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

REVISION: This revised directive supersedes Transportation Security Administration (TSA) Management Directive (MD) 1900.18, *Instructor Standards,* dated March 5, 2021.

SUMMARY OF CHANGES: Section 4, Definitions, was updated to support uniformity across the training centers. Section 5, Responsibilities, was updated to enhance clarity and reflect the current leadership position titles across the Training Centers Division (TCD). Section 6, Policies, was updated to clarify certification requirements for instructors and specify that annual instructor Quality Assurance (QA) assessments are required for virtual and in-person delivery.

1. **PURPOSE:** This directive establishes TSA's policies and procedures for the governance of its instructor workforce.

2. **SCOPE:** This directive applies to all TSA employees serving in an instructor job series or role across the agency. Program Managers and Contracting Officer Representatives are responsible for ensuring that instructors providing training for TSA under contractual agreements are qualified and maintain instructional standards and technical expertise by including instructor standards in the respective Statement of Work.

3. **AUTHORITIES:**

   A. The Aviation and Transportation Security Act, Public Law 107-71

   B. Privacy Act of 1974

   C. Federal Records Act, 44 U.S.C. Section 3301

   D. TSA MD 1900.8, *Transportation Security Officer Training and Certification*

   E. TSA MD 1900.3, *Training Records*

   F. TSA MD 1000.5, *Government Travel Cards*

   G. TSA MD 1000.6, *Temporary Duty Travel*

4. **DEFINITIONS:**

   A. Academy Information System (ACADIS): An information resource system used to manage the educational environment for TSA's Training and Development (T&D). This includes instructor

certification and qualification data, the scheduling of instructors for classes, and the delivery of reports to management.

B. Area of Responsibility (AOR): A pre-defined area or location assigned to individuals that is used to delineate where they have authority to plan and conduct operations.

C. Assessment: For purposes of this MD, a systematic process for collecting data on the strengths and weaknesses of the instructors and students in the classroom. This can take the form of surveys and classroom feedback.

D. Certification: Verification and acknowledgement that an individual has demonstrated proof of a minimum level of knowledge, skill, or competence, as defined by a predetermined set of standards.

E. Course: A series of lessons related by a common objective for which student completion is documented.

F. Evaluation: The process of examining, measuring, and judging how well an entity, procedure, or action has met or is meeting stated objectives by using tools such as quizzes and exams.

G. Federal Air Marshal Information System (FAMIS): The database used by the Federal Air Marshal Service (FAMS) to record technical training of Federal Air Marshals. Information contained in this database is Sensitive Security Information (SSI).

H. Federal Law Enforcement Training Accreditation (FLETA): A federal organization that establishes and maintains a body of standards to promote the effective and efficient use of resources for federal law enforcement training.

I. Instructor: An individual who provides knowledge or information to students in a systematic manner by presenting information, directing structured learning experiences, and managing group discussions and activities.

J. Instructor Basic Certification (IBC): A course required for field-based employees with little or no formal training experience who have been selected to serve in a field instructor role. It provides the core principles, methods, and techniques for success as a TSA instructor.

K. Instructor Development Course (IDC): A course intended for employees who have been selected to serve in an instructor role within T&D. The course provides the core principles, methods, and techniques for success as an instructor.

L. Instructor Quality Assurance Assessment: A required, formal systematic process designed to monitor, assess, and report the adherence to processes, procedures, and standards. This annual assessment determines if training programs, courses, instructors, and products meet certain predetermined standards for training delivery. If the instructor fails the assessment, they must be reassessed in 30 days.

M. Online Learning Center (OLC): The official Learning Management System (LMS) of record for all training and related performance and development accomplishments for TSA employees,

with the exception of FAMS technical training. The OLC serves as a delivery platform for online training and is the official repository for TSA training records.

N. Professional Development: Experiences designed to enhance professional, leadership, management, and interpersonal skills to advance and continuously improve the workforce, along with the organization and its processes.

O. Qualification: The minimum requirements necessary to perform work of a particular occupation successfully and safely, including but not limited to specific job-related work experience, education, medical or physical standards, training, security, and licensure.

P. Quality Assurance: A formal method used to monitor, assess, and report the adherence to processes, procedures, and standards to determine if training programs, courses, instructors, and products meet predetermined standards.

Q. Quality Assurance Assessor (QAA): An individual who is authorized, trained, and certified to conduct instructor QA assessments.

R. Quality Assurance Program (QAP): The office within T&D responsible for establishing, enforcing, and supporting QA processes and procedures across the agency.

S. Subject Matter Expert (SME): An individual who, through formal education, job experience, or both, is recognized by an organization as having the highest level of knowledge of a subject area.

T. Technical Training: Training that provides the unique knowledge and skillsets for an assignment, position, or occupation. This training allows the employee to obtain a predictable and measurable level of performance.

U. Training Manager (TM) / Supervisory Training Specialist (STS) / Training Specialist (TS) / Training Point-of-Contact (TPOC): The specific individual responsible for ensuring that designated employees receive required and desired training. This individual also ensures that the completed training is posted in the OLC. The TM, STS, TS, or TPOC serves as a liaison between their respective leadership and T&D.

V. Training Instructor: A certified employee in the 1712 or 1801 job series who is assigned to T&D's TCD or a field location within Security Operations.

W. Train-the-Trainer (T3): A formal process used to qualify an instructor to deliver a specific course or class.

5. RESPONSIBILITIES:

A. The Assistant Administrator (AA) for T&D / Chief Learning Officer is responsible for:

(1) Providing oversight of this MD, which includes governance of programs and procedures for the TSA instructor workforce;

(2) Approving the criteria that will be used to certify, qualify, and assess TSA instructors; and

(3) Partnering with Security Operations and other TSA offices to ensure consistent implementation of standards and support for operational instructors.

B. T&D's Executive Director for TCD is responsible for:

(1) Establishing the criteria that will be used to certify, qualify, and assess instructors assigned to T&D;

(2) Ensuring the IBC and IDC are available to employees required to complete instructor certification;

(3) Establishing a vetting process to validate requests for exceptions to the certification guidelines; and

(4) Ensuring all T&D instructors adhere to the standards outlined in this MD and its associated handbooks.

C. T&D's Directors and Branch Managers are responsible for:

(1) Ensuring that instructor candidates successfully complete the IBC, IDC, or other approved FLETA-accredited equivalent course, either upon appointment or prior to delivery of training at a TSA training center;

(2) Ensuring adherence to T&D-specific procedures for selection, orientation, certification, qualification, and assessment of instructors assigned to their AOR;

(3) Ensuring that all permanent instructors, adjunct instructors, and SMEs assigned to their AOR maintain certification and qualification status for the subject areas they are authorized to teach;

(4) Ensuring that QAA training is provided to all Supervisory Training Instructors (STIs) and other appropriate designees in their AOR;

(5) Ensuring that annual instructor QA assessments are conducted for all instructors assigned to their AOR, while also ensuring that completed assessment forms are submitted to T&D's QAP;

(6) Ensuring that all instructor training records are properly maintained in accordance with TSA MD 1900.3, *Training Records*, and that SSI protection requirements are in place for all permanent and adjunct instructors;

(7) Ensuring that instructor profiles are created and maintained in the official system of record, such as the OLC, ACADIS, or FAMIS, for all instructors assigned to their AOR, including the courses and classes that instructors are authorized to teach and any T3 requirements;

(8) Ensuring that instructors continue their professional development through formal and informal methods; and

(9) Ensuring compliance with the standards and provisions of this MD and associated handbooks.

D. Federal Security Directors or their designees are responsible for:

(1) Assessing the suitability of instructor candidates in accordance with the requirements set forth in Human Capital's MDs, as well as this MD and associated handbooks;

(2) Managing the instructor workforce within their assigned allocations and ensuring there are enough certified and qualified instructors to deliver training;

(3) Ensuring that instructor candidates, including those in all instructor positions and collateral positions, successfully complete the IBC upon appointment or prior to independently delivering training;

(4) Ensuring that training staffs in airport field locations have the necessary resources to perform, supervise, and manage the training function;

(5) Ensuring that QAA training is provided to all TMs, STSs, TSs, and Expert STIs, while also ensuring that a sufficient number of local QA assessor-certified designees are trained to fulfill the requirements of their AOR;

(6) Ensuring that annual instructor QA assessments are conducted for all instructors assigned to their AOR; and

(7) Ensuring that all Security Operations instructors adhere to the standards outlined in this MD and its associated handbooks.

E. TMs/STSs/TSs/TPOCs are responsible for:

(1) Partnering and collaborating with T&D to manage training operations;

(2) Ensuring that instructor candidates complete the IBC as soon as possible, but no later than 180 days after selection;

(3) Ensuring that instructors maintain qualifications to deliver courses they are authorized to teach;

(4) Ensuring that annual instructor QA assessments are conducted for all certified instructors in accordance with this MD and the Instructor Standards QAP Handbook;

(5) Maintaining instructor certification and qualification records in the official system of record, such as the OLC, ACADIS, or FAMIS, as required;

(6) Creating classes in the appropriate LMS for instructor-led classes, to include assigning

instructors, registering users, creating segments, and granting course credit for each class; and

(7) Creating and maintaining user profiles in the appropriate LMS for instructors, including the courses and classes that instructors are authorized to teach and any T3 requirements.

F. Instructors are responsible for:

(1) Completing the appropriate instructor certification course, such as the IBC, IDC, or a recognized equivalent, within 180 days from the start of their assignment;

(2) Maintaining qualifications in subject areas they are authorized to teach;

(3) Maintaining subject matter expertise and technical proficiency;

(4) Participating in developmental opportunities that increase subject matter expertise, technical proficiency, and professionalism;

(5) Following all approved TSA lesson plans, instructor guides, and training materials, as appropriate;

(6) Conducting training in accordance with the standards outlined in this MD and associated handbooks;

(7) Assisting with training administration, to include OLC entry, roster management, training resource room facilitation, testing, and the completion of evaluations;

(8) Assisting with training logistics support for both virtual and in-person trainings, to include the coordination of needed supplies, materials, and technology;

(9) Assessing and providing feedback for adjustments or recommendations for improvement to training materials;

(10) Providing mentoring or coaching to address identified training needs; and

(11) Administering and scoring training assessments with the appropriate assessment certification credentials.

6. POLICY:

A. All TSA offices where federal employees serve as instructors in a training function will adhere to the guidance in this MD and its associated handbooks.

B. All TSA employees serving as instructors in a training function will be selected in accordance with TSA MD 1100.30-26 *Interviews and/or Other Final Selection Processes*.

C. QA assessments are required annually for all instructors serving in a training function, whether delivery is virtual or in-person. All QA assessments must be conducted by a certified QAA in accordance with this policy.

D. Instructors appointed prior to the effective date of this MD who have met and maintained all requirements outlined in this document may continue to serve in their assigned instructor roles. They must continue to satisfy all requirements of the position or appointment that are listed in this MD and associated handbooks.

E. Instructors appointed to a training function on or after the effective date of this MD must complete the IDC, IBC, or other approved FLETA-accredited equivalent course before independently instructing any TSA-approved content. Individuals who have completed a TSA-developed course or its equivalent, as determined by TCD's Executive Director or a designee, within five years of the date of this MD must complete the specified qualification process before instructing TSA-approved content. Proof of prior certification must be provided, approved, and maintained in each instructor's local training records.

F. All instructors and assessors must follow the procedures specified in this MD.

G. Any exception to this MD and its associated handbooks must be approved by T&D's AA.

7. **PROCEDURES:** See associated handbooks:

A. TSA MD 1900.18, *Training and Development Instructor Handbook*

B. TSA MD 1900.18, *Security Operations Field Instructor Handbook*

C. TSA MD 1900.18, *Instructor Standards Quality Assurance Program Handbook*

8. **APPROVAL AND EFFECTIVE DATE:** This policy is approved and effective the date of signature unless otherwise specified.

APPROVAL

Signed
Tina Cariola
Assistant Administrator and Chief Learning Officer
Training and Development

May 20, 2024
Date

EFFECTIVE

December 4, 2024
Date

Distribution: Executive Assistant Administrators, Assistant Administrators, Federal Security Directors, Program Managers, Training Managers, Training Officers, Training Points-of-Contact, Supervisory/Training Specialists, Training and Development's Training Centers Division and Training Operations Division, and Federal Air Marshal Service Management

Points of Contact: Training and Development Communications, OTD.communications@tsa.dhs.gov
Training and Development Policy, OTD_Policy@tsa.dhs.gov
Training and Development Quality Assurance Program, QAP@tsa.dhs.gov
TSA Canine Training Center, TCDTaskings@tsa.dhs.gov
TSA Academy, TCDTaskings@tsa.dhs.gov
TSA Training Center, TCDTaskings@tsa.dhs.gov