensive personal details about the neighboring business
- C. Assist courteously with the request if it does not compromise security duties
- D. Refer the person to the internet and decline to engage

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16. A person collapses near the security post and appears unconscious and not breathing. The officer's immediate action should be:

- A. Call 911 and begin CPR if trained, or direct a bystander to call 911 while beginning CPR
- B. Wait for a medically trained person to arrive before touching the victim
- C. Move the person to a more comfortable location away from public view
- D. Contact the facility manager before taking any action

17. Civil liability for a security officer may arise when the officer:

- A. Detains a shoplifter with reasonable cause and releases them to police
- B. Calls 911 after observing a crime in progress
- C. Documents an incident accurately in a formal report
- D. Uses excessive force resulting in injury to a person

18. What are the primary responsibilities of security officers?

- A. Detain & Arrest
- B. Observe & Report
- C. Give directions & Answer questions
- D. All of the above

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19. A security officer on duty notices a water pipe leaking in a storage area. The BEST immediate action is to:

- A. Notify the client's facility manager and document the discovery in the incident log
- B. Repair the pipe personally to prevent property damage
- C. Ignore it because maintenance issues are outside security scope
- D. Call 911 immediately



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20. The Texas Private Security Board has the authority to:

- A. Prosecute criminal cases against unlicensed security companies
- B. Grant security officers the same powers as peace officers
- C. Override local ordinances that conflict with security contracts
- D. Suspend or revoke a security officer's license for misconduct

21. When applying the principle of proportionality to use of force, a security officer should:

- A. Always use the maximum available force to end a situation quickly
- B. Use only the level of force that is reasonably necessary to address the specific threat
- C. Avoid any physical contact regardless of the threat posed
- D. Match the exact force used by the aggressor, no more and no less

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22. During a patrol, an officer discovers an unlocked door in a restricted area at 2 a.m. The BEST course of action is to:

- A. Secure the door if safe to do so, document the discovery, and report it to the supervisor
- B. Leave the door as found and wait to see if anyone enters
- C. Pursue anyone who may have used the door to gain unauthorized access
- D. Contact the media to report a potential security breach

23. Field notes taken during an incident are important because:

- A. They replace the formal incident report if the officer is too busy to write one
- B. They are automatically submitted to law enforcement upon request
- C. They allow the officer to remember minor details that may not be initially obvious
- D. They support accurate report writing by capturing details while memory is fresh

24. A security officer who accepts a cash gift from a vendor for 'looking the other way' on access control procedures is guilty of:

- A. Acceptable practice if the amount is small and the vendor is known
- B. A breach of ethics and potentially criminal misconduct (bribery)
- C. A minor policy violation that only affects the officer's performance review
- D. Whistleblowing activity that should be reported to the DPS

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25. During a bomb threat, a security officer should:

- A. Search the building personally to locate and disarm the device
- B. Follow the facility's emergency plan, evacuate occupants, and contact law enforcement immediately
- C. Keep occupants inside to prevent panic in surrounding areas
- D. Announce the threat over the public address system with full details to warn everyone

26. Defamation by a security officer occurs when the officer:

- A. Truthfully reports an observed crime to police
- B. Makes a false statement of fact about a person that damages their reputation, published to a third party
- C. Asks a visitor for photo identification before granting access
- D. Issues a verbal warning to a trespasser before calling police

27. Appropriate professional appearance for a security officer includes _____.

- A. proper hygiene
- B. good posture
- C. positive attitude
- D. all of the above

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28. Which of the following is NOT within the authority of a Texas Level II security officer?

- A. Requesting identification from persons entering a client's private property
- B. Writing an incident report about a disturbance witnessed on duty
- C. Detaining a person the officer directly witnesses shoplifting until police arrive
- D. Issuing traffic citations on a public street adjacent to the client's property

29. A Level II security officer in Texas is required to wear or carry their pocket card (security license) while on duty because:

- A. It serves as a badge equivalent to a peace officer credential
- B. Texas Occupations Code requires licensees to have their license available for inspection while working
- C. The card grants authority to carry a firearm on duty
- D. Federal law mandates visible ID for all uniformed personnel



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30. After any incident requiring physical force, a security officer's FIRST written obligation is to:

- A. Consult an attorney before documenting anything
- B. Submit a resignation letter to avoid liability
- C. Prepare a complete and accurate incident report as soon as practical
- D. Notify the media to ensure public transparency



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Answer Key & Explanations

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1. B — Observing conditions and reporting irregularities to the appropriate authority

Level II officers are 'observe and report' personnel. They do not have law enforcement authority and must relay findings to supervisors or police.

2. A — Licensing requirements and conduct standards for private security personnel

Chapter 1702 is the Private Security Act of Texas; it establishes licensing, training, and conduct standards for the private security industry.

3. A — Using communication techniques and tactics to reduce tension and prevent a situation from becoming violent

De-escalation involves verbal and non-verbal techniques to calm a tense situation. It is the preferred first response to conflict, minimizing the need for physical force.

4. B — Makes it harder for potential wrongdoers to predict the officer's presence

Unpredictable patrol patterns are a deterrence best practice. A predictable schedule gives criminals a window to act when the officer is elsewhere.

5. C — 5 W's and H — Who, What, When, Where, Why, and How

The 5 W's and H (Who, What, When, Where, Why, and How) is the standard framework taught in security training to ensure complete incident reports.

6. A — It projects authority and trustworthiness, building public confidence in the security program

Professional appearance signals competence and authority. It helps gain public cooperation and supports the credibility of the security program.

7. D — Initiating evacuation of occupants and contacting the fire department

Life safety comes first. The officer must initiate evacuation procedures immediately and ensure the fire department is called. Investigation of the cause comes after people are safe.

8. A — Unlawfully restrained or confined without legal justification, against their will

False imprisonment is the unlawful detention or confinement of a person without legal authority. Asking someone to leave or denying entry does not constitute false imprisonment.

9. A — Non-Commissioned & Commissioned

Texas private security officers are either non-commissioned or commissioned.

10. C — Texas Department of Public Safety (DPS) Private Security Program

The DPS Private Security Program administers licensing under Occupations Code Chapter 1702.

11. C — An offense is committed in their presence or they are told by a credible witness that the person committed a felony

Texas Code of Criminal Procedure Art. 14.01 allows citizen's arrest for offenses committed in the person's presence or view, or for felonies based on credible witness information.



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12. D — Carry or use a firearm while on duty

Level II is the non-commissioned (unarmed) license. Carrying or using a firearm requires a Level III (commissioned) license. Level II officers must not carry firearms on duty.

13. D — Ensure that only authorized individuals gain entry to the protected area

Access control exists to protect people and property by preventing unauthorized entry. Credential verification is the core tool for achieving this goal.

14. A — Objective, factual language based on direct observation, avoiding opinions or assumptions

Incident reports are legal documents. They must be factual, objective, and based on direct observation. Opinions and assumptions weaken the report's credibility.

15. C — Assist courteously with the request if it does not compromise security duties

Good public relations is part of the security officer role. Assisting members of the public with simple requests — when it doesn't compromise security — builds positive community relations.

16. A — Call 911 and begin CPR if trained, or direct a bystander to call 911 while beginning CPR

Calling 911 and initiating CPR (if trained) is the appropriate response. Every minute without CPR reduces survival odds. Officers should act immediately within their training level.

17. D — Uses excessive force resulting in injury to a person

Civil lawsuits can arise from excessive force, false imprisonment, assault, or other misconduct that causes harm. Acting within legal authority and using proportional force reduces civil exposure.

18. B — Observe & Report

The primary responsibility of a security officer is to observe and report findings to the proper authorities.

19. A — Notify the client's facility manager and document the discovery in the incident log

Security officers observe and report. Notifying the facility manager and logging the issue is the correct response; repairs are not within the officer's role.

20. D — Suspend or revoke a security officer's license for misconduct

The Private Security Board can discipline licensees, including suspending or revoking licenses, for violations of Chapter 1702 and Board rules.

21. B — Use only the level of force that is reasonably necessary to address the specific threat

Proportionality requires that the force used be no greater than what is reasonably necessary to control the situation. Excessive force exposes the officer to criminal and civil liability.

22. A — Secure the door if safe to do so, document the discovery, and report it to the supervisor

Securing the breach (if it can be done safely), documenting it, and reporting it follows proper 'observe, act within scope, and report' protocol.

23. D — They support accurate report writing by capturing details while memory is fresh

Field notes serve as a memory aid. Details recorded on-scene — names, times, descriptions — help ensure the formal report is accurate and complete.

24. B — A breach of ethics and potentially criminal misconduct (bribery)

Accepting gifts in exchange for compromising duties is bribery, violates professional ethics, and may constitute a criminal offense. Security officers must maintain absolute integrity.



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25. B — Follow the facility's emergency plan, evacuate occupants, and contact law enforcement immediately

Bomb threat response requires evacuation and immediate law enforcement notification. Officers are not trained to disarm devices; their role is evacuation and communication.

26. B — Makes a false statement of fact about a person that damages their reputation, published to a third party

Defamation (libel or slander) requires a false statement of fact communicated to a third party that causes reputational harm. Truthful reports and legitimate security actions are not defamation.

27. D — all of the above

Professional appearance includes proper hygiene, good posture, and a positive attitude.

28. D — Issuing traffic citations on a public street adjacent to the client's property

Issuing traffic citations is a peace officer function. Security officers have no authority to issue citations on public streets.

29. B — Texas Occupations Code requires licensees to have their license available for inspection while working

Texas law requires security officers to have their DPS-issued license (pocket card) available while on duty. Failing to produce it upon request can result in disciplinary action.

30. C — Prepare a complete and accurate incident report as soon as practical

Accurate and timely documentation of use-of-force incidents is essential for legal protection and accountability. Reports should be factual, objective, and completed promptly.



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