



Note: The Office of Operational Process and Technology is comprised of the following Divisions: Business Management Office, Information Technology, Operational Process and Performance Metrics, Operational and Technical Training, Security Technology, and Strategic Planning and Risk Management.

REVISION: This directive supersedes the following: TSA Training Bulletin, 03-013, dated February 18, 2003, Interim Screener Recurrent Training Program Guidance, dated December 22, 2003; and Supplement to TSA Training Bulletin 03-013: Return-to-Duty Training, dated May 12, 2004.

1. **PURPOSE:** This directive establishes TSA policy and procedures for all training and initial certification requirements for the TSA Transportation Security Officer (TSO).
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 function.
3. **AUTHORITIES:**
 - A. Aviation and Transportation Security Act (ATSA), Public Law 107-71
 - B. Delegation Order, Delegation of Training Management Authority, July 7, 2003
 - C. [TSA MD 1900.1, Workforce Performance and Training \(WPT\) 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, and Ethics training.
 - B. Annual Training Plan: An annual plan that includes all training courses that an employee should take during the year, including recurrent training for skills maintenance, administrative and developmental training.
 - C. Basic TSO Training and Initial Certification: Initial training a new hire receives to become a certified TSO, which includes On-the-Job Training.
 - D. 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.
 - E. Cross Training: Training courses and applicable On-the-Job Training requirements which enable a TSO to gain certification in another TSO duty.

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- F. Developmental Training: Training which enhances the TSO's potential for advancement either within or outside their current position.
- G. Dual Function TSO (DFTSO): A TSA TSO who has been cross trained to perform passenger and baggage screening duties or has completed the DFTSO Basic training and has been certified to conduct both checkpoint and checked baggage duties.
- H. Equipment Certification: A certification achieved by TSOs after successfully completing training, which allows them to operate a particular piece of screening equipment.
- I. On-the-Job-Training (OJT): Structured training accomplished while the employee is working in a particular position. The training is conducted at the job site and monitored by an employee who is qualified in the area.
- J. 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.
- K. Operational Test: A realistic, covert test that may be conducted by the Office of Internal Affairs and Program Review (OIAPR), DHS Inspector General's (IG) Office, or the Government Accountability Office (GAO) to measure a TSO's performance with respect to detecting a threat object while the TSO is engaged in screening actual passengers, passengers' accessible property and checked baggage. Operational tests may also be conducted by authorized TSA employees as part of the Screener Testing Exercises and Assessment (STEA) program.
- L. 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 or policy.
- M. Remedial Training: Training that is designed to address and correct poor performance.
- N. Return-to-Duty Training: Training an employee must take after an extended absence from their job to refresh and update their skills.
- O. Specialized TSO Program: Instruction on specialized screening functions including supervisor technical training, equipment calibration and maintenance, or advanced screening technology, which may result in a required certification.
- P. Transportation Security Officer: Any individual who performs duties as a Transportation Security Officer (TSO), Lead Transportation Security Officer (LTSO), or Supervisory Transportation Security Officer (STSO).

5. RESPONSIBILITIES:

- A. Director, Operations and Technical Training Division is responsible for the overall management of the analysis, design, development and implementation of all TSO training programs and shall:

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- (1) Establish and update TSO training programs that meet, at a minimum, the requirements of ATSA and the screening Standard Operating Procedures (SOPs) established by the Office of Transportation Security Operations and other training detailed in this directive.
- (2) Develop and provide recurrent TSO training products and tools for use at airports to help improve/maintain TSO performance.
- (3) Establish and maintain the OLC for the purpose of scheduling, delivering, and recording training.
- (4) Provide contract or other qualified instructors to deliver TSO training programs to TSO personnel.
- (5) Ensure that specific instructor standards and requirements for contractors are contained in the Statements of Work and approved contracts.
- (6) Establish a program for TSA employees to qualify as a TSA Approved Instructor (TAI) and to qualify each TAI to teach individual courses.
- (7) Evaluate 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, Security Operations is responsible for:

- (1) Identifying specific TSO training requirements and communicating those needs to the Operations and Technical Training (OTT) Division.
- (2) Providing subject matter experts to work with OTT staff when developing new TSO training courses or updating existing curriculum.

C. Director, Security Technology Division 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. Federal Security Directors (FSD) 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.

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- (3) Ensuring that a TSO who fails a covert 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 weekly schedule includes sufficient time to meet the annual training requirements, including recurrent training standards, established in this directive.
- (5) Ensuring that training records for each TSO under his/her purview, including records for TSO's assigned at the airport under the National Screening Force (NSF) 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 duties independently.

E. The Assistant Administrator, Human Capital is responsible for providing and maintaining a current new hire roster of all TSOs due to begin training and providing it to the Director, OTT to facilitate training scheduling.

6. POLICY:

A. TSA shall provide TSOs with appropriate training, and when necessary, remedial training, to ensure they perform their security and customer service functions in accordance with established standards.

- (1) **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:
 - (a) Completing of a minimum of 40 hours classroom training.
 - (b) Passing all written and practical examinations associated with basic classroom instruction.
 - (c) Successfully completing a minimum of 60 hours of OJT.
 - (d) Passing all written and practical examinations required at the conclusion of OJT.
- (2) **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 functions include tasks such as performing screening equipment maintenance and calibration, supervisory functions, or using new or advanced screening technology.

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- (3) **Recurrent Training:** All TSOs (both full and part-time) are required to take two hours of recurrent training per week, averaged over a calendar quarter, to maintain proficiency with skills learned during basic training and to remain up-to-date with procedural changes, as well as new threat items. Although recurrent training should be specific to the TSO's individual needs, this training should include 30 minutes to one hour each week of x-ray image interpretation for all TSOs, whose job requires x-ray interpretation skills. Recurrent training must be conducted in accordance with the Recurrent Training guidelines as listed in the *Recurrent Training Requirements*. (**Appendix**)
- (4) **On-the-Job Training (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.
- (5) **Cross Training:** Based on expressed operational needs, TSOs who are certified in one area of screening (Checkpoint or Checked Baggage) will be afforded training to become certified in the other area (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.
- (6) **Administrative Training:** All TSOs are required to take administrative training in the areas of Civil Rights, Information Security, and Ethics, among other topics. The Director, OTT will ensure required administrative training components are added to each TSO's Learning Development Plan in the OLC. In addition to the two hours per week skills-based recurrent training requirements, approximately one hour should be set aside each week, averaged over a calendar quarter, for TSOs to meet this requirement.
- (7) **Developmental Training:** The FSD should include training in each TSO's development plan that will enhance the TSO's potential for advancement either within or outside of their current position. The FSD shall assist TSOs with identifying training opportunities in this area and shall record any associated training in the OLC.
- (8) **Remedial Training:** A TSO who fails to detect a prohibited/threat item during an operational test conducted by the OIAPR, the DHS IG's Office, 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 function associated with the failure. The FSD must ensure that appropriate remedial training of at least three hours is accomplished and documented in the OLC as outlined below:
 - (a) Discuss the situation that caused a security failure to determine the proper remediation required. Use this information to focus on the area needing improvement.
 - (b) Require the TSO to review all screening procedures related to the given screening function. Remediation activities should 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 Coordinators, TAIs, or OJT Monitors.

- (c) The TSO should perform the given function under direct supervision of a TAI or OJT Monitor for a minimum of two 30-minute rotations. The monitor shall ensure that the TSO consistently performed the function correctly during these rotations and will certify that fact to the FSD.
 - (d) The FSD and/or OIAPR may provide additional remedial activities as appropriate, to include the administration of an Image Mastery Test and 3-Bag Test.
- (9) Return-to-Duty Training Requirement: Any certified TSO, who has not performed screening functions for 15 or more consecutive days is required to complete a return-to-duty training program and may be required to pass certification testing as listed below.
- (a) The return-to-duty training program and applicable re-certification will only apply to the following screening functions:
 - (i) X-ray operator,
 - (ii) Walk Through Metal Detector (WTMD) Screening,
 - (iii) Hand Held Metal Detector (HHMD) Screening,
 - (iv) Pat Down and Physical Bag Search,
 - (v) Explosives Trace Detection (ETD),
 - (vi) Explosives Detection System (EDS),
 - (vii) On-Screen Alarm Resolution Protocol (OSARP) Screening, and
 - (viii) Screening Passengers by Observation Technique (SPOT).
 - (b) 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:
 - (i) Level I, 15-30 days, a TSO must complete the following prior to returning to duty:
 - a. Review SOP updates/changes.
 - b. Review Operations Directives published.
 - c. Complete all training related to TSO functions that occurred while absent.
 - d. Review locally published bulletins.

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- (ii) Level II, 31-90 days, a TSO must complete the following prior to returning to duty:
- a. Complete all Level I requirements.
 - b. Review OLC courses for each returning function.
 - c. Complete a modified OJT program with a minimum of two 30-minute rotations of X-ray, EDS, EDS-OSARP and/or SPOT, as required for each job function that the TSO will be performing.
 - d. Perform a practical demonstration of proficiency for a supervisor, training coordinator or local test administrator.

- (iii) Level III, 91-180 days, a TSO must complete the following prior to returning to duty:

- a. Complete all Level II requirements.
- b. Complete all Recurrent Web-based training.
- c. Complete modified OJT program for basic checkpoint and/or checked baggage.
- d. Complete all required tests for checkpoint, checked baggage or OSARP certification, as required.

The FSD may send a TSO back to the Basic TSO Course, if he/she determines it to be appropriate.

- (iv) Level IV, 180 days or more, a TSO must complete New Hire Training and all certification requirements for each job function that the TSO will be performing prior to returning to duty.

7. PROCEDURES:

- A. Annual TSO Training Plan: FSDs should establish an annual training plan for each TSO to ensure TSOs maintain the knowledge, skills, and abilities associated with checkpoint and checked baggage screening. This training plan should also document other required, non-screening related training such as administrative training, development training, and any training the TSO will receive for individual development.
- B. Dual Functioning TSO Rotation: FSDs should rotate dual function TSOs between passenger and baggage TSO functions in no more than 14-day cycles to provide the opportunity for TSOs to maintain their knowledge, skills and abilities in both positions.

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

APPROVAL

Original Signed by Approving Official

4/17/06

Randy Null
Assistant Administrator for
Operational Process and Technology

Date

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Recurrent Training Requirements

The following Transportation Security Officer (TSO) Recurrent Training Program (TSORTP) guidance is provided to Federal Security Directors (FSDs) to assist in planning and meeting recurrent training requirements established in this directive (Management Directive No. 1900.8). As noted in this directive, all TSOs (both full and part-time) are required to maintain proficiency with skills learned during basic training and to remain up-to-date with procedural changes and new threat items. Recurrent training tools may be developed by the Operations and Technical Training Division (OTT) (formerly Office of Workforce Performance and Training) or developed locally, as set forth in MD 1900.1.

The chart below depicts all required recurrent TSO training. The task column describes the function to be trained. The frequency column denotes how often each TSO is required to be trained on the task. FSDs should assign the courses listed below, as well as SOP reviews for each task to their TSOs, in order to fulfill the requirements for that interval.

FSDs are responsible for ensuring each TSO's schedule includes sufficient time to meet the training standards established in this guidance. Also, FSDs are responsible for ensuring training records for each TSO under his/her purview are maintained in the Online Learning Center (OLC).

Screening of Passengers	Frequency
Hand Held Metal Detectors & Pat Down Procedures SCR-PAX-HHMDPAT-0001 -or- Conducting Female Pat-Down Procedures SCR-ALL-FEMPATDOWN-0001	Once every 180 days
Exit Lane Monitor	Annually
Screening of Accessible Property	Frequency
Object Recognition Module (ORM) SCR-TRAINING-ORM-0001 -or- TRX Simulator Training SCR-TRAINING-TRMSIM-0001 -or- TSA Training Images vol. #1 SCR-ALL-THREATID-0001	Once a week (.5 – 1 hr)

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TIP Job Aids for TSOs SCR-ALL-TIPAID-0001 -or- X-Ray Operator SCR-ALL-XRAYOP-0001	Once every 3 months
ETD & Physical Bag Search SCR-ALL-ETDBAGSEARCH-0001	Annually
Screening of Checked Baggage	Frequency
Travel Sentry Locks Presentation SCR-BAG-SENTRYLOCK-0001	Annually
EDS- Operator (Common) SCR-BAG-EDSOPER-0001	Annually
EDS- Operator CTX 2500/5500* SCR-BAG-EDSOPER-CTX2555-0001 -or- EDS- Operator CTX 9000* SCR-BAG-EDSOPER-CTX9000-0001 -or- Excellence in TSO Performance Series: EDS Operator L3 eXaminer 3DX 6000 SCR-BAG-EDSOPER-L3-0001*	Annually
EDS- Operator CTX 9000 – OSARP* SCR-BAG-EDSOPER-CTX9000-0001 -or- Update Training for CTX 9000 EDS OSARP* SCR-BAG-ARPUPDT-CTX9000-0001	Once every 3 months
Training for All TSOs – Skills Currency	
MBS –II and Firearms Kits	Once every month, as schedules permit
Threat in the Spotlight TSA-THREAT-MISC-00xx	Within one week of receipt
Baggage Operational Differences SCR-ALL-OPERATIONALDIFF-0001	Annually
Effectively Screening Prosthetics SCR-PAX- PROSTHETICS-0001	Annually
Persons with Disabilities	Annually
Customer Focus SCR-ALL-CUSTFOCUS-0001	Annually
Stretching in the Workplace SCR-ALL-STRETCHING-0001	Once every 6 months
Proper Lifting Techniques for TSOs SCR-ALL-SAFELIFT-0001	Once every 6 months
Prohibited Items SCR-ALL-PROHIBITEM-0001	Annually
Language Cards	Annually

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Hazardous Materials Reference Document SCR-ALL-HAZMATID-0001	Annually
Bloodborne Pathogens Awareness	Annually
Shift Briefings on ETD Operations, Full Body Pat-Down, Physical Bag Search, HHMD, WTMD and TRX Operations	As needed

**(For TSOs certified on this equipment)*