



Transportation Security Administration

Office of Human Capital

TSA MD 1100.30-29, Handbook

Qualification Requirements

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APPROVAL

Signed

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Transportation
Security
Administration

NOTE: Pursuant to Section 101 of the Aviation and Transportation Security Act (49 U.S. C. 114(n)), this directive, and all related Handbooks, Attachments, and Appendices, establishes Transportation Security Administration (TSA) policy and supersedes the Federal Aviation Administration (FAA) orders, policies, guidance, and bulletins addressing qualification requirements issued under the FAA Personnel Management System. This directive is TSA policy and must be applied accordingly.

This Handbook and all related Attachments and/ or Appendices contain stipulations to implement the provisions of [TSA MD 1100.30-29, Qualification Requirements](#). Until such time as TSA MD 1100.30-29 is rescinded, the Management Directive, Handbook, and any Attachments or Appendices are considered TSA policy, and must be applied accordingly.

Summary of Changes

- Added definitions to Section A
- Added a new Section B, General Information section
- Added TSA-specific standards for TSO, LTSO, STSO, MTSO, ETSO and TSS-E

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A. Definitions

- (1) Basic Qualification Requirements: Minimum qualification standards augmented by selective factors, bona fide occupational qualifications, and/or other necessary medical/physical and/or other conditions of eligibility (if any) supported by the job documentation, which describe the requirements which must be met by an individual before they can be assigned to the position. Basic qualification requirements provide the baseline criteria used to determine those individuals who are likely to successfully perform the duties of the positions and to screen out those who are unlikely to do so.
- (2) Bona Fide Occupational Qualification (BFOQ): A requirement such as age or gender which may be applied only when determined necessary for performance of the duties of a specified position.
- (3) Core Compensation System: TSA's compensation management program covering all non-Transportation Security Executive Service (TSES) employees, which outlines the policies, procedures, and guidelines that TSA will use to determine the classification and compensation of employees in those positions. Positions in the Core Compensation System are in pay plan SV.
- (4) Desirable Factors: Competencies and/or knowledge, skills, and/or abilities (KSAs) that, in addition to basic qualification requirements, could be expected to significantly enhance the effectiveness of the person selected for the position and may be identified and used to rank candidates as part of a competitive process.
- (5) Job Analysis Tool: An official document used to record core duties and responsibilities and competency requirements of a position as well as, title, series, category, and pay band.
- (6) Job Category: Occupations encompassing similar work grouped together within the TSA Core Compensation System.
- (7) Minimum Qualification Standard: The education, training, experience, and/or other criteria determined to establish the minimum requirements for assignment to any position in the specified occupational series and pay band level.
- (8) Permanent or Temporary Internal Assignments: Appointments, promotions, reassignments, demotions, details and temporary promotions of individuals to TSA positions under the provisions of [TSA MD 1100.30-4, *Permanent Internal Assignments*](#) and [TSA MD 1100.30-1, *Temporary Internal Assignments*](#).
- (9) Selective Factors: Knowledge, skills, abilities, or special requirements (e.g., licensure) that are in addition to the minimum qualification standard, but are determined to be essential to perform the duties and responsibilities of the particular position upon entry. Applicants who do not meet a selective factor are considered not qualified, are ineligible for further consideration, and may not be assigned to the position.

(10) Specialized Experience: Experience that has equipped a candidate with the particular knowledge, skills, and abilities to perform successfully the duties of the position and is typically in or related to the work of the position to be filled.

(11) Standardized Job Description: An official document used to identify and record core duties, responsibilities, and competency requirements of a position, and to document the assignment of title, series, job category, and pay band of positions located in TSA Headquarters.

B. General Information

(1) Identifying Specialized Experience

- a. TSA describes specialized experience as experience "**related to the work of the position.**" OHC and the selecting official should work together to identify the specific types of experience that would meet this requirement.
- b. The job analysis tool, standardized job description, and /or other information used in classifying the position may provide information related to the duties and responsibilities typical of work in an occupational series or position. This information may be useful in identifying specialized experience requirements and also in determining the level of experience possessed by applicants.
- c. Normally, when defining specialized experience requirements for a position, it is not appropriate to require that experience be gained specifically in TSA, or in the Federal government. However, additional weight may be given to certain types of experience when ranking qualified candidates on desirable factors.

(2) Applying Bona Fide Occupational Qualifications (BFOQ) Requirements

- a. OHC may apply gender requirements to qualification determinations, evaluation/assessment processes and/or certification in accordance with approved Operations Directives or similar documents that address job-related requirements where gender is a factor.
- b. If a gender limitation must be applied in filling a specific position, the requirement should be documented as part of the recruitment submission (on the Request for Personnel Action (RPA) or other hiring request submission/documentation, as applicable).

- c. If the need for a gender limitation in filling a position becomes known during the recruitment and hiring process, the selecting official will update recruitment documentation to reflect the requirement and consult OHC for guidance on how the gender requirement will affect subsequent steps in the recruitment effort.
- d. A selecting official may apply the gender limitation when making selections from the initial certificate and/or request referral of additional candidates in order to have a sufficient number of qualified candidates from which to make a selection in accordance with applicable OHC policy. However, gender limitations must be used in the context of the applicable TSA internal or external competitive selection policy and process. For example, if there are veterans' preference eligible candidates on the certificate of external competitive candidates, the selecting official would need to consult with OHC for guidance on applying the gender requirement in the selection of a non-preference eligible candidate.

C. Process for Establishing TSA-Specific Minimum Qualification Standards

- (1) If a determination is made that a TSA minimum qualification standard is necessary for a specific occupation, OHC will develop the TSA-specific minimum qualification standard in consultation with the appropriate program offices and subject matter experts.
- (2) Any TSA-specific minimum qualification standard must be:
 - (a) developed by OHC in consultation with the appropriate TSA Program Office(s);
 - (b) validated by OHC's Organizational Assessment Services Division;
 - (c) reviewed by the OHC Policy Division; and
 - (d) approved by the Assistant Administrator for Human Capital (AA/OHC) or his/her designee before it may be used.
- (3) All AA/OHC approved TSA-specific minimum qualification standards will be added to Section D of this Handbook.
- (4) TSA-specific minimum qualification standards must be applied exactly as published in the Handbook.

D. TSA-Specific Minimum Qualification Standards Approved by OHC:

- (1) Transportation Security Officer (TSO) (D Band)
- (2) TSO (E Band)
- (3) Lead TSO (F Band)
- (4) Supervisory TSO (G Band)
- (5) Master TSO (F Band)
- (6) Expert TSO (G Band)

- (7) Transportation Security Specialist-Explosives (TSS-E) (H Band)
- (8) TSS-E (I Band)

(1) Transportation Security Officer (TSO) --D Band

Minimum experience/education requirements:

Must have a high school diploma, GED or equivalent; **OR**

At least one year of full-time work experience in security work, aviation screener work, or X-ray technician work.

Other requirements:

In accordance with HCM 338-1, a minimum entry age requirement applies to TSO positions. A candidate must have reached his/her 18th birthday at the time of application submission.

Candidates must also meet the medical requirements and other conditions of employment documented on the Job Analysis Tool (requirements comply with the Aviation and Transportation Security Act (ATSA) Public Law 107-71 and are required for safe and effective job performance) and demonstrate a minimum level of proficiency in certain competencies as follows:

- Visual Observation
- Attention to Detail
- Command Presence
- Critical Thinking
- Situational Awareness
- Teamwork
- Interpersonal Skills
- Oral Communication

(2) Transportation Security Officer (TSO)-- E band

Minimum experience requirements:

The requirements of the Transportation Security Officer (TSO) --D Band position must be met.

In addition, refer to the most recent Memorandum to Federal Security Directors Subject 1100.20-1: TSO E Band Promotions which is available on the [Human Capital Handbooks, Policies and Guidance](#) section of the OHC Policy iSharepage under the list of **Additional Guidance** documents.

(3) Lead Transportation Security Officer (TSO)-- F band

Minimum experience requirements:

The requirements of the Transportation Security Officer (TSO) --D Band position must be met.

In addition, a candidate must possess 6 months of specialized experience which has equipped the individual with the particular knowledge, skills and abilities to perform successfully the duties of the position being filled, and that is typically in or related to the work of the Transportation Security Officer (TSO). To be creditable, specialized experience must have been equivalent to the D pay band level or above. Such specialized experience would include:

- ◆ Providing frontline security protection of air travelers, airports and airplanes.
- ◆ Wanding, performing pat down searches, operating an x-ray machine, screening baggage, and reviewing tickets.
- ◆ Identifying dangerous objects on passengers and/or in baggage or cargo, and preventing these objects from being transported onto aircraft.
- ◆ Using diverse electronic detection and imaging equipment.

(4) Supervisory Transportation Security Officer (STSO)--G band

Minimum experience requirements:

The requirements of the Transportation Security Officer (TSO) --D Band position must be met.

In addition, a candidate must possess one year of specialized experience which has equipped the individual with the particular knowledge, skills and abilities to perform successfully the duties of the position being filled, and that is typically in or related to the work of the TSO or Lead TSO (LTSO). To be creditable, specialized experience must have been equivalent to the E pay band level or above.

In addition to the one year of specialized experience, applicants must also have at least 6 months of experience (which may or may not have been gained concurrently with the experience above) as a work leader, team leader, or supervisor in any type of work environment which demonstrates proficiency, or the potential to develop proficiency, in tasks such as the following:

- ◆ Identifying, distributing, and balancing workload and tasks among employees;
- ◆ Training or arranging for training of employees on procedures, use of various electronic equipment, or similar requirements;
- ◆ Maintaining records of work accomplishments and administrative information; and
- ◆ Resolving simple, informal complaints of employees and referring formal grievances to the appropriate management official.

(5) Master Transportation Security Officer (MTSO)--F band

Minimum experience requirements:

The requirements of the Transportation Security Officer (TSO)--D Band position must be met.

Candidates must also possess additional experience as follows:

For Behavior Detection Officer (BDO): One year of experience equivalent to the D band or above, performing multi-faceted security or related work (e.g., Transportation Security Officer, private industry security officer, law enforcement officer, etc.) which included the following:

- Performing security-related duties which involved multi-tasking of processes to ensure situational awareness and security of persons or places;
- Functioning under general supervision, referring issues, only when needed, that may represent changes in policy, approach, or unusual situations to the supervisor for review and decisions;
- Providing immediate response to breaches of security and/or emergency situations; taking appropriate steps to prevent entry to secure areas;
- Conducting or assisting staff and law enforcement officers with conducting investigations of incidents (e.g., providing accurate information regarding incident, preparing clear and concise incident reports);
- Making suggestions to improve security processes and procedures

For Security Training Instructor (STI): At least one year of experience functioning as a Transportation Security Officer equivalent to at least the D band level or above; **AND** one year of specialized experience equivalent to at least the D level or above which included teaching or training adults and utilizing instructional methods in a classroom or laboratory setting. This experience may have been gained as a TSA Approved Instructor or in any other training/educational setting where instructional methods were utilized to teach/train adults.

For Coordination Center Officer (CCO): one year of journey level aviation security screening work (specialized experience equivalent to at least the E Band level) performing duties such as: performing screener duties under only general supervision, only referring issues that may represent changes in policy, approach, or unusual situations to the supervisor for review and decision; providing immediate response to breaches of security and emergency situations; taking appropriate steps to secure unauthorized weapons and/or potentially hazardous materials and devices in order to prevent entry to secure areas; assisting superiors and law enforcement officers with investigations of incidents (e.g., providing accurate information regarding incident, preparing clear and concise incident reports); and making suggestions to improve security screening processes and procedures.

Candidates must also demonstrate a minimum level of proficiency in certain competencies as follows:

For BDO:

- Attention to Detail
- Interpersonal Skills
- Oral Communication
- Flexibility
- Self Management
- Multi-tasking
- Teamwork
- Decisiveness
- Security Screening Policies and Procedures

For STI:

- Attention to Detail
- Customer Service
- Interpersonal Skills
- Oral Communication
- Flexibility
- Problem Solving
- Written Communication
- Training and Development
- Training Instruction

For CCO:

- Customer Service
- Attention to Detail
- Decisiveness
- Oral Communication
- Problem Solving
- Multi-tasking
- Teamwork
- Written Communication
- Technology Application
- Information Analysis

(6) Expert Transportation Security Officer (ETSO)--G band

Minimum experience requirements:

The requirements of the Transportation Security Officer (TSO)--D Band position must be met.

Candidates must also possess additional experience as follows:

For Behavior Detection Officer (BDO): Six months of experience equivalent to the D band or above, performing multi-faceted security or related work (e.g., Transportation Security Officer, private industry security officer, law enforcement officer, etc.) which included the following:

- Performing security-related duties which involved multi-tasking of processes to ensure situational awareness and security of persons or places;
- Functioning under general supervision, referring issues, only when needed, that may represent changes in policy, approach, or unusual situations to the supervisor for review and decisions;
- Providing immediate response to breaches of security and/or emergency situations; taking appropriate steps to prevent entry to secure areas;
- Conducting or assisting staff and law enforcement officers with conducting investigations of incidents (e.g., providing accurate information regarding incident, preparing clear and concise incident reports);

Making suggestions to improve security processes and procedures

AND

Six months of behavior detection (SPOT) or related work (equivalent to F band). This would include performing focused behavior detection work (e.g., employees detailed to BDO positions) or it may include work performed in other environments/occupations such as:

- Law enforcement experience: experience with emphasis on investigation activities including application of interview techniques, Reid Technique training, obtaining witness statements, targeted observation, surveillance, etc.
 - Correctional Officer experience: experience assessing behavior that may pose a security risk or indicate potential outbreak of violence
 - Military experience: training in or performance of surveillance techniques, suspicious behavior detection, critical infrastructure protection in the context of securing facilities and the flow/access of individuals to those facilities
- Airline experience: experience involving passenger security program responsibilities that included security verification and behavior profiling

For Security Training Instructor (STI): -At least one year of experience functioning as a Transportation Security Officer equivalent to at least the E Band level or above; AND one year of specialized experience equivalent to the E level or above which included teaching and/or training adults and involved developing training materials, performing quality assessment reviews of training, and conducting “train-the-trainer” sessions.

For Coordination Center Officer (CCO): One year of specialized experience equivalent to at least the F band which included gathering and analyzing data or environmental conditions in a security operations center environment to identify potential risks/threats to aviation or other modes of transportation; making independent determinations regarding risk assessment information to be provided to supervisor, manager, or law enforcement for additional action or follow-up; and establishing and/or maintaining working relationships with a variety of staff or stakeholders to ensure effective security operations.

Candidates must also demonstrate (through assessment and/or prior experience) a minimum level of proficiency in certain competencies as follows:

For BDO:

- Attention to Detail
- Interpersonal Skills
- Oral Communication
- Flexibility
- Self Management
- Multi-tasking
- Teamwork
- Decisiveness
- Security Screening Policies and Procedures
- Security Directives and Regulations

For STI:

- Attention to Detail
- Customer Service
- Interpersonal Skills
- Oral Communication
- Flexibility
- Problem Solving
- Planning and Evaluation
- Written Communication
- Training and Development
- Training Instruction

For CCO:

- Attention to Detail
- Customer Service
- Decisiveness
- Oral Communication
- Problem Solving
- Multi-tasking

- Teamwork
- Partnering
- Written Communication
- Technology Application
- Information Analysis
- Coordination Center Policies and Procedures

(7) Transportation Security Specialist—Explosives--H band

Minimum experience requirements:

Completion of a formal EOD School (Naval School Explosive Ordnance Disposal School [NAVSCOLEOD] or FBI's Hazardous Devices School [HDS] **AND** one year of specialized experience as a Bomb Appraisal Officer, bomb technician or similar position (equivalent to the G Band) which included such activities as responding to alarms involving possible explosives, IED components, or actual IEDs; assessing the interrelationship between initiators, power supplies, switches, and chemicals to determine if device(s) is an improvised explosive, commercial explosive, or homemade explosive; **AND** assisting with bomb program management responsibilities such as participating as team member on bomb squad to include ensuring program requirements were followed, making recommendations on procedures or helping implement processes under the direction of a program manager.

Candidates must also demonstrate a minimum level of proficiency in certain competencies as follows:

- Critical Thinking
- Oral Communication
- Decisiveness
- Problem Solving
- Incident Management
- Explosives
- Training Instruction

(8) Transportation Security Specialist—Explosives--I band

Minimum experience requirements:

Completion of a formal EOD School (Naval School Explosive Ordnance Disposal School [NAVSCOLEOD] or FBI's Hazardous Devices School [HDS] **AND** one year of specialized experience as a Bomb Appraisal Officer, bomb technician, or similar position (equivalent to the H Band) which included responding to alarms involving possible explosives, IED components, or actual IEDs; assessing the interrelationship between initiators, power supplies, switches, and chemicals to determine if device(s) is improvised explosive, commercial explosive, or homemade explosive; **AND** performing bomb program management duties such

as establishing program guidelines, training/mentoring others, and making decisions regarding actions to take when faced with a critical incident. These duties may have been performed as an incident commander, or performing as bomb squad team leader.

Candidates must also have one year of experience as a Transportation Security Specialist-Explosives, Explosives Security Specialist, or Bomb Appraisal Officer equivalent to at least the H band level OR demonstrate the minimum level of proficiency established for the I band level in certain competencies as follows:

- Critical Thinking
- Oral Communication
- Decisiveness
- Problem Solving
- Incident Management
- Explosives
- Training Instruction