



Transportation
Security
Administration

2018 Annual Proficiency Review (APR) User's Guidance

Performance and Risk Management Division
Office of Human Capital

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Record of Changes After Initial Release of 2018 Version 1.0

Date	Page	Section	Description of Change
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1. Introduction

- 1.1. In accordance with the Aviation and Transportation Security Act (ATSA), Public Law 107-71, TSA requires that each individual assigned security screening duties meet the standards of the Annual Proficiency Review (APR). Specifically, ATSA provides:

ANNUAL PROFICIENCY REVIEW – The Under Secretary shall provide that an annual evaluation of each individual assigned screening duties is conducted and documented. An individual employed as a security screener may not continue to be employed in that capacity unless the evaluation demonstrates that the individual--

- (A) continues to meet all qualifications and standards required to perform a screening function;*
- (B) has a satisfactory record of performance and attention to duty based on the standards and requirements in the security program; and*
- (C) demonstrates the current knowledge and skills necessary to courteously, vigilantly, and effectively perform screening functions.*

49 U.S.C. § 44935(f)(5).

- 1.2. To maintain APR standards, employees in the following positions must successfully complete annual requirements on all applicable APR evaluations. NOTE: the term “employees” and “officers” may be used interchangeably for the purposes of this document.

- A. Transportation Security Officer (TSO);
- B. Lead TSO (LTSO);
- C. Supervisory TSO (STSO);
- D. Master TSO (MTSO) and Expert TSO (ETSO) – Security Training Instructors (STI);
- E. Master TSO (MTSO) – Equipment Maintenance Technician (EMT);
- F. Expert TSO (ETSO) – Screening

NOTE: Employees in the above positions who participate in the National Deployment Force (NDF) program are subject to APR requirements.

2. Overview

2.1. 2018 APR Requirements

The chart below outlines the APR requirements for Calendar Year (CY) 2018.

APR Requirements	PAX	DFO	BAG
On-Screen Alarm Resolution Protocol (OSARP) Annual Assessment (OAA)		✓	✓
Practical Skills Observation (PSO) Checklists:			
• Checkpoint: Pat-Down	✓	✓	
• Checkpoint: Accessible Property	✓	✓	
• Checkpoint: Divestiture Officer (DO)	✓	✓	
• Checkpoint: Travel Document Check (TDC)	✓	✓	
• Checkpoint: Walk-Through Metal Detector (WTMD)	✓	✓	
• Checkpoint: X-ray	✓	✓	
• Checked Baggage		✓	✓

2.2. 2018 APR Modifications

For CY 2018 APR, TSA will implement the following changes:

- A. Practical Skills Observations (PSOs) will replace the Practical Skills Evaluations (PSEs).
 - (1) Supervisory Transportation Security Officers (STSOs) will conduct the PSOs in a live operational environment.¹
 - (2) STSOs and STIs/designated officials will receive Instructor-led PSO training prior to conducting any Observations for the purposes of APR to reinforce a standardized PSO process.

¹ Security Training Instructors (STIs) and STSOs will complete PSOs in a simulated environment. STIs or designated officials will conduct the PSOs for STSOs in a simulated environment at the completion of their PSO training. STIs or designated officials will also conduct the PSOs for STIs in a simulated environment at the completion of their PSO Training. Refer to [Section 4.3.E](#) for Officers who promote to STSO or STI after July 1, 2018.

NOTE: Draft PSOs were shared nationally during the second quarter of CY 2018 to allow management and Officers to familiarize themselves with the process.

Scored PSOs, which will be used to evaluate Officer proficiency for purposes of APR, as set forth in this User's Guidance, will occur beginning in quarter 3 of CY 2018 and must be completed by December 1, 2018.

- B. The Image Mastery Assessment (IMA) will be replaced in CY 2018 with the use of existing tools to monitor image interpretation proficiency on an ongoing basis.
 - (1) X-ray PSOs will be conducted to ensure Officers consistently perform image analysis as prescribed in the Screening Checkpoint Standard Operating Procedures (SOP), X-ray Screening.²
 - (2) Quarterly instructor-led X-ray Training Sessions will continue providing Officers with ongoing developmental training as required by the National Training Plan (NTP).
 - (3) Threat Image Projection (TIP) will continue to allow airports to monitor proficiency at the Officer level to identify those that may require additional attention and assistance.
- C. Progressive Coaching will replace the previous remediation process. This approach is designed to identify the root cause for any deficiency and customize coaching and training activities to address it.
- D. The On-Screen Alarm Resolution Protocol (OSARP) Annual Assessment (OAA) will not change.

² The X-ray PSO is the only image interpretation portion of APR for 2018. NTP training sessions and TIP are not included in APR and are managed/tracked by other program offices.

3. FSD Responsibilities

3.1. Federal Security Director (FSD) Responsibilities

- A. The FSD has overall responsibility for the APR evaluations located at his/her airport hub and spokes. The integrity of the APR program rests upon the commitment to, and the diligent accountability and oversight of, each airport's senior management team.
- B. The FSD has overall responsibility for the effective planning, scheduling, and execution of all APR evaluations within his/her hub and spoke configuration. The FSD is responsible for:
 - (1) Ensuring that all APR-covered employees who received initial certification **prior to January 1, 2018** are scheduled to take the required APR evaluations as outlined in this User's Guidance.
 - (2) Providing effective oversight of the APR schedule within his/her hub/spoke configuration.
 - (3) Ensuring that the integrity, validity, independence, and veracity of the APR evaluations are consistently maintained as set forth in this User's Guidance and all other applicable policies and procedures.
 - (4) Ensuring that all Officers administering PSOs (e.g., STIs, STSOs) have successfully completed their own PSOs prior to conducting PSOs on others.
 - (5) Appointing designees who shall have the authority to provide feedback and conduct coaching activities for Officers who did not demonstrate minimum proficiency on an APR evaluation.
 - a. Designees must be certified Officers who are either an STSO, an OJT Coach, an STI, or an Assistant Training Instructor (ATI).
 - b. If the designee providing the feedback and/or conducting the coaching activities is required to complete the evaluation, he/she must first successfully complete that evaluation prior to providing any Officer feedback and/or conducting coaching activities.

4. APR Evaluations

4.1. General Requirements for All APR Evaluations

- A. FSDs must ensure all APR evaluations are completed and documented in the TSA Online Learning Center (OLC) no later than December 1, 2018.
- B. Officers must successfully complete the required APR evaluations related to their position of record and job functions as a condition of employment with TSA.
- C. Employees administering PSOs (e.g., STIs, STSOs) must successfully complete their own PSOs prior to conducting PSOs on others.
- D. Officers and management must maintain the fairness and integrity of the APR process. For example, the contents of the OAA must not be shared with Officers required to take the OAA.
- E. Employees who successfully complete the required APR evaluations during CY 2018 will have completed the APR requirement until the following calendar year (CY 2019).
- F. Employees who do not demonstrate minimum proficiency on an APR evaluation must successfully complete the applicable Coaching Plan. Refer to [Section 6](#) and the [APR iShare](#) site for Coaching Plan procedures, templates, and requirements. An Officer who does not demonstrate minimum proficiency on an APR evaluation must successfully complete a Coaching Plan before he/she can perform that screening function independently in the live environment.
- G. If an STSO, STI, or appropriate FSD designee is to serve as a PSO Observer or OAA Test Administrator, and is required to take the evaluation (i.e., the PSO or OAA), he/she must first successfully complete the evaluation before serving in that capacity.
- H. Managers, Supervisors and their direct reports share the responsibility for making appropriate arrangements to ensure that the APR evaluations are completed in a timely manner.
- I. Training Managers/Specialists, STIs, ATIs, and/or OLC Administrators must ensure that the TSA Online Learning Center (OLC) contains the following information for each Officer within their OLC domain:
 - 1. The Officer's current position and screening function (to include if certified to perform OSARP functions); and
 - 2. The correct APR curriculum for the Officer.

- J. APR Coordinators and Training Managers/Specialists are strongly encouraged to monitor the employees' OLC Learning History to ensure that:
1. All required APR evaluations are completed.
 2. Evaluations and results are entered into the system correctly, in a timely manner, and no later than December 1, 2018.
 3. The OLC Learning History aligns with the Officer's current position of record and job functions.

4.2. On-Screen Alarm Resolution Protocol (OSARP) Annual Assessment (OAA)

- A. The OAA is designed to measure an Officer's ability to use the tools available on the Explosives Detection System (EDS) screening equipment to resolve machine alarms by applying the On-Screen Alarm Resolution Protocol (OSARP). Specifically, the OAA tests the Officer's ability to use the available machine tools and OSARP to differentiate benign materials from potential threats by following the instructed resolution procedures outlined in the OSARP Job Aid/Flowchart.
- B. The OAA is scored on a pass/fail basis.
1. Officers have four attempts to pass the OAA.
 2. Once an Officer successfully completes any of the attempts, the Officer will not have to take any of the remaining attempts.
 3. Employees who do not pass the OAA within four attempts may be subject to removal from TSA.
 4. OAA Test Administrators shall confirm that the OAA is assigned in sequential order (e.g. OAA1, OAA2, OAA3, OAA4). However, because the scoring thresholds and test content are consistent, the results are still considered valid if the assessments are given out of sequential order.
- C. Refer to [Section 6.4](#) regarding Coaching Plans for Officers who do not pass the OAA.
- D. Employees are permitted to use the current OSARP Job Aid/Flowchart from the Checked Baggage SOP during the OAA.
- E. Officers must not share the contents of the OAA with other Officers required to take the OAA to maintain the fairness and integrity of the testing process.
- F. OAA Test Administrators do not have to be OSARP-certified to proctor the OAA. If the Test Administrator is also required to complete the OAA, he/she must first successfully complete the assessment.

- G. If an Officer fails the OAA, he/she must retest on the same platform as all previous OAA attempts, e.g., CT-80DR, CTX 9400.
- H. Refer to the Administration Guide for EDS/OSARP Operator Qualification Test (OQT) and OSARP Annual Assessment (OAA) for more information on test administration.
- I. If an Officer gained initial OSARP certification after January 1, 2018 or completed Level II or Level III Return-To-Duty training as outlined in [TSA MD 1900.8, TSO Training and Initial Certification Programs, Section 6.I](#), he/she has met the APR requirements for OSARP and will not be required to take the OAA until CY 19.

4.3. Practical Skills Observation (PSO)

- A. PSOs are designed to measure an Officer's ability to properly execute applicable security screening Standard Operating Procedures (SOP) and resolve alarms.
- B. STSOs and STIs are authorized to act as a PSO Observer.
- C. Each PSO will be administered by an Observer using a PSO Checklist. Observers are required to successfully complete the PSOs prior to conducting them.
- D. PSO Checklists and the 2018 PSO Reference Guide are posted on the [APR iShare](#) site. Refer to these documents for specific information regarding each of the PSOs.
- E. For CY18, STSOs and STIs will complete their PSOs in a simulated environment as part of the PSO training course. For all remaining Officers, PSOs will be conducted on real passengers and/or real property in a live screening environment. The Officer cannot use reference materials or notes in a live or simulated environment.
 - a. An Officer who is promoted to STSO or STI after July 1, 2018 must complete all of his/her PSOs in the live environment prior to attending PSO Observer training. The newly promoted STSO or STI must complete the PSO Observer Training prior to being authorized to act as an Observer.
- F. For PSOs conducted in the live environment, each PSO Checklist consists of five observations of the Officer conducting a live screening procedure(s) on passengers, accessible property, or checked baggage.
- G. Officers will be provided advance notice, generally no later than within an hour after the start of the Officer's shift, before an Observer conducts a scored PSO.
- H. If the Officer does not complete all of the observations by the end of their shift, the remaining observations must be completed at the next available opportunity.

- I. If an Officer does not demonstrate proficiency on a PSO, he/she cannot work independently on the deficient screening procedure(s) until successful completion of the Coaching Plan. [Refer to Section 6.3](#) for more information regarding Coaching Plans.
- J. During the completion of the PSO Checklist, if an Officer asks the Observer to step in and/or requests clarification on a screening procedure, then the Officer will be scored as not demonstrating proficiency on that one observation. The Observer should then provide the clarification requested and document on the PSO Checklist that that particular observation was not completed because the Officer sought clarification/guidance. The Observer's note should include the clarification/guidance sought. The Observer will then continue observing the Officer until all five observations are completed for the PSO Checklist.
- K. If an operational assessment (e.g. TIP, HET, FET, Red Team, etc.) occurs while conducting a PSO, that observation will be nullified and re-administered after the operational assessment's conclusion. However, if the Officer did not pass the operational assessment, any required remediation must be completed prior to completion of the PSO Checklist.
- L. If an Officer does not demonstrate proficiency as outlined in 2018 Annual Proficiency Review (APR) Scoring Summary prior to completing the fifth observation, the Observer should still complete all five observations. However, as with all observations, the Observer must ensure that the screening function being observed is conducted correctly. These additional observations are coaching and mentoring opportunities prior to starting the Coaching Plan.

Note: If the Officer does not demonstrate proficiency and did not complete all of the observations by the end of their shift, the remaining observations must be completed at the next available opportunity.

- M. PSOs should be scheduled by the airport in an efficient manner so that all employees are able to complete them by December 1, 2018. All PSO results must be recorded in the OLC after completion and no later than December 1, 2018.
- N. To maintain consistency and fairness among all airports, video and/or CCTV footage shall not be used to observe or review PSO evaluations.

5. Administrative Guidelines

5.1. Initial Certification

For CY18, Officers who gained initial certification after January 1, 2018 are not required to complete the APR evaluations. The TSO Basic Training Program (BTP) certification will satisfy the APR requirement.

5.2. Justification for Inability to Complete APR Evaluations

- A. Employees who are unable to complete one or more APR evaluations by December 1, 2018 must have a documented, substantiated, and approved justification (e.g., limited/light duty assignments, military leave, workers' compensation leave).³
 - Refer to [Appendix A](#) for a comprehensive list of approved justifications and examples that provide explanations for why an employee may be unable to complete one or more APR evaluations.
- B. Employees who are on limited or light duty and who are performing some but not all screening duties related to their position of record and job function in a live environment are required to complete the evaluations for the screening functions they are performing.
 - Refer to [Management Directive 1100.00-6](#), *Workers' Compensation Program*, and [Human Capital Management \(HCM\) Policy 820-2](#), *Light Duty*, or any superseding policies, for more information on limited and light duty.

5.3. Return-to-Duty (RTD) Requirements

For Officers who must complete the Return-to-Duty (RTD) requirements for their respective function(s) as outlined in [Management Directive 1900.8](#), *TSO Training and Initial Certification Programs*, the effect on their APR evaluations is as follows:

- (1) TSOs, LTSOs, STSOs, ETSO-Screening, MTSO-EMTs and STIs who require and successfully complete Level I or II RTD training can then complete the required APR evaluations related to their position of record and job function.
- (2) For CY18, Level II RTD training includes the OSARP Qualification Test (OQT), which satisfies the APR requirement for the OAA. Employees who successfully complete Level II RTD in 2018 are not required to complete the OAA in 2018.

³ The results of an Officer's APR evaluations are contained in the Officer's OLC Learning History. Failure to enter these results into the OLC Learning History will result in a showing of incomplete in the employee's APR Curriculum. Interruptions of the Coaching Plan process due to one of the above justifications will be handled on a case-by-case basis.

Additionally, for Level II RTD training, the FSD has the discretion to send an employee through the TSO Basic Training Program (BTP) to regain certification. Employees who successfully complete the appropriate RTD training and BTP requirements are not required to complete the APR evaluations until the following calendar year.

- (3) For CY18, Officers who require and successfully complete Level III RTD training are not required to complete the APR evaluations until the following calendar year (2019). The BTP certification, which is included in Level III RTD training, will satisfy the APR requirement for 2018.

5.4. Unscheduled Absences on Scheduled Evaluation Dates

- A. A scheduled evaluation date is one that is scheduled in advance with notification to the Officer that he/she will be evaluated for purposes of APR on that date(s).
- B. The FSD has the discretion to assess employees who have unscheduled absences on scheduled evaluation dates at any time upon their return to work and after all applicable return-to-duty training and remediation requirements have been completed. If the FSD does not schedule immediate testing, then:
 - (1) Employees who had an unscheduled absence when scheduled for an APR evaluation may return to their work location and resume their job duties until they are rescheduled.
 - (2) Employees who are on Coaching Plans may not perform the associated screening functions on an independent basis. However, the Officers may return to screening duties under the direct supervision of an STSO, LTSO, STI, ATI or OJT Coach.
- C. Excessive unscheduled absences and unscheduled leave on scheduled evaluation dates disrupt and adversely affect airport operations. Excessive unscheduled absences and/or unscheduled leave on the day of the scheduled evaluation may result in disciplinary or adverse action.

Refer to [Management Directive 1100.75-3](#), *Addressing Unacceptable Performance and Conduct*, and related Handbook, for TSA policy regarding corrective, disciplinary, and adverse actions.

5.5. Grievances

- A. Refer to [Human Capital Management \(HCM\) Letter 771-4](#), *National Resolution Center (NRC)*, and accompanying Handbook for information on filing grievances.

6. Feedback and Coaching Plans

6.1. Feedback

The following are the minimum standards that must be met for Officer feedback and Coaching Plans with regard to APR evaluations. Management may provide additional training and/or coaching at its discretion.

- A. TSA is committed to a culture of support and improvement that promotes collaborative communication between management and employees. Coaching Plans are designed to support proficiency improvement and communication between management (including STSOs) and Officers. Officers are encouraged to ask questions and provide input during the execution of a Coaching Plan.
- B. The Observer who conducted the PSO is responsible for reviewing the results and providing the initial feedback to the Officer upon completion of the evaluation. For the OAA, the Test Administrator who proctored the OAA is responsible for reviewing the results and providing the initial feedback to the Officer upon completion of the evaluation.
- C. Coaching Plans are designed to provide communication and feedback throughout the execution of the Coaching Plan. STSOs, STIs, and FSD designees shall remain engaged with the Officer throughout the Coaching Plan process by mentoring, coaching, and providing instruction and communication to help prepare the Officer for success.⁴
- D. The last task on Tier II and Tier III Coaching Plans is a summary briefing with local airport management.⁵ The Officer must be present during the summary briefing to allow local management the opportunity to provide feedback to the Officer.
 - (1) At locations where the local airport management representative is not on-site during the summary briefing, the use of teleconference, Skype, or VTC is authorized for the summary briefing for Tier II and Tier III Coaching Plans.

6.2. Coaching Plans

- A. Officers who do not demonstrate minimum proficiency on an APR evaluation must successfully complete a Coaching Plan before performing the screening function(s) independently in the live environment. Each Coaching Plan has coaching, mentoring, and training activities associated with it and provides a team-based approach focused on employee engagement, communication, and collaboration with airport management.

⁴ If an STSO or STI is placed on a Coaching Plan, another STI or STSO will administer and sign the Coaching Plan.

⁵ For Tier II Coaching Plans, the TSM, STSO and Officer shall be present for the final summary briefing. For Tier III Coaching Plans, the AFSD, TSM, STSO and Officer shall be present for the final summary briefing.

B. There are separate Coaching Plans for PSOs and the OAA. There are three tiers of Coaching Plans for PSOs and the OAA:

- (1) **Tier I Coaching Plan**: This Coaching Plan is used when an Officer does not demonstrate minimum proficiency for the first time on a PSO or does not pass the first attempt for OAA (OAA1).
- (2) **Tier II Coaching Plan**: This Coaching Plan is used when an Officer does not demonstrate minimum proficiency for the second consecutive time on the same PSO(s) or does not pass the second attempt for the OAA (OAA2).
- (3) **Tier III Coaching Plan**: This Coaching Plan is used when an Officer does not demonstrate minimum proficiency for the third consecutive time on the same PSO(s) or does not pass the third attempt for the OAA (OAA3).

C. A separate Coaching Plan is required for each APR evaluation for which the Officer does not demonstrate minimum proficiency. Management cannot use one Coaching Plan to address multiple APR evaluations.

Example: An Officer did not demonstrate minimum proficiency on his/her PSO for Checkpoint: Pat-Down and his/her PSO for Checkpoint: Accessible Property. As a result, the Officer will be placed on two separate Coaching Plans, one for Checkpoint: Pat-Down and one for Checkpoint: Accessible Property.

D. An Officer can be on different Coaching Plans at the same time.

Example: An Officer can be on a Tier I Coaching Plan for the Checkpoint: Divestiture Officer PSO and a Tier II Coaching Plan for the Checked Baggage PSO at the same time.

E. There is no time limit to complete a Coaching Plan. Coaching Plans are activity-based and not time-based. Coaching Plans have a unique number of required activities, with the option for more at the discretion of management.

6.3. PSO Coaching Plans

PSO Tier I Coaching Plan

A. The Tier I Coaching Plan is implemented when an Officer does not demonstrate minimum proficiency on a PSO.

Example: An Officer did not demonstrate minimum proficiency on the Checkpoint: Walk Through Metal Detector PSO and the Checkpoint: Divestiture Officer PSO for the first time. As a result, the Officer will be placed on two separate Tier I Coaching Plans, one for each of the deficient PSOs.

- B. While the Officer is on a Tier I Coaching Plan for a PSO, he/she may not independently perform the deficient screening function(s) until successful completion of the Tier I Coaching Plan. While on the Tier 1 Coaching Plan, the Officer may perform those screening duties under the direct supervision of an LTSO, STSO, STI, ATI, or OJT Coach.
- C. Management has the discretion to add additional coaching activities to the Tier I Coaching Plan. Additional coaching activities are optional and not required. For example, if an Officer does not successfully complete a PSO Tier I Coaching Plan, management can move that Officer to a Tier II Coaching Plan without having added additional coaching activities to the Tier I Coaching Plan.
- D. All of the tasks contained on the Tier I Coaching Plan must be completed in sequential order and dated. The Tier I Coaching Plan must have all required signatures upon completion and be filed in the Officer's training record. The completion of the Tier I Coaching Plan must be documented in the Officer's OLC Learning History. Refer to Appendix A for a complete list of Tier I Coaching Plan OLC learning item IDs. The signed Tier I Coaching Plan must be filed in the employee's training record.
- E. If the Officer cannot successfully complete the Tier I Coaching Plan, the Officer must be placed on the Tier II Coaching Plan.
- F. Note: If the Officer ended the calendar year on a Tier I Coaching Plan and then does not demonstrate proficiency on the same PSO the first time he/she is observed in CY19, the Officer will be placed on a Tier II Coaching Plan for that PSO.

Example: An Officer did not demonstrate minimum proficiency on the Checkpoint: Pat-Down PSO at the end of CY18 and then does not demonstrate minimum proficiency on the same PSO for the first time he/she is observed in CY19. As a result, the Officer will be placed a Tier II Coaching Plan for the Checkpoint: Pat-Down PSO.

PSO Tier II Coaching Plan

- A. The Tier II Coaching Plan is implemented when an Officer does not demonstrate minimum proficiency on the same PSO two consecutive times. Additionally, if the Officer does not successfully complete the Tier I Coaching Plan, the Officer must be placed on the Tier II Coaching Plan.
- B. The Tier II Coaching Plan follows the concept of the Tier I Coaching Plan; however, additional coaching, mentoring, and training activities have been added to assist the Officer in improving his/her proficiency.
- C. While the Officer is on a Tier II Coaching Plan, he/she may not independently perform the deficient screening function(s) until successful completion of the Tier II Coaching Plan. While on the Tier II Coaching Plan, the Officer may perform those screening duties under the direct supervision of an LTSO, STSO, STI, ATI, or OJT Coach.

- D. The final task on a Tier II Coaching Plan is a summary briefing with the STSO, Officer, and TSM. This summary briefing should be a collaborative discussion focusing on the successful completion of the Tier II Coaching Plan and what actions the Officer can take going forward to help prepare himself/herself to continue to demonstrate proficiency.
- E. Management has the discretion to add additional coaching activities to the Tier II Coaching Plan. Additional coaching activities are optional and not required. For example, if an Officer does not successfully complete a PSO Tier II Coaching Plan, management can move that Officer to a Tier III Coaching Plan without having added additional coaching activities to the Tier II Coaching Plan.
- F. All of the tasks contained on the Tier II Coaching Plan must be completed in sequential order and dated. The Tier II Coaching Plan must have all required signatures upon completion and be filed in the Officer's training record. The completion of the Tier II Coaching Plan must be documented in the Officer's OLC Learning History. Refer to Appendix A for a complete list of Tier II Coaching Plan OLC learning item IDs.
- G. If the Officer cannot successfully complete the Tier II Coaching Plan, the Officer must be placed on the Tier III Coaching Plan.
- H. If the Officer ended the calendar year on a Tier II Coaching Plan and then does not demonstrate proficiency on the same PSO the first time he/she is observed in CY19, the Officer will be placed on a Tier III Coaching Plan for that evaluation.

PSO Tier III Coaching Plan

- A. The Tier III Coaching Plan is implemented when an Officer does not demonstrate minimum proficiency on the same PSO three consecutive times. Additionally, if the Officer does not successfully complete the Tier II Coaching Plan, the Officer must be placed on the Tier III Coaching Plan.
- B. The Tier III Coaching Plan follows the concept of other Coaching Plans; however, additional coaching, mentoring, and training activities have been added to assist the Officer in improving proficiency.
- C. While the Officer is on a Tier III Coaching Plan, he/she may not independently perform the deficient screening duties until successful completion of the Tier III Coaching Plan. While on the Tier III Coaching Plan, the Officer may perform those screening functions under the direct supervision of an LTOS, STSO, STI, ATI, or OJT Coach.
- D. While on a Tier III Coaching Plan, the Officer will work with an STI or ATI to review the applicable sections of the TSO Basic Training Program (BTP) Technical Lessons. The Officer is not required to attend the formal classroom training; however, one-on-one coaching must be conducted while reviewing this training material. During the one-on-one coaching,

the STI or ATI must provide the Officer with the opportunity to ask questions regarding the screening procedures.

- E. Upon completing the applicable sections of the BTP, the Officer will be required to complete the applicable sections of the On-the-Job Training (OJT) Checklist. In accordance with the *Administrative Guide for Checkpoint and Checked Baggage TSO On-the-Job Training*, if the Officer cannot successfully complete the applicable sections of the OJT checklist that apply to the deficient PSO, he/she may be subject to removal.
- F. The final task on a Tier III Coaching Plan is a summary briefing with the STSO, Officer, TSM, and AFSD. This summary briefing should be a collaborative discussion focusing on the successful completion of the Tier III Coaching Plan and what actions the Officer can take going forward to help prepare himself/herself to continue to demonstrate proficiency.

Note: During this briefing, the Officer must be advised that if he/she is unable to demonstrate minimum proficiency for a fourth consecutive time on the same PSO, then he/she may be subject to removal.

- G. Management has the discretion to add additional coaching activities to the Tier III Coaching Plan. Additional coaching activities are optional and not required. For example, if an Officer does not successfully complete a PSO Tier III Coaching Plan, management can subject the Officer to removal without having added additional coaching activities to the Tier III Coaching Plan.
- H. All of the tasks contained on the Tier III Coaching Plan must be completed in sequential order and dated. The Tier III Coaching Plan must have all required signatures and be filed in the Officer's training record. The completion of the Tier III Coaching Plan must be documented in the Officer's OLC Learning History. Refer to Appendix A for a complete list of Tier III Coaching Plan OLC learning item IDs.
- I. If the Officer ended the calendar year on a Tier III Coaching Plan and then does not demonstrate proficiency on the same PSO in the first time he/she is observed in CY19, the Officer may be subject to removal.

6.4. OAA Coaching Plans

OAA Tier I Coaching Plan

- A. The Tier I Coaching Plan is implemented when an Officer fails OAA1.
- B. While the Officer is on a Tier I Coaching Plan for the OAA, he/she may not independently perform OSARP duties until successful completion of the Tier I Coaching Plan. While on the Tier I Coaching Plan, the Officer may perform OSARP duties under the direct supervision of an OSARP-certified STSO, STI, ATI, or OJT Coach.

- C. During the execution and completion of the Tier I Coaching Plan for the OAA, if the FSD designee finds the Officer failed to demonstrate proficiency, additional activities may be added at management's discretion. Any additional activities that are added must be documented in the optional "Additional Coaching Activities" section of the Tier I Coaching Plan. Additional coaching activities are optional and not required. For example, if an Officer does not successfully complete a Tier I Coaching Plan for the OAA, management can have the Officer take the OAA2 without having added additional coaching activities to the Tier I Coaching Plan.
- D. The Officer must take the OAA2 upon completion of the Coaching Plan.
- E. All of the tasks contained on the Tier I Coaching Plan must be completed in sequential order and dated. The Tier I Coaching Plan must have all required signatures upon completion and be filed in the Officer's training record. The completion of the Tier I Coaching Plan must be documented in the Officer's OLC Learning History. Refer to [Appendix A](#) for a complete list of Tier I Coaching Plan OLC learning item IDs. The signed Tier I Coaching Plan must be filed in the employee's training record.

OAA Tier II Coaching Plan

- A. The Tier II Coaching Plan is implemented when an Officer fails OAA2.
- B. The Tier II Coaching Plan follows the concept of the Tier I Coaching Plan; however, additional coaching, mentoring, and training activities have been added to assist the Officer in improving his/her proficiency.
- C. While the Officer is on a Tier II Coaching Plan for the OAA, he/she may not independently perform OSARP duties until successful completion of the Tier II Coaching Plan. While on the Tier II Coaching Plan, the Officer may perform OSARP duties under the direct supervision of an OSARP-certified STSO, STI, ATI, or OJT Coach.
- D. During the execution and completion of the Tier II Coaching Plan for the OAA, if the FSD designee finds the Officer failed to demonstrate proficiency, additional activities may be added at management's discretion. Any additional activities that are added must be documented in the optional "Additional Coaching Activities" section of the Tier II Coaching Plan. Additional coaching activities are optional and not required. For example, if an Officer does not successfully complete a Tier II Coaching Plan for the OAA2, management can have the Officer take the OAA3 without having added additional coaching activities to the Tier II Coaching Plan.
- D. The final task on a Tier II Coaching Plan is a summary briefing with the STSO, Officer, and TSM. This summary briefing should be a collaborative discussion focusing on the successful completion of the Tier II Coaching Plan and what actions the Officer can take going forward to help prepare himself/herself to continue to demonstrate proficiency.

- E. All of the tasks contained on the Tier II Coaching Plan must be completed in sequential order and dated. The Tier II Coaching Plan must have all required signatures upon completion and be filed in the Officer's training record. The completion of the Tier II Coaching Plan must be documented in the Officer's OLC learning history. Refer to [Appendix A](#) for a complete list of Tier II Coaching Plan OLC learning item IDs.
- F. Upon completion of the Coaching Plan the Officer must take the OAA3.

OAA Tier III Coaching Plan

- A. The Tier III Coaching Plan is implemented when an Officer fails the OAA3.
- B. The Tier III Coaching Plan follows the concept of other Coaching Plans; however, additional coaching, mentoring, and training activities have been added to assist the Officer in improving proficiency.
- C. While the Officer is on a Tier III Coaching Plan for the OAA, he/she may not independently perform OSARP duties until successful completion of the Tier III Coaching Plan. While on the Tier III Coaching Plan, the Officer may perform OSARP duties under the direct supervision of an OSARP-certified STSO, STI, ATI, or OJT Coach.
- D. While on a Tier III Coaching Plan, the Officer will work with an STI or ATI to review the applicable sections of the TSO Basic Training Program (BTP) Technical Lessons. The Officer is not required to attend the formal classroom training; however, one-on-one coaching must be conducted while reviewing this training material. The STI or ATI must provide the Officer the opportunity to ask questions regarding the OSARP procedures.
- E. Upon completing the applicable sections of the BTP, the Officer will be required to complete the applicable sections of the On-the-Job Training (OJT) Checklist. In accordance with the *Administrative Guide for Checkpoint and Checked Baggage TSO On-the-Job Training*, if the Officer cannot successfully complete the applicable sections of the OJT checklist that apply to OSARP, he/she may be subject to removal.
- F. During the execution and completion of the Tier III Coaching Plan, if the FSD designee finds the Officer failed to demonstrate proficiency, additional activities may be added at management's discretion. Any additional activities that are added must be documented in the optional "Additional coaching activities" section of the Tier III Coaching Plan. Additional coaching activities are optional and not required. For example, if an Officer does not successfully complete a Tier III Coaching Plan for the OAA3, management can have the Officer take the OAA4 without having added additional coaching activities to the Tier III Coaching Plan.
- G. The final task on a Tier III Coaching Plan is a summary briefing with the STSO, Officer, TSM, and AFSD. This summary briefing should be a collaborative discussion focusing on the successful completion of the Tier III Coaching Plan and what actions the Officer can take going forward to help prepare himself/herself to continue to demonstrate proficiency.

Note: During this briefing, the Officer must be advised that if he/she fails OAA4, he/she may be subject to removal.

- H. All of the tasks contained on the Tier III Coaching Plan must be completed in sequential order and dated. The Tier III Coaching Plan must have all required signatures and be filed in the Officer's training record. The completion of the Tier III Coaching Plan must be documented in the Officer's OLC learning history. Refer to Appendix A for a complete list of Tier III Coaching Plan OLC learning item IDs.
- I. The Officer must take the OAA4 upon completion of the Coaching Plan. If the Officer does not pass the OAA4, he/she is subject to removal from TSA.

APPENDIX A - 2018 APR Curriculum, Learning Items, and Justifications

The following are the APR Curriculum, OLC Learning Items, and justifications for the 2018 APR evaluations:

2018 APR Curriculum

Curriculum ID	Curriculum Description
APR-BAG-NONOSARP-2018	Curriculum for tracking completion of Annual Proficiency Review (APR) assessments for Single-Function Baggage (NON-OSARP) Screening Certified Officers.
APR-BAG-OSARP-2018	Curriculum for tracking completion of Annual Proficiency Review (APR) assessments for Single-Function Baggage (OSARP) Screening Certified Officers.
APR-DUAL-NONOSARP-2018	Curriculum for tracking completion of Annual Proficiency Review (APR) assessments for Dual-Function (NON-OSARP) Screening Certified Officers.
APR-DUAL-OSARP-2018	Curriculum for tracking completion of Annual Proficiency Review (APR) assessments for Dual-Function (OSARP) Screening Certified Officers.
APR-PAX-2018	Curriculum for tracking completion of Annual Proficiency Review (APR) assessments for Single-Function Passenger Screening Certified Officers.

2018 APR Curricula Items

Item Type	Item	Title
APR	OAA-2018	On-Screen Alarm Resolution Protocol (OSARP) Mastery Assessment (OAA) 2018
PSO	PSO-BAG-PROPSRCH-2018	Practical Skill Observation (PSO) Checked Baggage Property Search 2018
PSO	PSO-PD-2018	Practical Skill Observation (PSO) Checkpoint: Pat Down 2018
PSO	PSO-PAX-PROPSRCH-2018	Practical Skill Observation (PSO) Checkpoint: Accessible Property Search 2018
PSO	PSO-WTMD-2018	Practical Skill Observation (PSO) Checkpoint: Walk-Through Metal Detector 2018
PSO	PSO-XRAY-2018	Practical Skill Observation (PSO) X-ray 2018
PSO	PSO-TDC-2018	Practical Skill Observation (PSO) Checkpoint: Travel Document Checker 2018
PSO	PSO-DO-2018	Practical Skill Observation (PSO) Checkpoint: Divestiture Officer 2018

2018 APR Coaching Plan Learning Items

Item Type	Item ID	Title
REMED	PSO-TIER-I-COACH-PLAN-2018	Practical Skills Observation (PSO) TIER I Coaching Plan 2018
REMED	PSO-TIER-II-COACH-PLAN-2018	Practical Skills Observation (PSO) TIER II Coaching Plan 2018
REMED	PSO-TIER-III-COACH-PLAN-2018	Practical Skills Observation (PSO) TIER III Coaching Plan 2018
REMED	OAA-TIER-I-COACH-PLAN-2018	OSARP Annual Assessment (OAA1) Tier I Coaching Plan 2018
REMED	OAA-TIER-II-COACH-PLAN-2018	OSARP Annual Assessment (OAA2) Tier II Coaching Plan
REMED	OAA-TIER-III-COACH-PLAN-2018	OSARP Annual Assessment (OAA3) Tier III Coaching Plan

2018 PSO Completion Status and Justifications

Completion Status ID	Description
PSO-PROFICIENT	The employee successfully demonstrated proficiency on the PSO.
PSO-COACH-REQ	The employee did not demonstrate proficiency on the PSO and completion of a Coaching Plan was required.
PSO-NOTREQ-CONV	The employee did not complete the PSO because he/she was converted to a different position (e.g. changed from DFO to PAX).
PSO-NOTREQ-EPMP	The Practical Skills Observation is not required because the employee was transferred to a non-screening position.
PSO-NOTREQ-EXLV	The PSO is not required because the employee is on extended leave and will not complete prior to the end of the APR period.
PSO-NOTREQ-LEVELII-RTD	The PSO is not required because the employee completed Level II return-to-duty during the APR period.
PSO-NOTREQ-LEVELIII-RTD	The PSO is not required because the employee completed Level III return-to-duty training during the APR period.
PSO-NOTREQ-LGHT	The PSO is not required because the employee is on light duty and not performing the screening duty.
PSO-NOTREQ-LMTD	The PSO is not required because the employee is on limited duty and not performing the screening duty.
PSO-NOTREQ-MIL	The PSO is not required because the employee is on extended military leave.
PSO-NOTREQ-NHIRE	The PSO is not required because the employee is a new hire that received initial certification during the APR period.
PSO-NOTREQ-OWCP	The PSO is not required because the employee is not performing screening duties due to workers compensation (OWCP) restrictions.
PSO NOTREQ-PMA	The PSO will not be taken by the employee for reasons not covered under any other justification. Use of this justification must be approved in writing by PMA.

Completion Status ID	Description
PSO-NOTREQ-PROM	The PSO is no longer required because the employee received a promotion and is no longer performing the screening duty.
PSO-NOTREQ-TRAN	The PSO is not required because the employee transferred to a new duty station and is no longer required to perform the screening duty.

2018 OAA Completion Status and Justifications

Completion Status ID	Description
APR-COMP-PASS	The OAA has been successfully completed. (Passed-Certified)
APR-INCOMP-FAIL	The employee did not successfully complete the OAA and completion of a coaching plan was required. (Not Certified)
APR-NOTREQ-CONV	The employee did not complete the OAA because he/she was converted to a different position. (e.g. changed from DFO to PAX).
APR-NOTREQ-EPMP	The OAA is not required because the employee was transferred to a non-screening position.
APR-NOTREQ-EXLV	The assessment is not required because the employee is on extended leave and will not complete the assessment prior to the end of the APR period.
APR-NOTREQ-LEVELII-RTD	The OAA is not required because the employee completed Level II return-to-duty training during the APR period.
APR-NOTREQ-LGHT	The OAA is not required because the employee is on light duty and not performing the screening duty.
APR-NOTREQ-LMTD	The OAA is not required because the employee is on limited duty and not performing the screening duty.
APR-NOTREQ-MIL	The OAA is not required because the employee is on extended military leave.
APR-NOTREQ-NHIRE	The OAA is not required because the employee is a new hire that received initial certification during the APR period.
APR-NOTREQ-NHTP	The OAA is not required because either the employee was cross trained into a new function or returned to duty after an extended absence and successfully completed Level III RTD during the APR period.
APR-NOTREQ-OWCP	The OAA is not required because the employee is not performing screening duties due to workers compensation (OWCP) restrictions.
APR-NOTREQ-PMA	The OAA will not be taken by the employee for reasons not covered under any other justification. Use of this justification must be approved in writing by PMA.
APR-NOTREQ-PROM	The OAA is no longer required because the employee received a promotion and is no longer performing the screening duty.
APR-NOTREQ-TRAN	The assessment is not required because the employee transferred to a new duty station and is no longer required to perform the screening duty.

2018 OAA Learning Items

Item Type	Item ID	Description
USP	SCR-OAA1-L3-2018	APR 2018 OSARP Annual Assessment (OAA) Initial Assessment for L3 6000/6600 EDS Machines
USP	SCR-OAA1-L3-V10.XSOFTWARE-2018	APR 2018 OSARP Annual Assessment (OAA) Initial Assessment for L3eXaminer with 10.x software (6000/6600/6700) EDS Machines
USP	SCR-OAA1-CT80DR-2018	APR 2018 OSARP Annual Assessment (OAA) Initial Assessment for CT-80DR EDS Machines
USP	SCR-OAA1-CT80DRPLUS-2018	APR 2018 OSARP Annual Assessment (OAA) Initial Assessment for CT-80DR+ EDS Machines
USP	SCR-OAA1-CTX-9400-2018	APR 2018 OSARP Annual Assessment (OAA) Initial Assessment for CTX 9400 EDS Machines
USP	SCR-OAA1-CTX-9800-2018	APR 2018 OSARP Annual Assessment (OAA) Initial Assessment for CTX 9800 EDS Machines
USP	SCR-OAA2-L3-2018	APR 2018 OSARP Annual Assessment (OAA) Reassessment 1 for L3 6000/6600 EDS Machines
USP	SCR-OAA2-L3-V10.XSOFTWARE-2018	APR 2018 OSARP Annual Assessment (OAA) Reassessment 1 for L3eXaminer with 10.x software (6000/6600/6700) EDS Machines
USP	SCR-OAA2-CT80DR-2018	APR 2018 OSARP Annual Assessment (OAA) Reassessment 1 for CT-80DR EDS Machines
USP	SCR-OAA2-CT80DRPLUS-2018	APR 2018 OSARP Annual Assessment (OAA) Reassessment 1 for CT-80DR+ EDS Machines
USP	SCR-OAA2-CTX-9400-2018	APR 2018 OSARP Annual Assessment (OAA) Reassessment 1 for CTX 9400 EDS Machines
USP	SCR-OAA2-CTX-9800-2018	APR 2018 OSARP Annual Assessment (OAA) Reassessment 1 for CTX 9800 EDS Machines
USP	SCR-OAA3-L3-2018	APR 2018 OSARP Annual Assessment (OAA) Reassessment 2 for L3 6000/6600 EDS Machines
USP	SCR-OAA3-L3-V10.XSOFTWARE-2018	APR 2018 OSARP Annual Assessment (OAA) Reassessment 2 for L3eXaminer with 10.x software (6000/6600/6700) EDS Machines
USP	SCR-OAA3-CT80DR-2018	APR 2018 OSARP Annual Assessment (OAA) Reassessment 2 for CT-80DR EDS Machines
USP	SCR-OAA3-CT80DRPLUS-2018	APR 2018 OSARP Annual Assessment (OAA) Reassessment 2 for CT-80DR+ EDS Machines
USP	SCR-OAA3-CTX-9400-2018	APR 2018 OSARP Annual Assessment (OAA) Reassessment 2 for CTX 9400 EDS Machines
USP	SCR-OAA3-CTX-9800-2018	APR 2018 OSARP Annual Assessment (OAA) Reassessment 2 for CTX 9800 EDS Machines
USP	SCR-OAA4-L3-2018	APR 2018 OSARP Annual Assessment (OAA) Reassessment 3 for L3 6000/6600 EDS Machines



Item Type	Item ID	Description
USP	SCR-OAA4-L3-V10.XSOFTWARE-2018	APR 2018 OSARP Annual Assessment (OAA) Reassessment 3 for L3eXaminer with 10.x software (6000/6600/6700) EDS Machines
USP	SCR-OAA4-CT80DR-2018	APR 2018 OSARP Annual Assessment (OAA) Reassessment 3 for CT-80DR EDS Machines
USP	SCR-OAA4-CT80DRPLUS-2018	APR 2018 OSARP Annual Assessment (OAA) Reassessment 3 for CT-80DR+ EDS Machines
USP	SCR-OAA4-CTX-9400-2018	APR 2018 OSARP Annual Assessment (OAA) Reassessment 3 for CTX 9400 EDS Machines
USP	SCR-OAA4-CTX-9800-2018	APR 2018 OSARP Annual Assessment (OAA) Reassessment 3 for CTX 9800 EDS Machines