

TEXAS DPS PRIVATE SECURITY BUREAU (PSB) – QUALIFIED MANAGER PRACTICE EXAM (SAMPLE) STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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THE FULL VERSION STUDY GUIDE**

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. What must clients be informed about when engaging with a licensed alarm systems company?**
 - A. Service fees and promotional offers
 - B. The client is entitled to a written contract for services
 - C. Company history and reputation
 - D. Location of the company's main office
- 2. Under Texas Occupation Code CH. 53.021(e), which of the following is NOT an exception to the authority to revoke, suspend, or deny a license?**
 - A. Law enforcement services
 - B. Public health services
 - C. Transport services
 - D. Financial services in a regulated industry
- 3. What must be included in the board's complaint resolution procedures?**
 - A. Confidentiality agreements
 - B. Information about parties to the complaint and its resolution
 - C. Only the results without details
 - D. A list of prohibited actions for service providers
- 4. Which statement is true about a license holder's responsibility towards false reporting?**
 - A. They are encouraged to report anything suspicious
 - B. They must always report information accurately
 - C. They can report based on gut feelings
 - D. They can refer to past reports regardless of their accuracy
- 5. A courier company under Texas law is defined by its need to transport what?**
 - A. Valuables without armed guard
 - B. Items that require expeditious delivery under armed guard
 - C. Non-sensitive documents
 - D. Legal representatives

- 6. According to the Act, what must the board's procedures regarding alternative dispute resolution be based on?**
- A. State and federal compliance standards
 - B. Any model guidelines issued for state agencies
 - C. Local government regulations
 - D. Industry best practices
- 7. What is considered a reexamination according to the regulations?**
- A. Any exam taken for renewals
 - B. Any examination other than the single authorized examination
 - C. Only failed examinations
 - D. Written exams only
- 8. Under what circumstance will the board revoke a person's security-related license according to CH. 1702.365?**
- A. If the person has a criminal record
 - B. If the person abducted a child
 - C. If the person fails to renew the license
 - D. If the person has received multiple complaints
- 9. What is one restriction placed on a person licensed only as a security services contractor?**
- A. They cannot offer alarm system services
 - B. They cannot conduct investigations not related to property protection
 - C. They must always work under a licensed investigations company
 - D. They are required to submit quarterly reports
- 10. Which of the following is a guideline under the disqualification criteria?**
- A. First-time offenses are ignored
 - B. All felonies are disqualifying
 - C. All misdemeanors relate to trust
 - D. Specific serious offenses are listed

Answers

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1. B
2. C
3. B
4. B
5. B
6. B
7. B
8. B
9. B
10. D

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Explanations

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1. What must clients be informed about when engaging with a licensed alarm systems company?

- A. Service fees and promotional offers
- B. The client is entitled to a written contract for services**
- C. Company history and reputation
- D. Location of the company's main office

Clients must be informed that they are entitled to a written contract for services when engaging with a licensed alarm systems company because this is a fundamental consumer protection measure. A written contract ensures that both parties have a clear understanding of the terms of service, obligations, and expectations. It outlines critical components such as the specific services provided, the duration of the agreement, payment arrangements, responsibilities for monitoring and maintenance, and conditions for termination. This transparency helps prevent misunderstandings and disputes, making it a vital aspect of the client-service provider relationship in the alarm systems industry. While aspects such as service fees, promotional offers, and company history are important, they do not carry the same weight as the necessity for a written contract. Without a contract, clients may find it challenging to enforce their rights or seek redress in case of issues. Therefore, the requirement for a written contract stands out as a key element in protecting clients when they contract with alarm systems companies.

2. Under Texas Occupation Code CH. 53.021(e), which of the following is NOT an exception to the authority to revoke, suspend, or deny a license?

- A. Law enforcement services
- B. Public health services
- C. Transport services**
- D. Financial services in a regulated industry

The rationale for identifying transport services as not being an exception to the authority to revoke, suspend, or deny a license under Texas Occupation Code CH. 53.021(e) revolves around the nature of the activities encompassed by this chapter. The Texas Occupation Code establishes specific exceptions for law enforcement services, public health services, and financial services in a regulated industry. These sectors are deemed to have a significant public interest and are closely regulated due to their critical role in maintaining societal safety, health, and economic stability. Transport services, on the other hand, do not fall within the designated exceptions outlined in this chapter. While transport services are important, they are not considered essential in the same regulatory context as the other sectors mentioned. Thus, individuals or entities engaged in transport services do not enjoy the same level of protection against the revocation, suspension, or denial of their licenses as those engaged in the protected sectors. Understanding these distinctions in the legal framework helps clarify the regulatory scope and the importance of compliance within the defined exceptions.

3. What must be included in the board's complaint resolution procedures?

- A. Confidentiality agreements
- B. Information about parties to the complaint and its resolution**
- C. Only the results without details
- D. A list of prohibited actions for service providers

The identification and inclusion of information about the parties to the complaint and its resolution in the board's complaint resolution procedures is essential for ensuring transparency and accountability. This information helps to clarify the context of the complaint, establishes who is involved in the dispute, and provides insight into how the resolution was reached. By outlining the particulars of the complaint, the procedures facilitate better understanding and allow for the evaluation of the handling process, which can be important for all parties involved. In contrast, having simply the results without details fails to provide the necessary context that could lead to better practices in the future or help other stakeholders understand the nature of the issues faced. Confidentiality agreements, while important for protecting sensitive information, do not address the need for clarity and accountability in the resolution process. Similarly, a list of prohibited actions for service providers is relevant to set expectations and rules but does not facilitate the understanding of how specific complaints are managed and resolved.

4. Which statement is true about a license holder's responsibility towards false reporting?

- A. They are encouraged to report anything suspicious
- B. They must always report information accurately**
- C. They can report based on gut feelings
- D. They can refer to past reports regardless of their accuracy

A license holder has a fundamental responsibility to maintain accuracy and integrity in their reporting, which is why the requirement to always report information accurately is critical. This responsibility ensures that any information communicated to law enforcement or relevant stakeholders is based on facts rather than assumptions or inaccuracies. Reporting accurate information helps maintain the reliability of the security industry and builds trust with the public and law enforcement agencies. Inaccurate reports can lead to unnecessary investigations, resource misallocation, or even legal repercussions for the individual or agency involved. The commitment to accurate reporting aligns with ethical standards and legal obligations imposed on security professionals. It emphasizes the importance of thorough investigation and verification before making notifications about suspicious activity. This principle enhances the effectiveness of public safety measures and allows security personnel to fulfill their role responsibly.

5. A courier company under Texas law is defined by its need to transport what?

- A. Valuables without armed guard
- B. Items that require expeditious delivery under armed guard**
- C. Non-sensitive documents
- D. Legal representatives

In Texas law, a courier company is defined primarily by its role in the transportation of items that require rapid delivery and often necessitate the use of an armed guard for security. This definition emphasizes the nature of the goods being transported, which may include valuable or sensitive items that could be at risk if not adequately protected. The stipulation for using an armed guard signifies the heightened level of security associated with certain deliveries, especially when transporting items of significant value or those that could potentially attract criminal attention. This requirement ensures that the courier service is prepared to handle the risks involved in transporting such items safely and securely. Option B accurately reflects the legal framework governing courier companies in Texas, focusing on the necessity for both expedient and secure transport of items, setting it apart from other transportation services that might not require the same level of oversight or protection. In contrast, the other options either describe items that do not typically necessitate the same level of security or refer to situations not aligned with the legal definition of a courier service under Texas law.

6. According to the Act, what must the board's procedures regarding alternative dispute resolution be based on?

- A. State and federal compliance standards
- B. Any model guidelines issued for state agencies**
- C. Local government regulations
- D. Industry best practices

The correct answer is based on the requirement that the board's procedures for alternative dispute resolution must adhere to any model guidelines issued for state agencies. This emphasizes the importance of consistency and standardization across state government practices. By relying on established model guidelines, the board is able to ensure that its procedures align with effective and recommended practices that have been vetted for efficacy. This approach not only fosters fair and effective dispute resolution but also ensures that state agencies have a reliable framework to follow, which can ultimately enhance public trust in the resolution process. While state and federal compliance standards, local government regulations, and industry best practices may influence procedures, the primary directive in this context is to specifically follow the model guidelines set forth for state agencies. This ensures that the board's processes are in alignment with the higher level of governance applicable to all state entities.

7. What is considered a reexamination according to the regulations?

- A. Any exam taken for renewals
- B. Any examination other than the single authorized examination**
- C. Only failed examinations
- D. Written exams only

A reexamination, as defined in the regulations, refers to any examination other than the single authorized examination. This means that if an individual is required to take any additional tests that are not part of the initial authorized testing process, these would qualify as a reexamination. The rationale behind this definition is to ensure that individuals are fully competent and up-to-date with the required knowledge and skills necessary for their role. This could include assessments taken in specific circumstances, such as a change in regulations, policies, or if a license is not successfully renewed through the normal process. In contrast, the other options do not encapsulate the broader concept of what constitutes a reexamination. Renewals may have their own procedures that don't necessarily involve a reexamination, failed examinations pertain specifically to tests that were not passed rather than the comprehensive requirement of reexamination, and focusing solely on written exams limits the scope of what could be considered a reexamination, especially if other formats of assessment are utilized.

8. Under what circumstance will the board revoke a person's security-related license according to CH. 1702.365?

- A. If the person has a criminal record
- B. If the person abducted a child**
- C. If the person fails to renew the license
- D. If the person has received multiple complaints

The scenario where the board revokes a person's security-related license for abducting a child aligns with the serious nature of such an offense. Child abduction is a felony and poses significant threats to public safety, which is a primary concern for regulatory entities like the Texas Private Security Bureau. When individuals are licensed in security roles, they are expected to uphold the highest moral and ethical standards, as their actions can directly impact public trust and safety. Therefore, the board is justified in taking stringent disciplinary actions, such as revoking the license of someone involved in a crime that endangers the welfare of others, particularly vulnerable populations like children. While having a criminal record could be a basis for consideration, not all criminal records automatically lead to revocation unless they pertain to offenses that impact their capacity to perform security duties or are severe in nature, such as felonies. Failing to renew a license, while significant, typically results in administrative repercussions rather than criminal ones. Multiple complaints could indicate potential issues but do not automatically necessitate revocation unless they demonstrate a pattern of behavior that breaches the law or fails to meet licensing standards.

9. What is one restriction placed on a person licensed only as a security services contractor?

- A. They cannot offer alarm system services
- B. They cannot conduct investigations not related to property protection**
- C. They must always work under a licensed investigations company
- D. They are required to submit quarterly reports

A person licensed only as a security services contractor is restricted from conducting investigations that are not related to property protection. This limitation is rooted in the specific scope of activities permitted under a security services contractor license, which focuses primarily on the deployment of personnel and strategies for securing physical property rather than delving into broader investigative roles. However, conducting investigations that extend beyond property protection involves skills and responsibilities typically associated with a licensed investigator. Accordingly, licensed security services contractors must adhere to the boundaries of their licensure and focus on services that pertain directly to the security of property, such as access control, patrol services, and monitoring. The other options incorrectly suggest broader capabilities or different requirements that are not applicable to the specific limitations of a security services contractor. For instance, being able to offer alarm system services, and submitting reports or being required to work under another licensed company pertain to other classes of licenses or regulations not applicable to this restrictively defined role.

10. Which of the following is a guideline under the disqualification criteria?

- A. First-time offenses are ignored
- B. All felonies are disqualifying
- C. All misdemeanors relate to trust
- D. Specific serious offenses are listed**

The guideline under the disqualification criteria is centered around specific serious offenses being listed. This means that certain felonies and serious misdemeanors are explicitly identified as disqualifying factors when determining whether an individual is fit for a position within the private security industry. The importance of having these specific offenses listed is to provide clarity and transparency in the evaluation process, ensuring that potential disqualifications are not left to subjective interpretation. By having a clearly defined list, individuals can understand which offenses may impact their eligibility, promoting accountability and maintaining the integrity of the security profession. This approach helps enforce standards that are important for public safety and trust in security services. The other options fail to align with the established criteria, as they either inaccurately simplify the disqualification process or do not provide a comprehensive overview of the serious offenses that could lead to disqualification.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://txdpssbqualifiedmngr.examzify.com>

We wish you the very best on your exam journey. You've got this!

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