


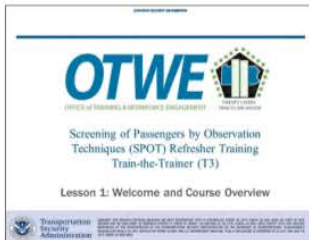


# Screening of Passengers by Observation Techniques (SPOT) Refresher Training Train-the-Trainer (T3) Facilitator Guide (FG) Lesson 1: Welcome and Introduction

**Purpose:** To provide Behavior Detection Officers (BDO) with an overview of the SPOT Refresher T3 course purpose and facilitator responsibilities

**Lesson Time:** 20 minutes

Facilitator Materials		Participant Materials	
<ul style="list-style-type: none"><li>• Projector, Screen</li><li>• SPOT T3 FG</li><li>• Chart, Easel</li><li>• Markers</li></ul>		<ul style="list-style-type: none"><li>• Name tents</li><li>• Chart, Easel</li><li>• Sticky notes</li><li>• Pen or Pencil</li></ul>	
Icon	Description		
	<b>Activity</b> identifies where activities take place during the delivery.		
	<b>Chart</b> identifies where the facilitator should use already created charts or where discussion points should be captured on a chart.		
	<b>Question Mark</b> identifies where the facilitator should ask questions.		

**Slide 1: Lesson 1: Welcome and Introduction**

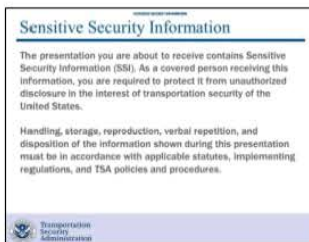
Welcome to the SPOT Refresher Training T3 course.

**Facilitator Notes:** If necessary, distribute name tents, markers, and pens or pencils prior to the start of class.

Create a sign-in sheet. Greet participants as they arrive and request that they sign in. Ask participants to find a seat and write their first names and airport codes on a name tent.



Prior to starting class, create a T3 Agenda chart for the front of the classroom that includes the names of all four lessons. At the conclusion of each lesson, place a checkmark next to each lesson on the T3 Agenda.

**Slide 2: Sensitive Security Information**

*"The presentation you are about to receive contains Sensitive Security Information (SSI). As a covered person receiving this information, you are required to protect it from unauthorized disclosure in the interest of transportation security of the United States.*

*Handling, storage, reproduction, verbal repetition, and disposition of the information shown during this presentation must be in accordance with applicable statutes, implementing regulations, and TSA policies and procedures."*

**Facilitator Note:** The statement on this slide may be read aloud to the class or you may direct participants to read it to themselves.



Create a Parking Lot using a chart page and posting it to the wall for questions that may need



**Ask:** Why do instructors always take the time to review the SSI statement at the start of each lesson?

**Answers:** Answers may vary. Some answers may include:

- To remind participants about the sensitivity of the information about to be presented

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to be addressed later in the lesson.

- To set the tone for each lesson
- To follow Transportation Security Administration (TSA) standard

### Slide 3: Objective



By the end of this lesson, participants should be able to provide an overview of the SPOT Refresher Training T3 course purpose and facilitator responsibilities.

### Slide 4: Introductions



Let's begin with class introductions..



#### Activity: Introductions

**Purpose:** To allow participants to introduce themselves to the class

**Duration:** 5 to 10 minutes

#### Instructions:

1. Have participants introduce themselves to the class as well as provide where they are stationed.

**Transition:** *Next, let's go over what we will be covering during this SPOT Refresher Training T3 course.*

### Slide 5: Course Goals



By the end of this course, participants should be able to:

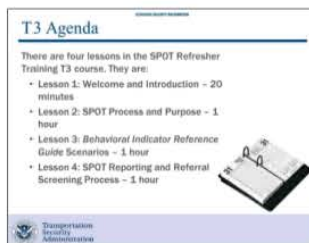
- Describe instructional strategies used in the field
- Identify updates made to the *SPOT Standard Operating Procedures (SOP)*, *SPOT Referral Report*, and the *Behavioral Indicator Reference Guide*

During this course, SPOT Refresher Training materials will be reviewed to provide guidance to consistently deliver the curriculum in the field.

Participants will review updates to the SPOT Refresher Training curriculum and other instructional strategies involved in carrying out a full training session. Additionally, facilitators and participants will share strategies about how to deliver the curriculum.

**Transition:** *Let's have a look at the course agenda.*

### Slide 6: T3 Agenda



There are four lessons in the SPOT Refresher Training T3 course. They are:

- Lesson 1: Welcome and Introduction – 20 minutes
- Lesson 2: SPOT Process and Purpose – 1 hour
- Lesson 3: *Behavioral Indicator Reference Guide* Scenarios – 1 hour
- Lesson 4: SPOT Reporting and Referral Screening Process – 1 hour

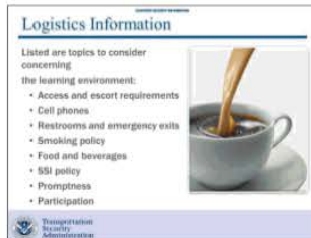
**Facilitator Note:** Refer participants to the T3 Agenda posted at the front of the room on the chart paper.

Several 10 to 15 minute breaks will be provided at appropriate times throughout the day, as well as a one hour break for lunch.

**Transition:** *Now that we have an idea about the outlook for the day, let's review the course logistics.*



### Slide 7: Logistics Information



**Teaching Points:** Only cover the information below if it was not covered in a previous training session. Emphasize that logistics information should always be covered on Day 1 of SPOT Refresher Training instruction:

- Prior to the start of class, speak to the Point-of-Contact (POC) at the training facility to discuss access and escort requirements, restrooms, emergency exits, food and drink policies, locations of break rooms, vending machines, and food outlets. The access and escort requirements for guest Transportation Security Officers (TSO) may differ from those of the TSOs who work at the host airport.
- Work with the other instructors and the POC in advance to determine strategies to handle potential issues such as badges and security.
- Provide important phone numbers, including:
  - Training site's main number
  - Facilitators' phone numbers for emergencies
  - Any other pertinent contact information

Listed are topics to consider concerning the learning environment:

- **Access and escort requirements:** Inform participants of any access and/or escort requirements for the training facility.
- **Cell phones:** Inform participants of the cell phone, pager, and personal entertainment device policy.
- **Restrooms and emergency exits:** Point out the location of the restrooms and emergency exits.
- **Smoking policy:** Inform participants of the smoking policy.
- **Food and beverages:** Inform participants of the policy regarding food and beverages in the training room(s). Inform participants of the location of break rooms, vending machines, and food outlets.
- **SSI policy:** Inform participants that the course materials are SSI and should be protected as such.
- **Promptness:** Participants are expected to arrive to class and return from breaks on time.
- **Participation:** The course has a number of class exercises that will require participation including discussions, reviews, and activities.

### Slide 8: Classroom Norms



**Teaching Point:** To start the Classroom Norms discussion, the instructor could provide an example such as, “Can we agree to use respectful language?”

It is important for instructors to set classroom norms on the first day of training after logistics are discussed. This sets the tone and expectations for the course.



**Ask:** What are your expectations for behavior and rules of conduct during the class?

**Answer:** Answers will vary.



**Chart:** Classroom Norms

Ask participants to provide their own expectations for behavior and rules of conduct during the class. Facilitators should document participants’ suggestions on a chart and post it on the wall for participants’ reference for the duration of the course.



**Ask:** Why is it important to set classroom norms on the first day of training?

**Answers:** Answers will vary. Possible answers include:

- Set the tone for class.
- Create guidelines for participants.
- Demonstrate awareness and respect from the opening day.

### Slide 9: Summary



Participants should now be able to provide an overview of the SPOT Refresher Training T3 course purpose and facilitator responsibilities.

**Slide 10: Questions**



**Ask:** What questions do you have?

**Answer:** Provide participants with the appropriate answers.

**Facilitator Note:** Prior to moving to the next lesson, place a checkmark by “Welcome and Introduction” on the posted T3 Agenda chart.