



To enhance mission performance, TSA is committed to promoting a culture founded on its values of Integrity, Innovation, and Team Spirit.

REVISION: This directive supersedes TSA Management Directive No. 1900.8, *Transportation Security Officer Training and Initial Certification Programs*, dated April 17, 2006.

SUMMARY OF CHANGES: Section 4, Definitions, adds the definitions of ASAP Assessment and National Deployment Force, and modifies the definition of Operational Test; Section 5, Responsibilities, modifies responsibilities for the Assistant General Manager, Operational and Technical Training Division; Section 6, Policy, updates requirements for completing the Basic Transportation Security Officer (TSO) Training Program, Recurrent Training, Remedial Training, and Return-to-Duty Training.

1. **PURPOSE:** This directive provides TSA policy and procedures for all training and initial certification requirements for TSA TSOs.
2. **SCOPE:** This directive applies to all TSA components involved with training, certifying, supervising, managing, or overseeing the TSO workforce and those performing the screening functions.
3. **AUTHORITIES:**
 - A. Aviation and Transportation Security Act (ATSA), Public Law 107-71
 - B. TSA Delegation Order, Delegation of Training Management Authority, July 7, 2003
 - C. [TSA MD 1900.1, WPT Roles and Responsibilities](#), dated June 6, 2005
4. **DEFINITIONS:**
 - A. Administrative Training: Training that is required of all Federal employees, such as Civil Rights, Information Security Technology, and Ethics training.
 - B. Aviation Security Assessment Program (ASAP) Assessment: An operational test, conducted by TSA, consisting of one or more scenarios conducted to evaluate the skills and capabilities of the screening operations (people, processes and technology) to detect assessment threat items.
 - C. Assistant Training Instructor (ATI): A TSA employee functioning in a collateral duty capacity, who meets specific TSA requirements to be authorized to deliver TSA courses that have been specified as certified instructor delivery only.
 - D. Basic Training and Initial Certification: Initial training a TSO candidate receives to become a certified TSO, which includes on-the-job training (OJT).
 - E. Certified TSO: A TSO who has successfully completed all basic training requirements for the screening function being performed and who successfully maintains his/her performance, as measured through annual certification testing.

- F. Cross Training: Training courses and applicable OJT requirements which enable a TSO to gain certification in another function.
- G. Developmental Training: Training which enhances the TSO's potential for advancement either within or outside his/her current position.
- H. Dual Function TSO (DFTSO): A TSO, including Master (MTSO), Expert (ETSO), Lead (LTSO), and Supervisory (STSO), trained and certified to perform both checkpoint and checked baggage screening functions.
- I. Equipment Certification: A certification achieved by a TSO after successfully completing training which allows him or her to operate a particular piece of screening equipment.
- J. National Training Plan: An annual plan that includes all TSA mandated training courses that an employee should take during the year, including recurrent training for skills maintenance, administrative training, and developmental training.
- K. National Deployment Force (NDF): A cadre of officers consisting of two groups:
 - (1) NDF Security Officers who commit to being available for one year for rapid deployment; and
 - (2) TSO Volunteers (TSOV) who commit to a shorter period of time, usually 30 days, and who supplement the NDF Security Officers.
- L. On-the-Job-Training (OJT): Structured training accomplished while the employee is working in a particular function. The training is conducted at the job site and monitored by an employee who is qualified in the function.
- M. Online Learning Center (OLC): The central and official electronic source of all training and related performance/development accomplishments for TSA employees. It serves as the delivery platform for online training and is the official repository for TSA training records via its Learning History function.
- N. Operational Test: A covert, sanctioned test conducted by the Special Operations Division of the Office of Inspection (OOI), DHS Office of Inspector General (OIG), or the Government Accountability Office (GAO), during which security systems are intentionally compromised or circumvented in order to identify vulnerabilities in procedures and technologies and/or measure performance. Authorized TSA employees may also conduct operational tests as part of the Aviation Screening Assessment Program (ASAP).
- O. Recurrent Training Program: Instruction that occurs on a regular basis to reinforce skills learned in basic training and to update the TSO's knowledge, skills, and abilities due to changes in procedure, policy, or security threat.
- P. Remedial Training: Training that is designed to address and correct sub-standard and/or unsatisfactory performance.

- Q. Return-to-Duty Training: Training TSOs must take after an extended absence from their job to refresh and update their skills.
- R. Security Training Instructor (STI): A TSA employee selected as an 1802 Master Transportation Security Officer (TSO) or Expert TSO to support training delivery.
- S. Specialized TSO Program: Instruction on specialized screening skills including supervisor technical training, equipment calibration and maintenance, or advanced screening technology, which may result in a required certification.
- T. Training Manager (TM)/Training Specialist (TS): The specific individual designated to arrange, organize and ensure that designated employees receive required and other training and that the completed training is posted on the OLC. The Training Manager/Training Specialist serves as a liaison between the Federal Security Director (FSD) and the Operational and Technical Training Division (OTT).
- U. Transportation Security Officer: Employees who have passed basic training and initial certification and performed or are performing duties as a TSO (including Master TSO, Expert TSO, Lead TSO, and Supervisory TSO).

5. RESPONSIBILITIES:

- A. Assistant General Manager, Operational and Technical Training Division within OSO, is responsible for the overall management of the analysis, design, development and implementation of all TSO training programs by:
 - (1) Establishing and updating TSO training programs that meet, at a minimum, the requirements of ATSA and the screening Standard Operating Procedures (SOPs) established by the Office of Security Operations and other training detailed in this directive.
 - (2) Developing and providing recurrent TSO training products and tools for use at airports to help improve/maintain TSO performance.
 - (3) Providing contract or other qualified instructors to deliver TSO training programs to TSO personnel.
 - (4) Ensuring that specific instructor standards and requirements for contractors are contained in the Statements of Work and approved contracts.
 - (5) Establishing a program for STIs and ATIs that qualifies the TSA employee to teach individual courses.
 - (6) Evaluating TSO training programs on an ongoing basis to ensure training is up-to-date in accordance with the SOP and is instructionally sound.
- B. Assistant Administrator for Security Operations is responsible for:
 - (1) Identifying specific TSO training requirements and communicating those needs to OTT.

- (2) Providing subject-matter experts to work with OTT staff when developing new TSO training courses or updating existing curriculum.

C. Assistant Administrator for Operational Security and Technology (OST) is responsible for:

- (1) Identifying specific TSO training requirements associated with new technologies and communicating those needs to OTT.
- (2) Providing subject matter experts to work with OTT staff in developing new TSO training courses or updating existing curriculum.

D. FSDs are responsible for:

- (1) Ensuring that all TSA screening personnel have successfully completed all basic TSO training, including OJT, and have been certified to perform the screening function(s) to which they are assigned.
- (2) Ensuring the progress of the TSO candidate during OJT is recorded and that any performance areas needing attention are addressed and noted in the candidate's OJT record.
- (3) Ensuring that a TSO who fails an operational test is provided appropriate remedial training before being allowed to resume performing the screening function associated with the failed test.
- (4) Ensuring that each TSO's work schedule includes sufficient time to meet the annual training requirements, including recurrent training standards, established in this directive. TSOs assigned at the airport under the NDF program must also be afforded the same amount of time to meet the training requirements.
- (5) Ensuring that training records for each TSO under his/her purview, including records for TSOs assigned at the airport under the NDF program, are maintained in the OLC.
- (6) Ensuring that any TSO who does not perform screening functions for an extended period of time shall receive the required level of Return-to-Duty training before returning to perform assigned screening function(s) independently.

E. The Assistant Administrator for Human Capital is responsible for:

- (1) Providing and maintaining a current new hire roster of all TSO candidates due to begin training and providing it to the Assistant General Manager, OTT, to facilitate training scheduling.
- (2) Maintaining the OLC for the purpose of scheduling, delivering, and recording training.

6. POLICY: TSA shall provide TSOs and TSO candidates with appropriate training to ensure they perform their security and customer service functions in accordance with established standards.

TSA MANAGEMENT DIRECTIVE No. 1900.8
TSO TRAINING AND INITIAL CERTIFICATION PROGRAMS

- A. Basic TSO Training Program: All TSO candidates must successfully complete a TSA approved basic TSO program, which includes both classroom and OJT leading to initial certification as a checkpoint TSO, a checked baggage TSO, or a dual functioning TSO. The requirements include:
- (1) Completing a minimum of 40 hours classroom training.
 - (2) Passing all written and practical examinations associated with basic classroom instruction.
 - (3) Successfully completing a minimum of 60 hours of OJT.
 - (4) Passing all written and practical examinations required at the conclusion of OJT.
 - (5) Not missing more than 10% of the total time of any scheduled course. All missed time must be made up prior to the end of the scheduled training class. If the time cannot be made up, or if a participant misses more than 10%, the participant will be referred to the TM/TS and should be re-scheduled in the next available course. Time missed on the first day of class may cause the student to be rescheduled for a later class.
- B. Specialized TSO Training Program: OTT will provide TSOs with the opportunity to learn new specialized skills after becoming certified as passenger, baggage, or dual function TSO. These skills may be necessary to improve efficiency of the screening system or for the operation of new technologies being installed at their airport. Generally, specialized screening skills include tasks such as performing screening equipment maintenance and calibration, supervisory functions, or using new or advanced screening technology.
- C. Recurrent Training: All TSOs (full-time, part-time, and members of the NDF) are required to take prescribed annual training courses to maintain proficiency with skills learned during basic training and to remain up-to-date with procedural changes, as well as new threat items. Recurrent training must be conducted in accordance with the National Training Plan, as listed in the TSO's individual Learning Plan.
- D. OJT: Each TSO must successfully complete OJT requirements when required for a specific course. While the ATSA requires a minimum of 60 hours OJT for basic training, a TSO may be required to complete additional hours of OJT for other TSO training programs. During basic OJT, a TSO shall be under the close supervision of a fully qualified OJT monitor and cannot make independent decisions relative to clearing passengers and/or property entering the sterile area until the TSO successfully completes the OJT.
- E. Cross Training: Based on expressed operational needs, TSOs who are certified in one screening function (Checkpoint or Checked Baggage) may be afforded training to become certified in the other function (Checkpoint or Checked Baggage). Cross training is designed to capitalize on existing knowledge, skills, and abilities in order to reduce the amount of training time necessary to obtain the new skills and abilities.
- F. Administrative Training: All TSOs are required to take administrative training in the areas of Civil Rights, Information Security Technology, and Ethics, among other topics.

- G. **Developmental Training:** The FSD or designee should include training in each TSO's Learning Plan that will enhance the TSO's potential for advancement either within or outside of his/her current position. The FSD shall assist TSOs with identifying training opportunities in this area and shall record any associated training in the OLC.
- H. **Remedial Training:** A TSO who fails to detect a prohibited/threat item during an operational test conducted by the Office of Inspection (OI), the DHS OIG, or the GAO, must immediately be removed from the line and provided with remedial training. These TSOs shall not be allowed to work independently until remediation is successfully completed for the screening procedure associated with the failure. The FSD must ensure that appropriate remedial training which ensures the TSO is fully knowledgeable in the failed discipline(s) is accomplished and documented in the OLC as outlined below:
- (1) Discuss the situation that caused a security failure to determine the proper remediation required. Use this information to focus on the area needing improvement.
 - (2) Require the TSO to review all screening tasks and/or procedures related to the given screening procedure associated with the failure to detect the item. Remediation activities may include reviewing affected SOPs, watching video/DVD/OLC productions which cover the screening procedures, practicing the related procedures in a non-operational environment, and discussing the related procedures with Training Manager/Training Specialist, STSO, STI/ATI, or OJT Monitor.
 - (3) The TSO will perform the given procedure while being evaluated by an STSO, STI/ATI or OJT Monitor for a minimum of two 30-minute rotations. The evaluator shall ensure that the TSO consistently performs the procedure correctly during these rotations and that the remedial training is documented in the OLC.
 - (4) The FSD's staff may provide additional remedial activities as appropriate, to include the administration of an Image Mastery Test (IMT) and/or 3-Bag Test.
 - (5) A TSO who fails an Aviation Screening Assessment Program (ASAP) assessment is to be given remediation per the direction of the ASAP SOP.
- I. **Return-to-Duty Training Requirement:** Any TSO who has not performed screening functions for 15 or more consecutive days is required to complete a return-to-duty training program and will be required to pass certification testing as listed below. All return-to-duty training shall be documented on the OLC.
- (1) The return-to-duty training program and applicable re-certification will apply but is not limited to the following screening operations:
 - (a) X-ray Operations,
 - (b) Walk Through Metal Detector (WTMD) Screening,
 - (c) Hand Held Metal Detector (HHMD) Screening,

- (d) Pat Down Screening
- (e) Physical Bag Search,
- (f) Explosives Trace Detection (ETD) Operations,
- (g) Explosives Detection System (EDS) Operations,
- (h) On-Screen Alarm Resolution Protocol (OSARP) Screening,
- (i) Exit Lane Monitor, and
- (j) Travel Document Checker (TDC)

NOTE: Officers who will perform only Exit Lane Monitor and/or Travel Document Checker duties do not have to complete the full Return-to-Duty training. Only the applicable training for these procedures should be completed, dependent upon the length of time Officers have been away from performing these duties.

- (2) The amount of time and level of return-to-duty training required must be tailored to the individual TSO, depending on the length of time the employee was away from performing TSO duties as follows:
 - (a) Level I, 15-90 consecutive days, a TSO must complete the following prior to returning to duty:
 - (i) Review SOP updates/changes.
 - (ii) Review Operations Directives published.
 - (iii) Complete all training related to TSO functions that occurred while absent.
 - (iv) Review locally published bulletins.
 - (v) FSD may require that a TSO perform a practical demonstration of proficiency for a supervisor, TM/TS, STI/ATI, OJT Monitor, or other FSD designee.
 - (b) Level II, 91- 365 consecutive days, a TSO must complete the following prior to returning to duty:
 - (i) Complete all Level I requirements.
 - (ii) Successfully complete all tests for checkpoint, checked baggage or OSARP certification, as required.
 - (iii) If the TSO does not successfully complete one of the required examinations, they must be remediated through a modified OJT program covering the area(s) of deficiency and retested in accordance with the current New Hire Training Program guidance.
 - (iv) The FSD may send a TSO back to the New Hire Training Program, if he/she determines it to be appropriate.

- (c) Level III, 365 consecutive days or more, a TSO must complete all training and pass the requisite exams and OJT that is received during New Hire Training Program prior to returning to duty.

7. PROCEDURES:

- A. National Training Plan: Training Managers/Training Specialists should make certain each TSO completes all training courses on the National Training Plan to ensure TSOs maintain the knowledge, skills, and abilities associated with checkpoint and checked baggage screening.
- B. Dual Function Rotation: FSDs should rotate dual function TSOs between passenger and baggage functions within a 14-day cycle to ensure TSOs maintain their knowledge, skills and abilities in both functions.

8. EFFECTIVE DATE AND IMPLEMENTATION: The policy is effective immediately upon signature.

APPROVAL

Signed

11/12/2009

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Date

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