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OFFICE of TRAINING & WORKFORCE ENGAGEMENT



TWENTY LAYERS
TRAIN TO ONE MISSION

SPOT Basic Interim Training Train-the-Trainer (T3)

Lesson 5: Job Knowledge Test (JKT) and On-the-Job Training (OJT)

TSA 15-00014 - 004916



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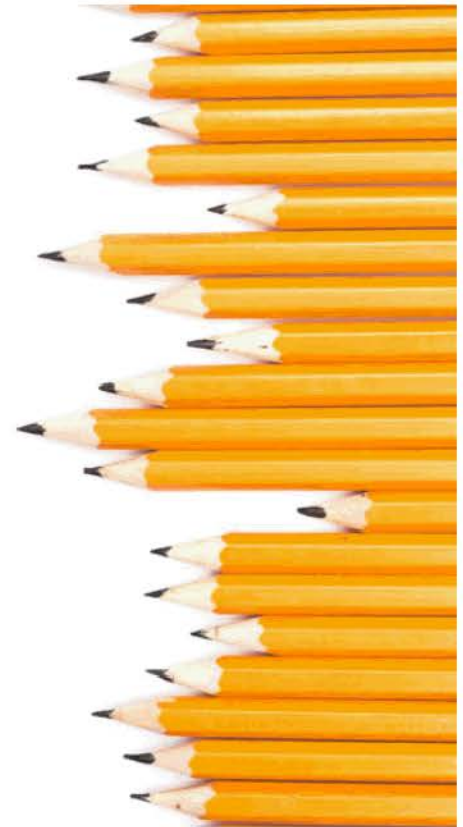
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Objectives

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

- Explain JKT facilitation
- Discuss JKT and OJT remediation procedures
- Discuss OJT objectives
- Describe the roles and expectations of an OJT Monitor



The JKT

Instructors administer the JKT to the participants once they have finished reviewing all SPOT Basic Interim Training lessons.

It is important to remember that competency exams to meet certification requirements create anxiety for many participants. This anxiety can interfere with participants' test performance.



Reduce Participant Anxiety

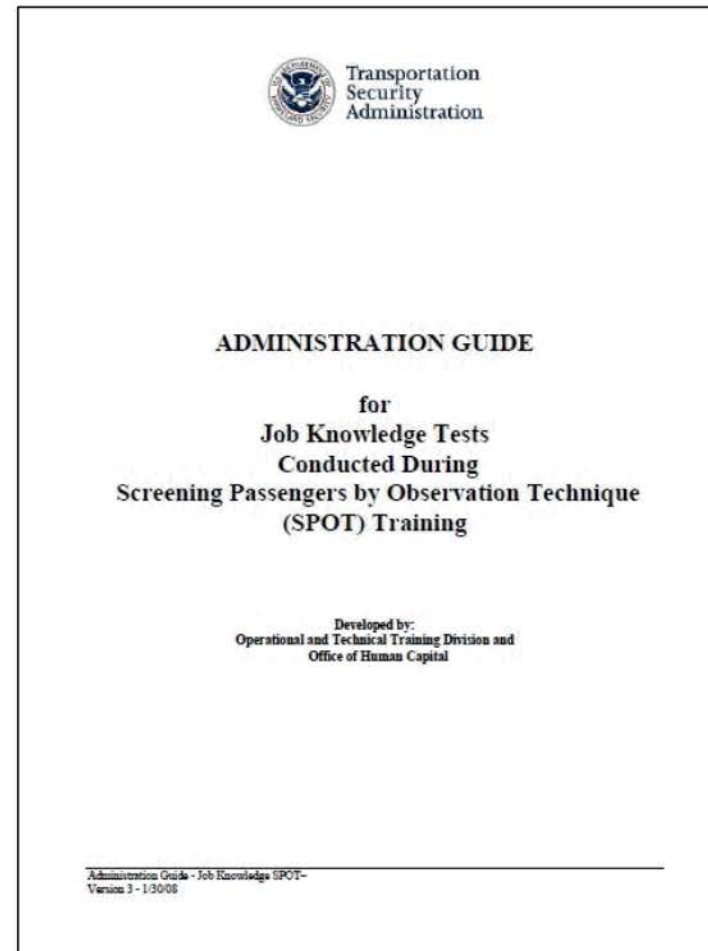
Instructors can use many methods to help prepare participants for testing, reduce anxiety, and enhance performance.



Administration Guide for JKTs

Become familiar with the *Administration Guide for Job Knowledge Tests Conducted During SPOT Training* before instructing a SPOT Course.

We will not discuss this guide in depth during this class; however, the following slides will cover a condensed list of the responsibilities of the JKT Test Administrator.



Test Administrator Responsibilities

The Test Administrator:

- Administers the examination at the designated time
- Is responsible for the integrity of the testing environment; this includes ensuring that no cheating or disruptions occur during testing
- Scores the examinations and is the sole determiner of examination scores and determination of which individuals, if any, have failed
- Is responsible for completing the Test Administration Log for each test session and all other required paperwork



Test Administrator Responsibilities

The Test Administrator is responsible for:

- Teaching all lessons in correct order
- Administering the examination at the designated time
- Monitoring participants during testing time
- Preserving the confidential nature of the testing materials
- Ensuring the correct number of copies of all materials is prepared for the testing day
- Ensuring all reasonable accommodation requests resulting from a documented disability are handled prior to testing



Scoring and Review

After the tests are all submitted:

- Answer sheets must be collected and photocopied before they are scored
- The original answer sheets cannot be marked

Following the test scoring:

- Photocopies should be destroyed
- Conduct a test review with participants



Remediation

If participants do not achieve a score of (b)(3):49 U.S.C. § 114(r), they will be given the opportunity for additional remedial training. Participants needing remedial training:

- Receive an Opportunity for Remediation Letter
- Are required to sign the form before remediation begins
- Participate in individual hands-on training



Remediation

Instructors will identify objectives from the failing participants' examinations for additional emphasis during the hands-on training. Once instruction has been completed, the instructor:

- Reviews any areas of concern with the participant or participants requiring remediation for up to one half hour
- Stresses that although areas were highlighted during remediation, all of the material corresponding to that particular test will be evaluated during the retest



Remediation

After the review session, participants will be offered the opportunity to take a second equivalent test. If a participant still does not achieve a passing score after the remediation and the re-test, the participant:

- Has failed the classroom portion of training
- Will receive a Failure of Training Letter to return to his or her home airport
- Reports to his or her Federal Security Director (FSD) for further instructions



Scored Tests

Only the Test Administrators have access to the individual or aggregate test results. The scored tests must be mailed with the Test Administration Log via FedEx to TSA Headquarters, where the test scores will be uploaded to the Online Learning Center (OLC).



OJT

SPOT Basic Interim Training participants will perform SPOT responsibilities during three days of OJT.

OJT Monitors ensure that procedures are completed and provide feedback.

Constructive feedback:

- Is both positive and negative
- Should improve behaviors
- Is documented for each participant



OJT Monitor Tasks

Participants will need support from the OJT Monitor while they perform SPOT.

This support includes:

- Continuous supervision and feedback
- Aiding in any SPOT Referrals
- Performing Walk The Line (WTL)
- Coaching during breaks, transitions, and other non-SPOT observation time
- Demonstrating and reinforcing proper procedures for all of the above



OJT Monitor Tasks

The OJT Monitor also:

- Facilitates referrals of passengers by participants
- Observes so that the referral communication is seamless
- Is actively engaged in the SPOT process
- Actively engages participants:
 - On the floor
 - At the start and closure of each session
 - When reviewing expectations and discussing referrals



Referrals During OJT

The OJT Monitor:

- Oversees all referrals
- Ensures each participant performs SPOT Referral Screening functions as a Behavior Detection Officer (BDO) team
- Observes SPOT Referral Screening with other participants at a distance
- Leads discussions after each instance to make necessary adjustments in the process



Referral Screening

During a Referral Screening, the participant team will ensure that the individual is screened according to the SPOT Standard Operating Procedures (SOP).

Referred Individuals will have a

(b)(3):49 U.S.C. § 114(r)

Pat-Down

(b)(3):49 U.S.C. § 114(r)

performed by a screening checkpoint Transportation Security Officer (TSO).



Referral Reports

Referral reports are mandatory and should be completed:

- By the participants with support from the OJT Monitor
- In a timely manner:
 - During the break
 - At the end of the OJT session

After the Referral Screening, the OJT Monitors should reinforce the training materials.

(b)(3):49 U.S.C. § 114(r)



OJT Process and Timeline

There are three days allocated to OJT, which are broken down into four-hour blocks. This ensures adequate time to cover all the training information and major job tasks with each participant.

Each day is divided into a morning session and an afternoon session, for a total of six training sessions.



OJT Process and Timeline

Each four-hour block is assigned certain topics that the OJT Monitor must review prior to the start of each activity.

At the start of each block, give each participant two to three scenarios that help evaluate the ability to assess the proper behavioral cue or appearance factor.



Day 1, Session 1

Review of the Initial Strategy and Structured Approach

BDO participants should:

- Make initial observations and determine the environmental baseline to ensure no threat in area:

(b)(3):49 U.S.C. § 114(r)

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- Introduce themselves to the supervisor and the Travel Document Checker (TDC) and notify them that they will be conducting SPOT
- Establish communication strategy with partner and OJT Monitor



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Day 1, Session 1

- Determine roles and responsibilities such as:
 - Who conducts WTL
 - Who conducts the bag search and CC
 - When roles will be switched
 - Law Enforcement Officer (LEO) notifications
 - Documentation process
- Assess the screening checkpoint layout to establish the most effective way of conducting WTL including:
 - Communicating observed behaviors
 - Positioning
 - Transitions



Day 1, Session 2

Review of the Stress, Fear, and Deception Factors

BDO participants should:

- (b)(3):49 U.S.C. § 114(r)
- Stress Factors
- Fear Factors
- Deception Factors
- Review deduction qualifications and points



Day 2, Session 1

(b)(3):49 U.S.C. § 114(r)

TSA 15-00014 - 004940



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Day 2, Session 2

(b)(3):49 U.S.C. § 114(f)



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Day 3, Session 1

Review of Unusual Items during the Bag Search and CC

BDO Participants should:

- Provide examples that could be considered unusual items
- Explain the associated protocol for dealing with unusual items found
- Explain the process if an individual attempts to surrender a prohibited item(s) to a BDO at the screening checkpoint



Day 3, Session 2

Review of Procedures and Skills

This session consists of:

- Practicing BDO skills that need further development
- Answering outstanding questions or issues that need resolution



Activity: Scenarios



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General Daily OJT Activities

After each OJT day, the instructors must ensure that all of the following are accomplished:

- All SPOT Referral Reports are complete and accurate
- Allow time for questions and discussion
- Assess each participant individually to focus on progress and challenges



Proficiency Checklist

At the end of the final day of the OJT sessions, complete each participant's proficiency checklist and meet with each participant separately to discuss his or her ratings. Each rating must have:

- Accompanying justification and examples
- A "Meets Standards" rating in each category in order for participants to become certified



Proficiency Checklist

For a participant with “Does not Meet Standards” ratings on any one or more checklist item:

- Describe what was not demonstrated
- Explain what needs to be demonstrated differently
- Remediation will follow



Remediation

If a participant requires remediation, he or she:

- Must be assigned an instructor who did not conduct the participant's OJT
- Will review deficient checklist areas with a one-on-one, two-hour instruction session
- Will be re-evaluated for a period of two to six hours on every item in the checklist and marked accordingly
- Should meet with the OJT Monitor for a final evaluation



Lesson Summary

Participants should now be able to:

- Explain JKT facilitation
- Discuss JKT and OJT remediation procedures
- Discuss OJT objectives
- Describe the roles and expectations of an OJT Monitor



Course Review

Participants should now be able to:

- Review classroom logistics
- Arrange an airport visit
- Facilitate classroom activities



Questions



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