



REVISION: The revised directive revises and supersedes TSA Management Directive (MD) 1900.3, dated February 19, 2004.

SUMMARY OF CHANGES: The following changes have been incorporated: 1) reference to MD 1900.1, WPT Roles and Responsibilities; 2) clarified the responsibility of supervisors to ensure their direct reports have completed all required and mandatory training; 3) added definition and responsibilities for course sponsors; 4) clarified the Training Coordinator's role in providing training accomplishment or deficiency information to their management; 5) specified employee's responsibility to complete all required and mandatory training; and 6) reinforced requirement for timely documentation of training requirements and placed a more stringent (7 days vs. 30 days) minimum time requirement in which to document basic screener training accomplishments.

1. **PURPOSE:** This directive establishes the policy and procedures for the documentation of official employee training in the TSA Online Learning Center (OLC).
2. **SCOPE:** This MD applies to all TSA components.
3. **AUTHORITIES:**
 - A. 5 CFR 410.311, Title XIII, Subtitle A, Section 1302, Chapter 14 Agency Chief Human Capital Officers.
 - B. Delegation of Training Management Authority signed by Admiral Loy and dated July 7, 2003.
 - C. Management Directive 1900.1, WPT Roles and Responsibilities.
 - D. National Archives and Records Administration, General Records Schedule, Transmittal No. 9.
4. **DEFINITIONS:**
 - A. Course Sponsor: The management official, at Division level or above, who is the sponsor for a new or ongoing training requirement.
 - B. Learning History: A collection of learning activities or training events and accomplishments recorded for each TSA employee in the TSA OLC. The Learning History is the official training record for each employee. It includes information on all technical, mandatory, regulatory, and developmental training.
 - C. Training: Instruction designed to teach an employee how to do a task or to develop or improve job performance. Training may be delivered in a classroom or laboratory, as a field exercise or simulation, on the job, or at professional seminars and conferences. Training also includes self-study courses, computer and web-based courses, and seminars.

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- D. Training Coordinator/Administrator: The person or persons assigned to perform training-related administrative and other responsibilities for a TSA organizational entity.
- E. Training Record: Documentation within the OLC of the training, certifications, and other accomplishments completed by a TSA employee. The official training record is maintained in the Learning History function of the TSA OLC. It contains data that documents completion of all required training events as well as elective, professional, and personal enrichment courses.
- F. TSA OLC: The official system of record for 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.

5. RESPONSIBILITIES:

- A. The Assistant Administrator, Office of Workforce Performance and Training, is responsible for:
 - (1) Identifying training record standards and requirements for the TSA workforce.
 - (2) Ensuring the integrity of the TSA OLC System via ongoing management, maintenance, and upgrades.
 - (3) Providing guidance and assistance to Training Coordinators/Administrators on issues related to usage of the TSA OLC for documenting official Learning History and completing required training.
 - (4) In concert with the course sponsor, establishing requirements for mandatory and professional training and communicating those requirements to affected employees.
- B. The Assistant Administrators, Key Directors, and Supervisors are responsible for:
 - (1) Ensuring the completeness, accuracy, and timeliness of training records for their employees that are maintained in the TSA OLC.
 - (2) Using data in the official training records as a basis for determining employees' training needs.
 - (3) Ensuring that all direct reports have completed all mandatory training requirements.
 - (4) Ensuring compliance with all appropriate rules, regulations, and guidance related to the use of data from the training records that are contained in the TSA OLC (e.g., the Privacy Act of 1974).

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C. Course Sponsors are responsible for:

- (1) Establishing requirements for which TSA employees must complete a specific training activity, when they must complete it, and when/whether it has to be repeated.
- (2) Monitoring overall compliance with meeting requirements established in paragraph C. (1) and communicating compliance/non-compliance to upper management.
- (3) Assembling appropriate subject matter experts.
- (4) Participating in the course design and review process and determining about course applicability to the TSA workforce.

D. Training Coordinators/Administrators are responsible for:

- (1) Establishing a Student Account in the OLC for each employee and providing ongoing updates to the employee's Learning History.
- (2) Ensuring that all training activities completed while employed by TSA are recorded in the OLC.
- (3) Maintaining training records (such as class registration, course accomplishments, test scores, etc.) within the TSA OLC.
- (4) Preparing management reports from the OLC on training accomplishments, outstanding or overdue training needs, and other reports as required to manage and monitor training progress for their organization.
- (5) Developing local processes and procedures for ensuring that all required, ongoing training record accomplishment data for their organization is entered into the OLC in accordance with training record standards and this policy.
- (6) Providing each employee with access to his/her Learning History in a timely manner.
- (7) Distributing alternative training materials (e.g., CDs, paper copies, etc.) where access to the OLC is not readily available. Establishing methods for validating and verifying these materials have been completed and then documenting the completion in the Learning History function of the OLC.

E. TSA Employees are responsible for:

- (1) Completing all required and mandatory training courses and ensuring they are accurately documented in their OLC Learning History.
- (2) Reviewing training records and other information contained in their Learning History at a minimum of once a year.

- (3) Notifying their Training Coordinator/Administrator of any corrections/changes that should be made to their own Learning History.

6. POLICY AND PROCEDURES:

- A. Policy: The official training record for all TSA employees is maintained in the Learning History function of the TSA OLC. The Learning History contains a record of the employee's complete TSA training history for all training that is mandated by law, regulation, or policy. It will also contain other accomplishments such as certifications and licenses that are required for the employee's job function or that were funded by the government. If an employee has previous training that is related to their current position, it should be included in their OLC Learning History.
- (1) Every employee will have access to his/her own Learning History on the TSA OLC. Employees who do not have direct access to the OLC will be provided a printed copy of his/her own Learning History by the Training Coordinator, upon request.
 - (2) The Learning History will be used by managers to monitor required training accomplishments and to determine the development needs of their employees.
 - (3) The establishment and maintenance of duplicate paper-based training records or folders or the creation of local databases is not required because the official training record resides in the TSA OLC.
- B. Procedures: Instructions for entering data into the Learning History function of the TSA OLC are found in the Training Coordinators Handbook. Training Coordinators/Administrators can obtain a current copy from the OLC by reviewing component TC-OLC-HNDBOOK-0001.
- (1) Student Account: Every TSA employee will have a student account in the TSA OLC. The student account is used to authenticate the person to access the TSA OLC, includes various job and demographic data related to training, links to the person's training requirements, and includes his/her Learning History.
 - (a) Training Coordinators or hiring contractors will establish a student account in the TSA OLC for each new Transportation Security Screener (TSS) prior to the employee's entry-on-duty date.
 - (b) For non-screener new-hires (e.g., HQ or field staff), the student account will be established by the Training Coordinator/ Administrator no later than 14 days after entry on duty.
 - (c) Training Coordinators/Administrators will immediately deactivate a student account when an employee separates from the TSA.

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- (2) Use of TSA OLC Data: Training Coordinators/Administrators will use the information in the TSA OLC in accordance with the procedures in the Training Coordinator's Handbook and applicable laws and regulations. Authorized vendors and vendor instructors will be provided access to the TSA OLC and its data to fulfill their contractual obligations, and will be required to follow all appropriate rules, regulations, and guidance related to the use of data from the training records that are contained in the TSA OLC (e.g., the Privacy Act of 1974).
- (3) Learning History: Training Coordinators/Administrators will ensure that all training accomplishments are recorded or reflected in the Learning History function of the TSA OLC as soon as practical, but no later than 30 days after completion of the training activity. However, for basic screener training and ensuing on-the-job training documentation leading to initial certification, all training accomplishments must be entered into the OLC within 7 days of completion of the activity.
- (4) Compliance Monitoring:
 - (a) Training Coordinators/Administrators will perform routine OLC system queries and reports (at a minimum, quarterly) to ensure all employees in their organization are current with required and mandatory training.
 - (b) Offices will establish local processes and procedures to ensure supervisors and managers are aware of any training deficiencies for their direct reports and take action to correct them.
 - (c) Course Sponsors will have access to national level compliance reporting for their training program and will use this information to inform upper management about progress or issues with meeting training completion requirements.
- (5) Release of Training Information: All requests for training records received from any source outside of the Federal Government must be forwarded to the Freedom of Information Act Office. The training records that are documented in the Learning History of the TSA OLC are subject to the provisions of the Privacy Act. Training Coordinators, other system administrators, and supervisors with access to Learning History data are subject to the Privacy Act and must limit disclosure of these records.

All TSA employees may receive a copy of all information contained in their personal Learning History by accessing it from the TSA OLC directly. Employees who do not have direct access to the OLC may receive a copy of their own Learning History by requesting it from the local Training Coordinator.

All Reports that disclose an employee's Social Security Number and/or contain an individual employee's training record must contain the following statement:

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***NOTICE:** This electronic file may contain information protected from disclosure under the Freedom of Information Act, 5 USC 552. It may also contain personal data protected from disclosure under the Privacy Act of 1974, 5 USC 552a. Do not release this transmission in whole or in part outside of DHS channels without proper authorization.*

7. EFFECTIVE DATE AND IMPLEMENTATION:

This policy is effective immediately upon signature.

APPROVAL



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Date

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