



To enhance mission performance, TSA is committed to promoting a culture founded on its values of Integrity, Innovation and Team Spirit.

NOTE: Pursuant to Section 101 of the Aviation and Transportation Security Act (49 U.S.C. 114(n)), this directive establishes Transportation Security Administration (TSA) policy regarding Transportation Security Officer (TSO) training requirements for retention. This directive is TSA policy and must be applied accordingly.

REVISION: This revised directive supersedes TSA MD 3000.2, *Screener Employment Retention Requirements for Training*, dated December 29, 2003.

SUMMARY OF CHANGES: Clarifies and expands the actions available to Federal Security Directors when: (i) TSO candidates fail basic training and initial certification; (ii) TSO personnel fail cross-training in a different functional area; and (iii) TSO personnel fail to successfully complete training on new technology required to perform screening functions. Further, Section 4, Definitions has been expanded, and Section 7, Procedures, has clarified handling the non-completion of training.

1. **PURPOSE:** This directive provides TSA policy and procedures regarding training requirements for retention of TSOs.
2. **SCOPE:** This directive applies to all TSO candidates and personnel.
3. **AUTHORITY:** Aviation and Transportation Security Act, Public Law 107-71 (ATSA).
4. **DEFINITIONS:**
 - A. Academic Deficiencies: For purposes of this directive, failure to successfully complete required basic training and initial certification, cross training, or equipment certification.
 - B. Basic Training and Initial Certification: Initial training a TSO candidate receives to become a certified TSO, which includes on-the-job training (OJT).
 - C. Conduct Deficiencies: Unacceptable conduct that could form the basis for corrective or disciplinary action up to and including termination from TSA employment.
 - D. Cross Training: Training courses and applicable OJT requirements which enable a TSO to gain certification in another function.
 - E. Dual Function TSO (DFTSO): A TSO, including Master (MTSO), Expert (ETSO), Lead (LTSO), and Supervisory (STSO), trained and certified to perform both checkpoint and checked baggage screening functions.
 - F. Equipment Certification: A certification obtained by a TSO after successfully completing training, allowing him or her to operate a particular piece of screening equipment.
 - G. Excused Absence: Administratively authorized absence from duty without loss of pay or charge to leave. Also referred to as Administrative Leave.

- H. Function: Refers to the type of screening performed by TSOs, such as checkpoint (passenger), checked baggage (baggage), or both (dual function).
- I. Military Service: The performance of service in the uniformed services as defined in [TSA MD 1100.30-17, *Uniformed Services Employment and Reemployment*](#).
- J. On-the-Job Training: Structured training accomplished while the employee is working in a particular position. The training is conducted at the job site and monitored by an employee who is qualified in the area.
- K. Prospective Enter on Duty Date (EOD): Refers to a delayed EOD offered to a TSO candidate who cannot report on the originally scheduled EOD due to reasons other than military service or conduct deficiencies. A prospective EOD may not be more than 60 days from the date of the originally scheduled EOD.
- L. Re-hire: Occurs when a former employee, after having previously separated (voluntary or involuntary) from TSA, has been selected for a position within TSA and will be put back on the rolls through reinstatement/reemployment.
- M. Return to Duty Training: Training a TSO must take after an extended absence from their job to refresh and update his or her skills.
- N. TSO Candidates: Newly hired TSO employees participating, or scheduled to participate, for the first time, in basic training and initial certification for checkpoint, baggage, or DFTSO positions.
- O. TSO Personnel: TSO candidates who have passed basic training and initial certification and are performing duties as a TSO (including MTSO, ETSO, LTSO, and STSO).

5. RESPONSIBILITIES:

- A. Federal Security Directors (FSDs) are responsible for:
 - (1) Deciding whether to retain or terminate from employment:
 - (a) TSO candidates who fail basic training and initial certification in the functional area in which they were hired. See Section 7B; and
 - (b) TSO personnel who fail cross training or equipment certification. See Section 7C.
 - (2) Determining which hiring and retention options are appropriate, when considering operational needs, including the deployment of new screening technologies, and workload demands. Some of these options include:
 - (a) Designating all TSO personnel at an airport as DFTSOs;

- (b) Granting leave¹ or granting a prospective EOD to TSO candidates who cannot start or complete basic training and initial certification for reasons other than military service or conduct deficiencies;
- (c) Reassigning TSO personnel to a different functional screening assignment;
- (d) Requiring TSO personnel to attain certification in a different functional area(s); and
- (e) Requiring TSO personnel to attain certification on new equipment.

(3) Initiating termination procedures for TSOs not being retained.

B. Assistant Administrator for Human Capital (AA/OHC) is responsible for:

- (1) Providing guidance to FSDs and their supervisory staff regarding retention issues for TSOs; and
- (2) Implementing actions to retain or terminate TSO candidates who fail to successfully complete required training.

C. Operational and Technical Training Division (OTT) is responsible for the overall management of the analysis, design, development, and implementation of all TSO training programs.

6. POLICY:

- A. TSO candidates generally must successfully complete basic training and initial certification to be retained as employees (*See Section 7 for further guidance*).
- B. TSO personnel generally must successfully complete cross training or equipment certification, where applicable, to be retained as employees (*See Section 7 for further guidance*).
- C. FSDs have the authority and discretion to consider for retention or to terminate TSO candidates or personnel who fail²:
 - (1) Basic training and initial certification; or
 - (2) Cross training or equipment certification.

NOTE: The option to be considered for **retention** does not confer a right to be retained. If the FSD decides not to retain a TSO candidate who fails basic training and initial certification or TSO personnel who fail cross training or equipment certification, the FSD must immediately initiate termination proceedings.

¹ Generally, the only leave employees in these situations will be able to request is Leave Without Pay (LWOP). Excused absence *may not* be used for TSOs being retained in these circumstances.

² In making this determination, FSDs shall consider the operational needs, workload demands and other applicable factors such as the individual's skills, abilities, performance, and conduct.

- D. FSDs may choose one of the employment options identified in this directive in Section 7D if a TSO candidate is unable to start or successfully complete basic training and initial certification due to reasons other than military service or conduct deficiencies.
- E. TSO candidates who have failed basic training and initial certification for the position for which they were hired, but who are being retained for basic training and initial certification in another functional area may, while waiting for the new training to begin, take leave, or be assigned non-TSO duties.
- F. TSO candidates being terminated due to failure of basic training and initial certification:
 - (1) Must immediately be placed on excused absence and actions to effect their termination must be initiated immediately; and
 - (2) May not be assigned to perform any duties, including non-TSO duties, while the separation action is being processed.
- G. TSO personnel being terminated due to failure of cross training or equipment certification may, during the termination proceedings:
 - (1) Perform duties in which they are certified; or
 - (2) Perform non-TSO duties.

7. PROCEDURES:

- A. Conduct Deficiencies: If the TSO candidate is unable to successfully complete basic training and initial certification due to unacceptable conduct, the TSO candidate will be terminated.
- B. Basic Training and Initial Certification: TSO candidates may receive basic training and initial certification in one of three functional areas: checkpoint, baggage, or dual function. Failure in basic training and initial certification in one functional area does not preclude TSO candidates from being considered for certification in another functional area. If the TSO candidate fails basic training and initial certification due to academic deficiencies, the following retention options are available:
 - (1) TSO candidates may be retained in another functional area. For example, a TSO candidate who began but failed basic training and initial certification for baggage screening may be enrolled in basic training and initial certification for checkpoint screening and vice versa;
 - (2) A dual function candidate may be retained as a Single Function TSO. For example, TSO candidates who are first enrolled in basic training and initial certification for dual function Screening and who successfully complete the training for one function but fail the other function may be retained in the single function in which they successfully completed the training.

C. Cross Training or Equipment Certification: For TSO personnel who fail cross training or equipment certification due to academic deficiencies, the following retention options are available:

- (1) TSO personnel may be returned to the functional area in which he/she is certified. For example, a TSO who fails Passenger cross training may be retained in the baggage TSO function for which he/she is certified.
- (2) TSO personnel may be retained if operational needs do not require all TSO personnel to be certified on particular equipment. For example, a TSO who fails On Screen Alarm Resolution Protocol (OSARP) may be retained as long as there is not an operational need for all officers to be OSARP certified.

NOTE: TSO personnel affected by the requirements of Section 6B must be given advance written notice if the operational need is such that the TSO will face termination if they do not attain certification in the new functional area, or on the new equipment. The FSD will issue this advance written notice to the affected TSO(s) and will include the business reason for the requirement, the potential or anticipated effective date, and the possibility of termination if the training and certification requirements are not achieved.

D. Non-Completion of Training:

- (1) TSO candidates who fail to complete basic training and initial certification for reasons other than military service, academic deficiencies, or conduct deficiencies may be given the following options:
 - (a) If the reason is temporary (e.g. documented personal illnesses or family emergency), the individual can request LWOP or use accrued sick leave, annual leave or compensatory time off, as appropriate and if available, until he/she is able to return to work, but for no longer than a 60-day time period.
 - (b) If, at the end of the 60-day period, the individual is not able to return to duty, the situation should be reviewed on a case-by-case basis. If the individual requests additional leave, the FSD may consider factors such as operational needs and the duration of the additional requested leave. If the individual has a temporary medical condition with an approaching definite date of resolution, such as pregnancy or time-limited treatment for an illness, the individual may request, and the FSD may grant, additional leave until he/she is able to return to work. If the reason has no identifiable resolution date, the individual may be separated from employment, either by termination or by the employee's voluntary resignation. After the reason is resolved, the individual may reapply and be considered for employment.
 - (c) Any candidate in this category who is rehired or returns to duty after more than a 60-day absence must complete basic training and initial certification from the beginning, regardless of how much training was previously completed.
- (2) If the reason occurs before the candidate's EOD and prevents the individual from starting basic training and initial certification, the FSD may offer a prospective EOD. If the

**TSA MANAGEMENT DIRECTIVE No. 1100.90-1
TSO TRAINING REQUIREMENTS FOR RETENTION**

individual cannot report for duty as of the prospective EOD or does not want the prospective EOD, the initial offer of employment is rescinded. The individual may seek future employment with TSA.

- E. Re-Hired TSOs: Re-hired TSOs must successfully pass the entire course of the basic training and initial certification for the functional area into which they are re-hired regardless of how much training they previously completed. TSO candidates who fail the basic training and initial certification after re-hire are subject to the policies set forth in this directive in the same manner as a newly hired TSO candidate.
- F. Return to Duty: Refer to [TSA MD 1900.8, *Transportation Security Officer Training and Initial Certification Programs*](#) for return to duty training requirements.

NOTE: TSOs who fail to successfully complete return to duty training requirements are subject to the provisions set forth in this directive.

- G. Military Service: TSO candidates who are unable to complete basic training and initial certification due to their performance of duty in a uniformed service may be entitled to be restored to duty with TSA in accordance with the provisions of [TSA MD 1100.30-17](#). After they have been restored to TSA employment under those provisions, these TSO candidates will be required to complete and/or repeat all or portions of the training and certification process in the same manner as other candidates whose training is interrupted by one or more periods of paid leave, leave without pay, or a similar absence.
- H. On-the Job Injuries: TSO candidates who are unable to complete basic training and initial certification due to an on-the-job injury require individualized case handling to determine the appropriate employment action. Employees should contact their area POC at Headquarters for Workers' Compensation Programs and/or Employee Relations for assistance in these cases.
- I. Performance Accountability and Standards System (PASS): Refer to [TSA MD 1100.43-1, *Performance Accountability and Standards System*](#), for Annual Proficiency Review and maintaining screening certification requirements.

8. EFFECTIVE DATE AND IMPLEMENTATION: This policy is effective immediately upon signature.

APPROVAL

Signed

3/25/2009

Richard Whitford
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Date

Distribution: Assistant Secretary/Administrator, Deputy Administrator, Associate Administrator, Assistant Administrators, Area Directors, Federal Security Directors, and TSA-affiliated Human Capital Offices.

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