

OPERATIONS MANAGEMENT PLAN TEMPLATE AND REQUIREMENTS

The Contractor shall comply with TSA screener security training and certification maintenance conventions in order to adhere to the screener qualification requirements in 49 U.S.C. 44935). The TSA NTP specifies training curricula and specific requirements. Annual proficiency information can be located at the TSA Office of Human Capital website after contract award:

[Home - Annual Proficiency Review \(APR\) \(sharepoint.com\)](#)

Training Requirements

The Contractor is responsible for the management and completion of screener training activities. The Contractor is advised to give the federal training manager a minimum of two weeks' notice of any significant training event for which coordination or resources are requested for training instruction not otherwise available on OLC.

Initial Training

Private contract screeners shall successfully complete the suitability process and all required classroom training, online training, OJT, and testing leading to certification. It is the Contractor's responsibility to track the hours accumulated by the private contract screener; all training records shall be available for review by the COR upon request. No private contract screener candidate shall conduct passenger and/or baggage screening prior to successfully completing the initial screener training and testing required by TSA in a position requiring certification. Specific, initial training requirements are captured in the TSO-BTP. Contractors should obtain access to TSO-BTP guidance via their federal training manager for their airport

Recurrent Training

Contractor personnel shall complete all recurrent training on time to ensure compliance with security screening guidance (refresher training) and with the DHS/TSA workforce (federal and Contractor) training curriculum in the National Training Plan (NTP). Though not conducted at regular intervals, specialized equipment, skill, or leadership training are managed under TSA recurrent training guidelines. The evolution of threats, training content, and security equipment, and occurrence of unique security situations, may result in the modification, addition, and removal of training courses and events.

Remedial Training

The Contractor shall provide remedial training for private contract screeners who fail a covert test conducted by TSA. TSA requires security screening personnel, who fail a test receive the required remedial training per the SOP (and/or successive guidance) to ensure compliance and demonstration of remediation.

The Contractor shall provide remedial training for private contract screeners who fail any other screening assessment conducted by TSA for simulated threat items. The Contractor shall also provide remedial training for any private contract screener determined to be noncompliant with a TSA screening procedure. For failed covert tests, other failed live assessments, and noncompliant security screener procedures, the Contractor shall provide the remedial training within guidelines prescribed by TSA SOPs or other TSA guidance, starting at the time the failure or non-compliance was identified. The Contractor shall document remediation efforts and provide

demonstration of remediation upon request. The screener may not perform any function associated with the failure or non-compliance until successful completion of remedial training. Failure to demonstrate corrective action and remediation in a timely manner may result in removal of the private contract screener from a screening capacity, and a determination of Contractor non-compliance with the contract screener training requirements.

Screener Re-certification

The Contractor shall complete all training leading to recertification in a manner that does not compromise the screening mission. Guidelines for recertification can be found in the Annual Proficiency Review (APR) guidance. APR guidelines are expected to evolve according to mission and screener performance needs, therefore, the Contractor shall seek clarification from the COR, TM or the federal Training Manager for the airport if needed.

The Contractor shall be responsible for:

- Scheduling private security screeners for assessments in collaboration with TSA assessor schedules;
- Remediation of private security screeners that require a re-assessment
- Notifying COR and TSA Training Manager of all failures, including failure to remediate; and
- Validating testing entries in the screener's records to prevent a lapse in certification.

TSA shall be responsible for:

- Overseeing the annual proficiency process to ensure Contractor is in compliance with TSA standards, and maintaining acceptable security at the airport
- Providing assessors for screener evaluation, to include re-assessments; and
- Documenting the number successes, failures and any known terminations due to failure.

TSA may also assist with scheduling and remediation depending on availability of training resources. Contractors performing behavior detection screening are advised to contact their TM for specific recertification guidance.

SPP Security Training Instructor Requirements

The Contractor may designate their additional private contract training instructors as either Security Training Instructors (STI) or Assistant Training Instructors (ATI). In general, the STI is not only key personnel but, primarily a training specialist that screens to maintain screening awareness and technical proficiency in order to instruct, and the ATI is primarily a screener that performs collateral training program duties as needed. STIs manage and deliver training material and maintain communication with supervisors concerning training issues that may reveal security-screening weaknesses or vulnerabilities. The Contractor shall have an STI on contract or have direct access to a contract STI in order to manage screener training requirements.

Contractor STIs and ATIs shall be screener certified and meet any recurrent training, evaluation and recertification requirements established by TSA in order to remain qualified for the training and screening functions. Instructors shall maintain certification for all areas they deliver training, including passenger, baggage and dual-function training. The private contract training instructor shall also meet the following criteria in order to instruct TSA material:

Security Training Instructor (STI): An STI shall successfully complete screener training and an initial certification training course provided by TSA to become qualified. In addition, prior to delivery of nationally developed TSA training, all Train-the-Trainer and specific course certification requirements shall be fulfilled. Contractor STIs shall also complete annual quality assurance assessments and shall receive a grade of “Meets Expectations”. STIs shall perform TSO screening duties for at least 20% of their work time. STIs performing screening functions to shall not be assigned as supervisory screening role on a regular basis.

Assistant Training Instructor (ATI): An ATI shall maintain screener certification, meet all requirements for a specific course certification, and complete all identified training prior to delivery of the specified course materials. This training is provided by TSA. Contractor ATIs shall also complete annual quality assurance assessments and shall receive a grade of “Meets Expectations”. All Contractor ATIs shall have been TSA certified as a screener for at least one (1) year.

Additional information on training instruction parameters will be available after award.