

Defending the Homeland: Certification of Aviation Security Screeners

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Historic Beginning...

- Post-9/11 passage of Aviation Transportation Security Act mandated annual demonstration of proficiency by screeners
- **Only** federal job where annual certification is required by statute and passing score needed for continued employment



The law requires:

- “(5) 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.



Screener Knowledge and Skills: How Standards Are Used Operationally

Knowledge/ Skill	Selection Assessment	Basic Training	Annual Recertification	Recurrent Training
SOP Knowledge	English test	Lecture; Mult Choice test	Mult Choice test	SOP study Videos
Image Detection	SORT: image test	Labs; Image testing	Image testing	X-ray Tutor TIP
SOP Skills Demo	Basic Physical Abilities/Medical Evaluation	Hands-On Demonstration Labs and Evaluation	One-on-One Demonstration Evaluation	Video Web interactive
Customer Service	Personality Test; Interview	Modules; Mult Choice Test	Practical Skills Demonstration	Video OLC courses



Re-Certification: Modular Approach

Module	Assessment	Function	Use
SOP Test	Standardized Proficiency Review (SPR) 4 functional tests	PAX TSS & LTSS STSS BAG	<ul style="list-style-type: none"> ■ Re-Certification; ■ Retest
Image Test	Image Proficiency Review (IPR)	PAX: TSS, LTSS, STSS	<ul style="list-style-type: none"> ■ Re-Certification; ■ Retest
Skills Demo	Hands-On Demonstration	PAX: HHMD (2); Pat Down(1); Bag Search (2); ETD (1) BAG: 3 Bag Test; PBS (2)	<ul style="list-style-type: none"> ■ Re-Certification; ■ Retest



Screener Preparation

- Nothing evaluated will be outside of the daily knowledge and skills screeners must know and perform to provide checkpoint/baggage security
- Screener Re-certification Handbook provided to all screeners; includes description of assessments, how to prepare, example items, FAQs
- Additional preparation materials provided for practical skills demonstration



Results

- Over 43,000 screeners tested
- Over 99% re-certified



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Why certify & recertify?



- Initial certification after 100+ hours required training ensures proficiency on entry
- Recertify every year to keep knowledges, skills, and abilities current
 - In security work, today's KSAs are not adequate to protect us tomorrow
 - Must identify skills gaps to drive ongoing training needs
- Annual recertification demonstrates to public proficiency of our screener workforce to keep America safe



Next Steps...

- Benchmark and Best Practices project
- Field and HQ “debrief and input” sessions
- Incorporation of medical module for FY 04-05
- Implementation of “dual functioning”
- Ongoing analysis of data



Keys to Success

- Measure right things *in right way*
- Communicate, communicate, communicate
 - HQ and field
 - Management
 - Screeners
- Include remediation and appeals procedures
- Strive for continuous performance improvement v. certification as “testing event”



Conclusion

- Recertification is an important security program that must include objective assessment and demonstration of knowledge and skills
- Screeners must receive ongoing and recurrent training and feedback to keep their knowledge and skills current and continuously improving



Thank You

- Questions?

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