



Transportation Security Administration

2014 Behavioral Detection and Analysis Transportation Security Manager Assessment Administrative Guide

This guidance provides standard policies and procedures for administering the Behavioral Detection and Analysis (BDA) Transportation Security Manager (TSM) Assessment.

NOTE! As in 2013, the questions on the BDOA and BDA TSM Assessment will differ. To distinguish between both tests, BDOs will take the BDOA; BDA TSMs will take the BDA TSM Assessment.

In order to maintain certification, BDA TSMs are required to meet standards on the BDA TSM Assessment to fulfill their annual proficiency review requirements. The Rating Official and his/her direct reports are responsible for making appropriate arrangements to ensure that all assessments are taken in a timely manner and completed by **December 31**.

The BDA TSM Assessment is administered online through the *Employee Assessment Management System* (EAMS) platform, which is launched through the Online Learning Center (OLC).

- **Important!** The EAMS *offline* solution is NOT an option for the administration of the BDA TSM Assessments. For additional information, refer to the *EAMS Test Administrator (Proctor) User Guide* located in the EAMS system under HELP.
- **Important!** Before launching EAMS tests through the OLC, Test Administrators must disable the pop-up blocker. For additional information, refer to the Training Resource Center (TRC) at TSATraining@dhs.gov.

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Test Administrator Requirements:

Only designated EAMS Test Administrators (TA), or Proctors, are permitted to administer BDA TSM Assessments.

A TA may be:

- an individual on the Federal Security Director's (FSD) staff,
- a Practical Skills Evaluation (PSE) Evaluator (PSEE),
- a Security Training Instructor (STI), or
- a Supervisory Transportation Security Officer (STSO) that is authorized to administer tests to any TSA employee, regardless of his/her role.

To become a designated EAMS TA, an individual must complete the following OLC courses:

OLC Curricula	Item Title
TSA-TEST-ADMINISTRATOR-ALL	<i>Test Administrator (TA) Training Curriculum</i>
TSA-TEST-ADMINISTRATOR-EAMS	<i>EAMS Test Administrator (Proctor) Curriculum</i>

After completing the two (2) OLC courses, the individual must generate an email to request access to EAMS by verifying completion of the OLC courses (follow the instructions, below):

- Open MS Outlook and bring up a New (blank) e-mail
- Enter "Request Access to EAMS" in the Subject line of the e-mail
- Compose an email stating that you are requesting access to EAMS for APR testing
- Send the e-mail to the [APR Help Desk](https://team.ishare.tsa.dhs.gov/sites/HCapital/MSCD/PMI/APR/APR%20Pages/APR-HelpDesk.aspx) at <https://team.ishare.tsa.dhs.gov/sites/HCapital/MSCD/PMI/APR/APR%20Pages/APR-HelpDesk.aspx>.



Test Administrator Role:

Only designated EAMS TAs are permitted to administer the BDA TSM Assessment.

- **Important!** If applicable, *the TA is required to successfully complete the relevant tests themselves prior to administering them.*

TAs must ensure that any actions taken during the assessments that are not consistent with TSA policies and procedures related to the assessment such as its handling, administration, and scoring must be immediately investigated. All anomalies reported by a BDA TSM during the testing process must be documented by the TA and submitted to the PSD as soon as possible and no later than 24 hours from the time of the report.

Help Desk Contact Information:

Questions/comments related to the test items should be forwarded as an e-mail attachment in a password-protected document (use the current SSI password) to: BDA.mailbox@tsa.dhs.gov. Questions about EAMS and technical issues should be forwarded via e-mail to: TSA_Testing@pdri.com, or call: 1-855-295-7635.



BDA TSM Assessment Procedures:

It is required that TAs adhere to this guidance to ensure consistency in BDA TSM Assessment administration.

NOTE! As in 2013, the questions on the BDOA and BDA TSM Assessment (formerly the STSM Assessment (STSMA)) will differ. To distinguish between both tests, BDOs will take the BDOA; BDA TSMs will take the BDA TSM Assessment.

The BDA TSM Assessment is a measure of a BDA TSM's technical proficiency in the Screening of Passengers by Observation Techniques (SPOT), Behavioral Indicator Reference Guide, and the SPOT Referral Report in order to successfully perform his/her job functions. BDA TSMs will have 45 minutes to complete the BDA TSM Assessment, which consists of 35 multiple choice and true/false questions.

NOTE: The BDA TSM Assessments are derived from final SOP versions, information from the Behavioral Indicator Reference Guide and SPOT Referral Report. **If any *interim* SOPs are issued during the performance period (i.e., standalone SOPs that have not yet been incorporated into one of the above listed SOPs), that information should not be considered when answering test questions.**

BDA TSM Assessment Test Administrator Instructions:

Preparation Checklist—Things to do BEFORE BDA TSMs arrive for testing:

- ☐ Schedule the testing room and log-in to FAMS to ensure you will be able to run the necessary reports for remediation (<http://tsaonline-testing.tsa.dhs.gov>).
- ☐ Log-in to the OLC and assign the BDA TSM Assessment to each BDA TSM's Learning Plan. Ensure you are assigning the appropriate test version (see *Appendix B*.)

Administration Checklist—Things to do when BDA TSMs are present for testing:

- ☐ Read the BDA TSM Assessment test administration instructions aloud to the BDA TSMs (see *Appendix C*).

Observe the BDA TSMs during their assessment. If a BDA TSM raises his/her hand with a question during the test, walk over to him/her and quietly say:



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"You need to answer the question the way that it is written. I will note your concern(s). Remember there is only ONE best answer."

- Note the BDA TSM's concern: All technical issues or questions/comments related to the test items (i.e., the specific test question and the item number) should be forwarded with screen shots in a password-protected document (use the current SSI password) to: BDA.mailbox@tsa.dhs.gov.

Feedback Checklist—Things to do shortly after BDA TSMs complete the BDA TSM Assessment:

- ☐ After the BDA TSM completes his/her BDA TSM Assessment, have the BDA TSM log out of his/her OLC account.
- ☐ Log-in to EAMS and run the *Employee Feedback Report* to view the BDA TSM's test results. The report will display his/her raw score (# of Questions Correct), Percent Correct, and Pass/Fail information, as well as the Topic, Subtopic, and Reference for questions that were missed.

BDA TSM Assessment Remediation & Reassessment Process:

If a BDA TSM does not pass his/her assessment, he/she must participate in a remediation and reassessment process, as outlined by the BDA Program Office.

A SPOT-certified airport designee must conduct the remediation process using the *Reference* (e.g., "SPOT SOP") and *Topic: Subtopic* (e.g., "3.3 Environmental Baseline") where a question is missed, rather than reviewing the specific question with the BDA TSM, because it is the *Reference* that will appear in the reassessment, not the question.

- **Important!** Test questions must NOT be shared with any employee, including the BDA TSMs.

To determine the applicable remediation references, an EAMS-certified Test Administrator must run the *EAMS Employee Feedback Report* to share with the BDA Coordinator who will ensure a SPOT-certified designee conducts remediation. The feedback report shows the Topics, Subtopics and References for questions that were missed by each BDA TSM.

Also available for the TAs to use during the remediation and reassessment process is the *EAMS Management Summary by Employee Report*, which provides a detailed summary of a BDA TSM's test results, including the actual test question(s) missed and the corresponding topic(s)/subtopic(s).



- See the *EAMS Test Administrator (Proctor) User Guide* (located in the EAMS system under HELP) for information about how to obtain feedback reports.

NOTE: In the *EAMS Management Summary by Employee Report*, BDA TSMA questions will show as "Q#". The item number can range from 1 through 167 and will not correspond to the question number in the test.

- **Important!** If a BDO fails on the first and/or second attempt, he/she should generally be remediated and reassessed no sooner than one (1) and no later than seven (7) working days after the date of the previous attempt.

A "working day" is defined as those days in the employee's regularly scheduled shift, and **does not** include holidays, Regular Days Off (RDO), or scheduled/unscheduled absences prior to reassessment.

For additional information about the remediation and reassessment process, contact the BDA Program Office at BDA.mailbox@tsa.dhs.gov.



APPENDIX A

Job Aid: Administering BDA TSM Assessments via OLC/EAMS

1. The Instructor identifies the item to be assigned in the OLC. Test items would be:
 - a. SCR-BDA TSM Assessment1-2014-EAMS *2014 Behavioral Detection and Analysis Transportation Security Manager (BDA TSM) Initial Assessment*
 - b. SCR-BDA TSM Assessment2-2014-EAMS *2014 Behavioral Detection and Analysis Transportation Security Manager (BDA TSM) Re-Assessment 1*
 - c. SCR-BDA TSM Assessment3-2014-EAMS *2014 Behavioral Detection and Analysis Transportation Security Manager (BDA TSM) Re-Assessment 2*

NOTE: The Instructor **DOES NOT** create a **Scheduled Offering** in the OLC for EAMS BDA TSM Assessments, as is done for EAMS Training JKTs.

2. Inform BDA TSM(s) that they should not access the test item until directed by a Test Administrator.
 - a. The test item is assigned to the BDA TSM(s) just prior to testing to minimize the number of individuals who will try to log-in early; if an BDA TSM tries to access the test early, he/she will not be able to access it and it will need to be removed from the Learning Plan and be reassigned in the OLC (see #10 below).
3. Test Administrators must conduct tests using the current version of the *TSA Employee Assessment Management System (EAMS) Test Administrator (Proctor) User Guide*. This guide can be found on the EAMS home page, under "Help," and "User Guide Download."
4. When an assessment has recorded a passing score, the test item moves to the OLC Learning History and the assessment process is complete. A record is created in the OLC Learning History to indicate a 'PASS' status.
5. If an assessment has recorded a failing score, the item moves to the OLC Learning History. A record is created in the OLC Learning History to indicate a 'FAIL' status:

NOTE: Currently the item remains in the Officer's OLC Learning Plan. Prior to assigning the reassessment item, the previous assessment item should be manually removed from the Officer's OLC Learning Plan.



6. If a BDA TSM fails an assessment, the reassessment is assigned to the BDA TSM by the Test Administrator (i.e., if a BDA TSM fails BDA TSM Assessment 1, then BDA TSM Assessment 2 will be administered next, after remediation has been completed).
7. If the reassessment (i.e., BDA TSM Assessment 2 or BDA TSM Assessment 3) is passed, the assessment process is complete.
8. If all three attempts for the assessment (i.e., BDA TSM Assessment 1, 2, and 3) are failed, refer to the BDA Program Office at BDA.mailbox@tsa.dhs.gov for further information.
9. Raw scores from EAMS will automatically transfer to the OLC. Note that in the OLC, the "Percentage Grade" field will display the raw score – not the percentage.
10. If a BDA TSM launches an assessment more than once, he/she will receive an error message.

In this event, the Training Manager, Training Specialist, or Designee must remove the assessment from the BDA TSM's OLC Learning Plan and reassign it, in order to administer the assessment.

- a. Go into the BDA TSM's OLC Learning Plan and delete the assessment
- b. Reassign the assessment to the Manager's Learning Plan



APPENDIX B
BDA TSM Assessment OLC Test IDs

BDA TSM Assessment Test IDs:

	OLC Curricula	Item Title
Initial Assessment (BDA TSM Assessment 1)	SCR-BDA TSM Assessment1-2014- EAMS	<i>2014 Behavioral Detection and Analysis Transportation Security Manager (BDA TSM) Initial Assessment</i>
Reassessment 1 (BDA TSM Assessment 2)	SCR-BDA TSM Assessment2-2014- EAMS	<i>2014 Behavioral Detection and Analysis Transportation Security Manager (BDA TSM) Re- Assessment 1</i>
Reassessment 2 (BDA TSM Assessment 3)	SCR-BDA TSM Assessment3-2014- EAMS	<i>2014 Behavioral Detection and Analysis Transportation Security Manager (BDA TSM) Re- Assessment 2</i>

Contact the BDA Program Office at BDA.mailbox@tsa.dhs.gov for additional information.



APPENDIX C

BDA TSM Assessment Test Administration Instructions (Script):

The bulleted information below contains the directions that the Test Administrator (Proctor) must read aloud. **Bolded** words or sentences in (parentheses) are provided for additional Test Administrator direction and should not be read aloud.

When everyone is assembled and you are ready to begin, say:

- *Hello, my name is _____. I will now go over the Behavioral Detection and Analysis Transportation Security Manager Assessment (BDA TSM Assessment) test instructions. Please clear your desks of all materials and turn off all cell phones and other electronic devices. Before we begin the test, I need to remind you that this test is considered Sensitive Security Information. You are not allowed to discuss the test's contents with anyone.*
- *This test consists of 35 multiple-choice and true/false questions. You will have 45 minutes to complete the test. Your results will be provided to you immediately following the test.*
- *For each question, choose the **ONE BEST** answer. More than one answer may seem possible, but there is only **ONE BEST** answer. The questions are not meant to be a trick. Some questions provide a scenario in which you will need to make a decision based on the information you have been provided about actions taken or assumptions made up to that point. Be sure to carefully read through all of the options before choosing your answer.*
- *You are not permitted to reference any materials (i.e. SOP) during the test.*
- *If you receive a Security Alert pop-up while taking the test, always click "Yes" or "OK" to continue advancing the test.*
- *Make sure you select the "Record Answer" button for each question or your answer will not be saved.*
- *When you have completed the test, you **MUST** click "Save and Exit" to submit your answers. A "Thank You" message will appear, and your score will be displayed immediately. After viewing your score, click "Close Window," which will automatically close-out the test.*



- *If you have any questions during the test, please raise your hand and I will come over to you.*
- *When you have 10 minutes remaining, you will receive a pop-up to notify you.*
- *Are there any questions before we begin?*
- *Log-in to your OLC account and select the applicable test; then go to "Launch Content."*
- *I will now come around and enter my User Name and Proctor Code on each computer. **(Enter your EAMS User Name and Proctor Code then click the "Begin" button).***
- *You should see a "Welcome" page with the name of the assessment you are about to take. Click on the "Begin" button if this is correct.*
- *Carefully read all of the test instructions on the screen then click the "Begin Assessment" button to begin the test. This will start your test time. When you have completed your test, please let me know.*

(END)