

BEHAVIOR DETECTION AND ANALYSIS PROGRAM (BDA)

NATIONAL TRAINING TEAM HANDBOOK



Transportation
Security
Administration

CONTROL PAGE

The Behavior Detection and Analysis Program National Training Team Handbook is effective upon the signature of the Behavior Detection and Analysis Branch Manager.

1. ADD	2. DELETE
Changes in bold have been added 3/25/2014.	

This handbook is effective immediately upon signature.

APPROVAL

Signed

3/25/2014

Sarah M. Tauber
Behavior Detection and Analysis, Branch Manager

RECORD OF CHANGES

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Chapter 1

DEFINITIONS, ABBREVIATIONS AND PURPOSE

1.1.DEFINITIONS

1. **National Training Team (NTT) Member** – An assigned behavior detection officer and or manager who executes training as determined by the Behavior Detection and Analysis Program Office.
2. **Airport of Deployment (AOD)** – Airports that request and receive BDAP support.
3. **Airport of Record (AOR)** – Duty station located on the BDAP Instructor's SF-50. The AOR is also known as the "home airport".
4. **Behavior Detection Officer (BDO)** – Any Master or Expert employee who is certified in and authorized to conduct SPOT and any other method of behavior observation, analysis and resolution approved by the Transportation Security Administration.
5. **Screening of Passengers by Observation Techniques (SPOT)** – A technique of screening individuals that utilizes behavior observation and analysis to identify potentially high risk individuals who may pose a threat to transportation security.
6. **Behavior Detection and Analysis Program (BDAP)** – The TSA Headquarters entity responsible for the management and operations of the Behavior Detection Program, including content and expertise for Behavior Detection and Analysis, BDA curriculum and missions.
7. **National Training Team Lead (NTTL)** – BDAP NTT member-Manager or member designee who is assigned to lead a Training Team.
8. **Training Deployment** – Any TDY assignment to conduct initial, recurrent or additional BDO training, to receive training or as designated by BDAP.

1.2.ABBREVIATIONS

AOR	Airport of Record
BDA	Behavior Detection and Analysis
BDO	Behavior Detection Officer
eTAS	Electronic Time and Attendance System
FSD	Federal Security Director
GARS	Government Administration Rate Supplement
GSA	Government Services Administration
GTC	Government Travel Card
LOD	Location of Deployment
NTT	National Training Team

NTTL	National Training Team Lead
SME	Subject Matter Expert
SOP	Standard Operating Procedure
SPOT	Screening of Passengers by Observation Techniques
TA	Travel Authorization
TAR	Time and Attendance Report
TOPS	Transportation Officer Performance System
TSA	Transportation Security Administration
QA	Quality Assurance

1.3.DOCUMENT CONTROL AND AVAILABILITY

This document must be made available to and remain on hand with all NTT members, POCs, and FSDs.

Direct all NTT Handbook questions to the TSA BDA Training/Program at
BDA.Training@tsa.dhs.gov

Chapter 2

MEMBERSHIP/ROLES AND RESPONSIBILITIES

2.1 NTT MEMBERSHIP

NTT membership is **voluntary and** available to **Master, Expert** BDOs and **BDA TSMs** who have achieved/completed/obtained the following:

- A) **A Master, Expert BDO or BDA TSM who have served as a BDO or BDA TSM** for a minimum of one year and who met all performance standards appropriate to their position, i.e Transportation Officer Performance System (TOPS) or Employee Performance Management Program (EPMP).
- B) NTT members must have a TOPS/EPMP rating of Achieves Expectations or higher from the previous rating cycle and **must pass the** Behavior Detection Officer Assessment (BDOA) with a score of **(b)(3):49** prior to the selection of participating on the NTT and during the tenure of NTT assignment.
- B) Successfully pass the annual Behavior Detection Officer Assessment (BDOA) on the first attempt.
- C) No conduct/disciplinary action upon applying for the position and must not receive any form of conduct/disciplinary action at his or her AOR or on a NTT assignment during the tenure NTT assignment. **Should an NTT member receive conduct/disciplinary action during his or her NTT assignment; the BDA Program Office may remove the member from the NTT.**
- D) Upon entry into the program and while as an NTT member, **remain** current on all mandated TSA On line Learning (OLC) training.
- E) **Remain BDO certified, able to travel and successfully maintain travel card requirements as per applicable MDs** and adhere to current BDA Standard Operating Procedures (SOP).

2.2 CHAIN OF COMMAND

- A) While on a training deployment, NTT members will report to the BDA **Program Office**. The National Training Team Lead (NTTL) will serve as the immediate chain of command and this designation is appointed by the BDA **Program Office**. **While the designation of NTTL is most often an H/I band individual, when applicable the BDA Program Office may designate a G band to serve as a NTTL. This designation is strictly to serve as a lead for the deployment as it relates to logistical support, mentoring and coaching.**
- B) While reporting for duty at the AOR, the designated **BDA Coordinator** will serve as the NTT immediate chain of command, up through the Federal Security Director (FSD).

2.3 NATIONAL TRAINING TEAM

NTT roles and responsibilities:

- A) **All NTT members must always adhere to all policies and guidelines outlined in the NTT handbook. Should any material be unclear, please direct all questions to the BDA Program Office at BDA.Training@tsa.dhs.gov .**
- B) Maintain his/her BDO certification.
- C) While at the AOR, NTT members provide mentoring, leadership and training to the airport BDO team. The role of the NTT member while at the AOR is to be utilized in a position where he or she can deliver training insight to support operational consistencies **and to be utilized in his or her role as a BDO or BDA TSM.**
- D) BDO H/I Bands are to be utilized in a training capacity and/or managerial duties as applicable to the BDA SOP.
- E) Represent TSA with dignity and professionalism, maintaining high standards both on and off duty.
- F) Lead by example, adhering to the high standards of the TSA. Create an environment that fosters good communications, respect and teamwork with the training team and all others at the specific work site.
- G) All NTT members are expected to uphold the highest standards of excellence and dedication to service.
- H) On training assignments, provide mentoring and coaching to address BDO training needs. During On the Job Training-**Responsible for ensuring BDO candidates adhere to the BDA SOP.**
- I) Conduct assessments and evaluations as defined in training curriculums.
- J) Remain up to date on any curriculum changes or guidance from the BDA Program Office. **It is the expectation of the BDA Program Office that NTT members are capable of teaching all BDA related curriculum. As such, all NTT members are required to be familiar with, have access to and have demonstrated an 'Achieves standards or higher' in providing course curriculum instruction as applicable to Appendix F of this handbook.**

- K) **Remain able to travel in coordination with the BDA Program Office at a minimal of 50% of his or her time at an AOR. When scheduled to support the NTT; the NTT member must make every effort to remain scheduled to complete the mission. Should an unforeseen circumstance arise that may prevent one from making a scheduled travel-Immediate notification is warranted to the BDA Program Office. All concerns or changes are to be reported to the following email address: BDA.Training@tsa.dhs.gov.**
In addition, the BDA Program Office may review an individual's status on the NTT should he or she appear to not be able to successfully meet the travel requirements due to the individual *routinely* removing his or herself from scheduled travel orders.
- L) Provide feedback for improving behavior detection training.
- M) Comply with personal training requirements as well as maintain instruction certifications or qualifications.
- N) Maintain accurate and current contact information with BDA Program Office.
- O) **Adhere to the TSA SOPs and MDs/documents. Acknowledges review of the following MD(s):**
 - 1100.73-5 Employee Responsibilities and Code of Conduct
- P) Execute all travel orders as presented in their itinerary. Any changes must be approved by the BDA Program Office/NDO Office in advance.
- Q) Report security violations, SOP violations, threats, or other matters of immediate concern. (Any deliberate violation or breach may lead to immediate removal from the NTT by the BDA Program Office pending administrative review)
- R) When **deployed on a mission**, NTT members are required to be in business attire. **The purpose of this is to create consistency and to further drive representation of HQ support.**

2.4 NATIONAL TRAINING TEAM LEAD (NTTL)

The NTTL manages the NTT members during deployment. The NTTL appointment is for the term of the deployment or longer and is subject to change as determined by the BDAP Office. NTTL's roles and responsibilities in conjunction with the items referenced in section 2.3 of this document include:

- A) The NTTL will be the primary POC and will handle the NTTs administrative and logistics needs while deployed.
- B) Coordinate with the BDA Program Office for all logistical, training, and administrative duties for all NTT members deployed.
- C) Serve as the NTT member's immediate chain of command, reporting concerns, recommendations, observations, evaluations and other administrative or operational items to the BDA Program Office.
- D) Initiate and maintain contact with the training site and NTT team prior to and during training deployments.

- E) Manage and maintain oversight to the applicable training assignment during the deployment.

Chapter 3

BDA PROGRAM OFFICE and AOR ROLES AND RESPONSIBILITIES

3.1 BDA PROGRAM OFFICE (TRAINING DIVISION)

The BDA Program Office Training Division plans, coordinates, manages, and directs the deployment of NTT instructors and other personnel to deliver training requirements. Coordination, travel and deployment plans will be done in conjunction with the National Deployment Office.

3.2 BDA OFFICE RESPONSIBILITIES

The following tasks are the responsibility of the BDAP Office as it relates to the NTT:

- A) Developing policies and procedures pertaining to the recruitment, selection and oversight of NTT members and to assist in identifying training needs for the Program.
- B) Scheduling BDO basic, refresher and additional training as determined by the **BDA Program Office**.
- C) Investigates/coordinates with the appropriate NTT member AOR(s) of any issue that pertains to the conduct **and/or** performance of NTT members while in a training deployment status. **The BDA Program Office will document any formal notifications, reported concerns or performance concerns in a designated NTT folder. Each NTT member is required to have a designated folder located on the HQ Training I-Share page containing applicable information regarding his or her conduct and performance. In addition, evaluation forms and documented feedback will be placed into the NTT folders to ensure information is available for EPMP and TOPS records.**
- D) Making the final determination to remove a NTT member due to performance concerns, conduct or disciplinary actions.
- E) Approving travel authorizations and travel vouchers, when necessary. **The BDA Program Office will ensure authorizations and vouchers are reviewed for processing within 72 hours of the time of entry.**
- F) Ensuring the NTT's AOR receives all applicable related performance information to be included into the NTT members TOPS and/or EPMP record. The BDA Program Office is to also provide a copy of all applicable performance related information to the NTT member.
- G) FSDs will be authorized to backfill positions in coordination with the BDA Program Office. Travel, lodging, and per diem costs will be centrally funded by the BDA Program Office and not by the AOR.

- H) **Conduct monthly Review Panel Board (RPB) meetings to review prior months completed evaluation forms. The purpose of this meeting is to have an established method to provide follow up discussions to the NTT based on documented evaluation feedback to include providing any assistance as it relates to determining appropriate measures for mentoring and coaching. The RPB may also decide to remove an NTT member due to *continual* documented failure to progress/improve in delivering course curriculum.**

3.3AOR RESPONSIBILITIES IN SUPPORT OF NTT OPERATIONS

- A) Managing NTT member government travel cards, including monthly reporting of government travel card delinquency and abuse to the Office of Financial Management (OFM).
- B) Investigating and notifying the BDA Program Office of any issue that pertains to the conduct and performance of NTT members while stationed at the AOR **and received from an AOD.**
- C) Should incidents need to be reported, the BDA Program Manager would be contacted. BDA Program Manager contact information is located on the **BDA I-**Share site.
- D) Reading and reviewing any investigation documentation submitted by the AOD.
- E) Take appropriate disciplinary action, i.e., Letter of Reprimand, Suspension, or other action deemed appropriate.
- F) Ensure provided NTT TOPS or EPMP supporting documents are included in the performance review/rating.

3.4 AOD RESPONSIBILITIES FOR PERFORMANCE OR CONDUCT ISSUES WHILE OFFICERS ARE DEPLOYED TDY

The Airport of Deployment (AOD) FSD in coordination with the NTTL, when applicable, is responsible for **coordinating** performance and/or conduct issues for NTT members who are deployed TDY to the airport using the same guidelines that would be appropriate for a non-TDY employee at the location and in accordance with the appropriate Management Directives and policies of the agency. If disciplinary action is warranted, the AOD FSD will provide the documentation and materials in support of the disciplinary action to the AOR FSD. The AOR FSD is responsible for reviewing/issuing the disciplinary action to the NTT member if determined applicable. In addition, the AOD must:

- A) Notify the BDA Program Office
- B) Conduct the fact finding and collect any necessary statements

Chapter 4

HUMAN RESOURCES

4.1 GENERAL

The BDA Program Office must have visibility regarding the NTT member's availability for deployment. Exceptions to these guidelines will be addressed on a case-by-case basis, i.e., unscheduled sick leave.

The following is the procedure for requesting any type of leave (Note: The AOR is the only decision authority to approve or disapprove a leave request):

- A) After review by the AOR, NTT members will email a copy of OPM Form 71 to **BDA.Training@tsa.dhs.gov** and copy their AOR POC.
- B) BDA Program Office will post all approved leave on the NTT calendar.

4.2 TIME AND ATTENDANCE REPORTS (TARS) AND WEBTA

Each NTT member is required to complete his/her TAR and supporting documents during a deployment in compliance with the following:

- A) At the end of the reporting period, the NTT member will create and print their TAR along with any supporting documentation (OPM Form 71 for leave, TSA Form 1107 for Overtime, a copy of Itinerary for Travel Time, etc.). The NTT member will provide all documents to the NTTL for review and approval. **NOTE: All requests for overtime must be approved in advance by the BDA Program Office.**
- B) The NTTL will review the TARs of his or her direct reports to ensure proper annotation of all time and supporting documentation
- C) Once completed, the NTTL will sign all TARs and scan and e-mail the supporting documentation to the identified AOR timekeeping official. **In addition, all signed documents must be emailed to the following emailing address: BDA.Training@tsa.dhs.gov**
- D) NTTLs will provide their TAR to the BDA Program Office for approval. The BDA Program Office will then submit their TAR to the NTTL's AOR

4.3 PROMOTION

When an NTT member is selected for promotion at his or her AOR, the member is required to notify the BDA Program Office of his/her selection. **The AOR may elect to no longer have the NTT member remain on the team, coordination/determination will occur between the NTT member and the local FSD management.**

4.4 TRANSPORTATION OFFICER PERFORMANCE SYSTEM (TOPS) AND EPMP RECORD KEEPING/DOCUMENTATION

- A) For performance rating purposes, there are two categories of NTT members: NTT members who fall under the Transportation Officer Performance System (TOPS) and NTT members who fall under the Employee Performance Management Program (EPMP).

- B) **As a baseline, formal documentation will be provided to the AOR coordinated by the BDA Program Office for the mid-year and final year review TOPS/EPMP reviews.**

4.5 RELEASE FROM THE BEHAVIOR DETECTION AND ANALYSIS NTT

The BDA Program Office expects that all NTT members will perform their duties as requested. The BDA Program Office recognizes, however, that some circumstances may require a team member to request voluntary separation from the NTT. Additionally, AOR FSDs may request the release of NTT members from the NTT. An FSD's request to release one of his/her NTT members will be reviewed immediately by the BDA Program Office. There may also be circumstances under which a member may be removed from the NTT by the BDA Program Office based on performance rating expectations and/or conduct/disciplinary action. **Should an NTT member no longer remain on the NTT, the NTT member is responsible for returning all equipment and documents to the BDA Program Office. Coordination and direction to return applicable items will be provided by the BDA Program Office. Via email to the NTT member.**

4.6 RETURN TO DUTY REQUIREMENTS

The amount of time and level of Return to Duty (RTD) requirements must be tailored to the individual, based on the length of time the employee is away from performing training-related duties.

- A) **Level I:** Instructors not performing training-related duties for a period of 31-180 days must complete the following prior to teaching independently:
- 1) Remain current on all curricula materials, to include Training Curriculum Updates (TCU).
 - 2) Remain current on SPOT Standard Operating Procedures.
 - 3) Co-teach a minimum of 4-hours with an NTT member in good standing.
- B) **Level II:** Instructors not performing training related duties for a period of 181 - 365 days must complete the following prior to teaching independently:
- 1) Remain current on all curricula materials, to include TCUs.
 - 2) Remain current on all SPOT Standard Operating Procedures.
 - 3) Shadow for a minimum of 6-hours and co-teach a minimum of 6 hours, with an NTT member in good standing.
 - 4) Successfully pass QA Evaluation within 30-days of RTD.
- C) **Level III:** Instructors not performing training related duties for a period greater than 365 days must reapply for membership on the BDAP NTT and, if selected, must complete the entire qualification and certification process (see Appendix 1).
- D) All NTT Members must complete all BDO Return to Duty requirements outlined on TSA Form 1919 prior to completing requirements outlined in this handbook.

Chapter 5

ON THE JOB TRAINING INSTRUCTION/EVALUATIONS/QUALITY ASSURANCE

5.1 CORE NTT CANDIDATE:

The following requirements pertain to NTT instructors who have served on prior missions on behalf of the BDA Program Office. **(Core NTT)**

- A) Must successfully pass the NTT Academy. Each candidate will only be required to attend the NTT Academy one time during their NTT tenure. Successful completion of the NTT Academy consists of:
 - 1) Becoming certified in TSA's On-the-Job Training Instruction (OJTI). OJTI is required for instructors to become certified in delivering mentoring, training and the administration of the Practical Skills Demonstration (APPENDIX A) and Daily Observation Summary (APPENDIX B). OJTI qualification is administered by the Office of Training and Workforce Engagement (OTWE) and qualified personnel in the BDA Program Office. OJTI qualification includes the following:
 - a. Attending 24 hours of OJTI instruction
 - b. Practical Skills Demonstration-PSD (APPENDIX A) (Supporting Appendix D-PSD Instructions/Guidance) completed on a daily basis by the OJTI
 - 2) Successfully completing the Federal Air Marshall Service (FAMS) Instructor Development Course (IDC). Should an individual not pass the FAMS IDC, he or she **will not** be a potential instructor on the NTT. This determination will be made by the BDA Program office upon review of the FAMS evaluation documentation.
- B) Upon successful completion of Section 5.1 A, all core candidates must successfully pass a two-hour Quality Assurance (QA) Assessment conducted by OTWE **and/or the BDA Program Office certified personnel**. This QA will suffice as the required yearly QA as applicable to section 5.3. A. This process includes the use of the following forms:
 - 1) QA-Form 1909 (APPENDIX E)
 - 2) The QA is to be completed on the first mission post NTT Academy. Should a core NTT member not pass the QA, he or she will receive remediation within the same mission, where applicable. An individual will only be afforded three attempts to pass a QA. Should an individual not pass the remediation, the individual will no longer remain on the NTT. This decision will be made by the BDA Program Office and remediation documentation will serve as supporting content.

5.2 NEWLY APPOINTED NTT CANDIDATE

Newly selected NTT candidates who have not served on any NTT training missions must meet the following requirements.

- A) Successfully pass the NTT Academy. Each candidate will only be required to attend the **NTT New Hire Academy** one time during their tenure with the NTT. Should an individual not pass the academy, he or she will be removed from the potential NTT candidate selection pool. This determination will be made by the BDA Program Office upon review of the FAMs evaluation documentation. Successful completion of the NTT Academy includes:
 - 1) Successfully completing the **TSA Academy, 5 day STI course held at FLETC**. Should an individual not pass, he or she will not be a potential instructor on the NTT. This determination will be made by the BDA Program office upon review of the evaluation documentation.
 - 2) Newly appointed NTT candidates will not receive OJTI qualification until they have successfully met all requirements to be an NTT instructor.
- B) Upon completion of section 5.2 A, new candidates must successfully complete Instructor Lead On-the-Job Training (OJT) on their first mission, to include successfully passing a Practical Skills Demonstration (PSD). **In order to be eligible to complete a PSD, all potential NTT candidates must receive a final minimum rating of level 3 in all fields of the DOS.** The PSD and OJT are administered by NTT members who have completed OJTI qualification. During the OJT, the new candidate will receive a **documented** daily summary (*each day he or she provides the training*) of the observations conducted by their mentor, leading up to the requirement to successfully complete the PSD. Should an individual not successfully meet the requirements, he or she will no longer remain as a potential NTT candidate. This process includes the use of the following forms:
 - 1) Practical Skills Demonstration-PSD (APPENDIX A) (Supporting APPENDIX D- PSD Instructions/Guidance)
 - 2) Daily Observation Summary-DOS (APPENDIX B)
 - 3) NTT Instructor Observation Worksheet (APPENDIX C)-Supporting documentation for APPENDIX B.
- C) NTTL's are required to scan the completed PSD and DOS documentation to the BDA Program Office no later than 3 business days after mission/class completion.
 - 1) In addition, the BDA Program Office may review all successfully completed (level 3) DOS/PSD to determine if a candidate is not able to proceed due to concerns reported by the training mentors.
- D) Upon successful completion of the PSD, the NTT candidate must successfully demonstrate proficiency in receiving a successful QA.
 - 1) The Program Office will always seek to afford a NTT new hire candidate an opportunity to receive his or her initial QA at a new hire training

session. However should sessions not be available, the NTT new hire candidate will be required to receive a QA at a recurrent Instructor Lead Training (R-ILT) session. In this instance, the new hire candidate will co-teach a first R-ILT session and will then receive a QA on the second R-ILT session.

- 2) If a NTT new hire candidate fails an initial QA they will receive feedback from their assessor and have up to 90 days to be re assessed. *Should a second failure occur, he or she is no longer able to proceed with the NTT new hire candidate process.*

5.3 NTT MEMBER YEARLY QA AND EVALUATIONS

- A) All NTT members who have successfully completed section 5.1 or 5.2 of this handbook will receive an annual QA conducted by the BDA Program Office and/or OTWE, and must remain proficient in delivering training to remain on the NTT. Reference: QA-Form 1909 (APPENDIX E)
- B) All NTT members will receive mentoring, coaching and guidance for each training mission, as provided by the NTTL. **Appendix F will be required to be used on missions as designated by the BDA Program Office. As a general rule, H/I band or NTTL members will administer Appendix F on non NTTL members and the BDA Program Office will administer Appendix F on NTTL members.**
 - 1) **Deviations to this may be when the BDA Program Office conduct random audits of a training session/mission.**
- C) The BDA Program Office will maintain a record of all APPENDIX's throughout the individual's NTT tenure.
- D) The BDA Program Office will routinely review the evaluations and may determine that an individual no longer remains on the NTT based on the information documented within the evaluations.
- E) **If a NTT member fails an initial QA they will receive feedback from their assessor and have up to 90 days to be re assessed. *Should a second failure occur, he or she is no longer able to proceed as a NTT member.***