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

REVISION: This revised directive supersedes TSA MD 1900.3, *Official Employee Training Records* dated July 25, 2005.

SUMMARY OF CHANGES: Title of MD has been changed to Training Records. References to the Office of Workplace Performance and Training (WPT) have been changed to the Office of Training and Workforce Engagement (OTWE). Section 5, Responsibilities, has been updated; Section 6, Policy, is revised to provide clarity to existing policy and Section 7, Procedures, added procedures.

1. **PURPOSE:** This directive establishes the policy and procedures for training records.

2. **SCOPE:** This directive applies to TSA employees and contractors, with the exception of technical training for the Federal Air Marshals.

3. **AUTHORITIES:**

   A. 5 CFR 410.311, Title XIII, Subtitle A, Section 1302, Chapter 14 Agency Chief Human Capital Officers

   B. Aviation and Transportation Security Act (ATSA), Public Law 107-71

   C. National Archives and Records Administration, General Records Schedule, Transmittal No. 9

   D. Privacy Act of 1974

   E. TSA MD 100.0, TSA Roles and Responsibilities

   F. TSA MD 200.7, Records Management Program

   G. TSA MD 2810.1, SSI Program

   H. TSA MD 3700.4, Handling Sensitive Personally Identifiable Information

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. <u>Mandatory Training</u>: Training required for all employees, government-wide, by federal statute or regulation. Within DHS, this term is also used to refer to training mandated for all DHS employees by DHS directive or policy.

C. <u>Online Learning Center (OLC)</u>: The official Learning Management System for applicable 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/Completed Work function.

D. <u>Professional Development</u>: Experiences designed to enhance professional, leadership, management, and interpersonal skills to advance and/or continuously improve the workforce, organization, and its processes.

E. <u>Required Training</u>: Occupational specific and/or component training requirements identified to maintain a prescribed level of proficiency. This is in addition to mandatory training identified by law or agency directive. Components have an obligation to identify, monitor and record completion of these requirements.

F. <u>Training</u>: 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.

G. <u>Training Officer, Training Manager, Training Specialist, or Headquarters Training Point-of-Contact (HQ-TPOC)</u>: An employee assigned within his/her organization to manage training operations and ensure that training funds are used efficiently and effectively.

H. <u>Training Record</u>: Documentation within a Learning Management System, electronic database or file/folder of the training, certifications, and other accomplishments completed by an employee.

5. RESPONSIBILITIES:

A. The Assistant Administrator/Chief Learning Officer for the Office of Training Workforce Engagement is responsible for:

    (1) Maintaining and storing the training records for the TSA workforce in accordance with the TSA Records Management Program and the records schedules approved by the National Archives and Records Administration (NARA);

    (2) Ensuring the integrity of the TSA Learning Management System via ongoing management, maintenance, and upgrades to record and report training data;

    (3) Providing guidance and assistance to Training Officers, Training Managers, Training Specialists, and HQ-TPOCs on issues related to the use of the TSA OLC to document training in the Learning History/Completed Work record for employees;

    (4) Working with a Course Sponsor to establish requirements for mandatory and professional development training, and communicating those requirements to affected employees; and

    (5) Maintaining auditable records of required Sensitive Security Information (SSI) training provided to TSA personnel.

B. Senior Management Officials are responsible for:

    (1) Ensuring that training records are complete, accurate, and updated in a timely manner for their employees; and

    (2) 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).

C. Course Sponsors are responsible for:

    (1) Establishing training requirements as appropriate with Office of Training and Workforce Engagement (OTWE) (i.e., identifying which TSA employees must complete specific training activities, when they must be completed, and when/whether they have to be repeated);

    (2) Monitoring training completions and communicating compliance/non-compliance issues to senior management officials; and

    (3) Ensuring that any instructor-led training is recorded in the OLC.

D. Supervisors are responsible for:

    (1) Using data in the training record as a basis for determining employees' training needs; and

    (2) Ensuring employees have completed mandatory training requirements.

E. Training Officers, Training Managers, Training Specialists, or HQ-TPOCs are responsible for:

    (1) Developing local processes and procedures to ensure that training data for their organization is entered into the OLC in accordance with training record requirements and this directive;

    (2) Establishing user accounts in the OLC;

    (3) Ensuring that external training activities are recorded in the OLC;

    (4) Preparing management reports from the OLC on training accomplishments, outstanding or overdue mandatory training, and other reports as required to manage and monitor training progress for their organization;

(5) Providing each employee with access to his/her Learning History/Completed Work record in a timely manner;

(6) Distributing alternative training materials (e.g., CDs, paper copies) 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/Completed Work record in the OLC; and.

(7) Updating training records within the OLC or appropriate record file/folder in accordance with the TSA Records Management Program and the records schedules approved by the NARA.

F. Employees are responsible for:

(1) Completing assigned and mandatory training, and verifying it is accurately documented in his/her OLC Learning History/Completed Work record;

(2) Ensuring that any career field training requirements are also properly documented in the appropriate professional training and certification system (e.g., Federal Acquisition Institute Training Application System (FAITAS), etc.);

(3) Verifying that professional development is appropriately documented in his/her OLC Learning History/Completed Work record;

(4) Reviewing training records and other information contained in their Learning History/Completed Work record at a minimum of once a year; and

(5) Notifying their Training Officers, Training Managers, Training Specialists, or HQ-TPOCs of any corrections/changes that should be made to their own Learning History/Completed Work record.

6. POLICY:

A. The official training record for employees is the Learning History/Completed Work record in the OLC. It shall contain data that documents completion of all mandatory training events as well as elective, professional, and personal development courses.

B. The Learning History/Completed Work record shall contain all external and internal training completions and other accomplishments, such as certifications and licenses required for the employee's job function with the exception of technical training for Federal Air Marshals. If an employee has previous training that is related to his/her current position, it can be included in his/her OLC Learning History/Completed Work record.

NOTE: Technical Training records for Federal Air Marshals are maintained in a database managed by the Office of Law Enforcement. These records are SSI. Training test scores for Federal Air Marshals and Transportation Security Officers are maintained in separate databases.

C. Employees and designated contractors shall have user accounts in the TSA OLC with access to

his/her Learning History/Completed Work record.

D. The Learning History/Completed Work record shall be used by managers to monitor required training completions and document the professional development accomplishments of their employees.

E. OTWE shall establish a user account in the OLC for each new Transportation Security Officer (TSO) prior to the employee's entry-on-duty date.

F. Training Officers, Training Managers, Training Specialists, or HQ-TPOCs shall:

(1) Use the information in the OLC in accordance with applicable laws and regulations;

(2) Ensure that all training completions and professional development accomplishments are recorded in the Learning History/Completed Work record of the TSA OLC as soon as practicable, but no later than 30 days after completion of the training activity;

(3) Provide copies of training records upon request.

(4) Perform routine OLC system queries and run quarterly reports to ensure all employees within their organization have completed all training;

(5) Establish user accounts for new hires and designated contractors no later than 14 days after entry-on-duty for field employees by the Training Manager, and/or Training Specialists or OTWE for Headquarters employees or HQ-TPOCs for contractors.

(6) Develop local process and procedures to ensure that training data is entered into the OLC and official forms or records are maintained in accordance with training record schedule requirements and this directive; and

(7) Immediately deactivate a user account when an employee or contractor separates from TSA;

G. Authorized contractors shall be provided access to the OLC and its data to fulfill their contractual obligations, and shall be required to follow all appropriate rules, regulations, and guidance related to the use of data in the training records.

H. Supervisors and managers shall address any overdue training for personnel under their supervision.

I. Course Sponsors shall have access to national-level compliance reporting for their training program and will use this information to inform upper management about progress or issues in meeting training completion requirements.

J. All requests for training records shall adhere to the appropriate procedures for disclosure of Personally Identifiable Information (PII) and the provisions of the Privacy Act. If the request is received from any source outside of the Federal Government, it shall be forwarded to the Freedom of Information Act (FOIA) Office.

7. **PROCEDURES:**

    A. Employees with questions on how to access and use the OLC should contact their Training Officers, Training Managers, Training Specialists, or HQ-TPOCs.

    B. Training Officers, Training Managers, Training Specialists, or HQ-TPOCs should contact TSAOLC@tsa.dhs.gov for questions regarding the OLC.

8. **APPROVAL AND EFFECTIVE DATE:** This policy is approved and effective the date of signature unless otherwise specified.

    <u>**APPROVAL**</u>

    Signed   February 12, 2014

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    Michael R. Novak   Date
    Assistant Administrator, Office of
    Training and Workforce Engagement

    <u>**EFFECTIVE**</u>

    _____
    Date

    Distribution: Assistant Administrators, Office Directors, All Employees
    Point of Contact: Training Resource Center, TSAtraining@dhs.gov, (571) 227-1813