

Appendix C – Airport Assessment Scripts

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Candidate Scheduling Introduction

Candidates who have accepted the Contingent Offer and have passed the Preliminary Credit Check will appear on the 'To Be Scheduled' view for your airport with a green "O" under Contingent Offer and "PQ" status under the Credit column. At this time, the candidate is eligible to be scheduled for the Airport Assessment process. Airports should utilize the scripts below when contacting the candidate to conduct the Pre-Airport Assessment Conversation and schedule the candidate for their Airport Assessment appointment.

- AAS-01 is a limited conversation that is geared toward scheduling the candidate via telephone but conducting the full Pre-Airport Assessment Conversation (local interview/soft conversation) on site at airport assessment (prior to check in), and is used in conjunction with AAS – 1B, referenced below.
- AAS-01A is geared toward conducting the full Pre-Airport Assessment Conversation (local interview/soft conversation) via telephone and scheduling the candidate for airport assessment at the same time.
- AAS-01B is the script to utilize when conducting the full Pre-Airport Assessment Conversation (local interview/soft conversation) on site at airport assessment (prior to check in).

(Please refer to Chapter 7 for the appropriate call order to utilize when contacting candidates for airport assessment.)

AAS – 01 Pre-Airport Assessment Scheduling Script (Scheduling Only)

TSA approved 07/07/09

Scheduling Script for <Airport Code>

Name: _____ Date: _____

Hello, may I speak with [CANDIDATE FULL NAME]?

Hello, [CANDIDATE’S NAME], this is [CALLER’S FIRST and LAST NAME] with [AIRPORT NAME].

You are listed as a candidate for further assessment and potential employment as a Transportation Security Officer (TSO) with the TSA at <Airport & Code>. Is this an opportunity that you are still interested in pursuing? Yes No

.....

(If yes,) Have you worked for TSA before?

(If yes, ask which airport, when, how they departed - i.e. resignation/termination and advise the individual that you need to obtain a reference check from the former airport prior to moving them forward in the process. For ANY contractors performing this function, information is passed on to the TSA airport POC to conduct the reference check and make the determination whether or not to proceed with scheduling the candidate for airport assessment.)

Airport _____ Dates _____ Resigned Terminated

(If continuing based on reference check, where applicable,)

Have you had an opportunity to review the Local Fact Sheet for our airport?

Yes No

(If no, ask candidate if he/she would like you to email/send them a copy of the Local Fact Sheet for your particular airport.)

Yes No Confirm email address _____

(If yes, it is recommended that you inquire whether they have any questions about what it contained and then answer those questions.)

The next portion of our hiring process is an airport assessment and consists of a standardized interview, a color vision test, completion and collection of forms, and the collection of fingerprints and a photograph.

At this time, I would like to schedule you for your Airport Assessment appointment. We are assessing at <location> on <days>. I have the following times available: <provide available times>. When would you like to schedule your appointment?

Candidate scheduled for _____ at _____.

Appointment entered in Airport Assessor

Should something arise, is this a good time of day and phone number to reach you? I will send an appointment confirmation to the email address you gave me earlier.

At your airport assessment appointment you will be asked to present two current and valid forms of US Federal or State government-issued identification. One ID must bear both a photograph of you and a signature, and the second ID should be your Social Security Card, your Certified Birth certificate or your US Certificate of Naturalization. Valid forms of photo ID include a driver's license, passport, military ID or a State identification card. Your identification must be current and original and must reflect your current name.

Scheduling Script continued

Lockers may not be available at the assessment facility for your personal items. You will not be allowed to take anything with you into the testing room, so please do not bring items such as computer discs, electronic devices, cellular phones, pagers, calculators, purses, briefcases, backpacks, books, reading material, notebooks, umbrellas, pencils, pens, erasers, etc., to the facility. Possession of anything such as firearms, knives, and weapons are strictly prohibited in the facility and will result in immediate removal from the facility. We also ask that you do not have anyone accompany you to the assessment facility, as there is not adequate waiting room space for visitors.

Please arrive 15 minutes prior to your scheduled appointment time to check in and allow approximately 2 hours for the assessment process. Please be aware of the drive time and/or the interstate traffic you may encounter when planning your assessment appointment. As I mentioned, we will be sending you a confirmation email which reiterates the items we've covered in this discussion and provides the assessment center address and directions.

The last three pieces of information that I want to provide you at this time are:

1. A recommendation to start working on your electronic SF86, Questionnaire for National Security Positions. If you have any questions related to the completion of the questionnaire or how to release the online questionnaire, please contact the TSA HR Help Desk at 1-877-872-7990.
2. A reminder that individuals are required to be a U.S. Citizen or U.S. National to be hired as a TSO. You will be required to present proof of meeting this requirement at new hire orientation, should you reach that stage, thus it is recommended that you ensure you locate these documents soon as obtaining official copies can be time consuming and ultimately delay or adversely impact your ability to onboard with us. *(Please note that airports **cannot** require a candidate to prove citizenship at airport assessment.)*
3. Your local TSA Points of Contact are <Name>, <Title>, <Phone #> and/<Name>, <Title>, <Phone #>. Please direct any questions or rescheduling needs to them.

Thank you for your interest in employment with the TSA. We will see you on (List Date, Time, and Location of candidate's appointment).

Note to staff: Remember to update the candidate's status in the dashboard. Click the [Schedule](#) link in the 'To Be Scheduled' View. On the Candidate Details page, remember to schedule the candidate for the correct date and time. Include any information related to contacting the candidate for his/her Airport Assessment appointment (e.g., "Best time to call is after 6 pm."). If you do not correctly follow the above step, the candidate will not be scheduled for his/her Airport Assessment appointment. Also, remember to document the outcome of the Pre-Airport Assessment Conversation in the notes section in the Scheduling View (i.e. Had conversation with candidate and scheduled on 1.2.09, initials, etc.).

.....

If candidate Declines to continue, read either **AAS-03A - Candidate Declines Airport Script** or **AAS – 03B Candidate Declines Process**, whichever is appropriate to the candidate’s response.

DO NOT make any update to the candidate’s status in the dashboard. To remove the candidate from your dashboard, you will need to send an email to TSA HRAccess at HRSC@TSA-HRACCESS.com with a completed Candidate Decline Template.

Note: Airports must retain the documentation regarding the decline in the candidate’s file.

.....
If candidate wishes to continue in the process, BUT the airport has made the determination that they would like to decline from processing the candidate further (limited scenarios), the airport representative should advise the candidate that they will get back in touch with them with additional information/status update. The airport then needs to submit the Airport Decline Template to the OHC Hiring Coordinator with the clearly articulate business reason(s) for the request. If the request is disapproved, the candidate should be contacted to finish the scheduling process. If request to decline is approved by your HC, contact the candidate and read **AAS-02 - Airport Declines Candidate Script**.

Notes:

- DO NOT make any update to the candidate’s status in the dashboard.
- Airports must retain the documentation regarding the decline in the candidate’s file.

.....
If candidate discloses that he/she is not a US Citizen, read the **Non-Eligible Candidate Script – AAS - 14, Page 34**

Email TSA HRAccess and your Hiring Coordinator to notify them that candidate is not a US Citizen.

Note: When the Local Interview/Soft Conversation takes place at the airport, it is recommended that airports follow the core information provided in AAS-01A to conduct this local interview in person. The notes section in the Check-In section can be updated for those moving on with the process. For declinations, the notes should be populated in the notes section on the Cancellation view.

IMPORTANT NOTE: The Local Interview/Soft Conversation CANNOT be utilized to evaluate the candidate’s competencies for the position, as those are measured in the Standardized Interview.

.....
Call Conducted By:

Signature

Print Name

AAS – 01A Pre-Airport Assessment Scheduling Script (incl Local Interview/Soft Conversation)

TSA approved 07/07/09

Soft Conversation/Scheduling Script for <Airport Code>

Name: _____ Date: _____

Hello, may I speak with [CANDIDATE FULL NAME]?

Hello, [CANDIDATE’S NAME], this is [CALLER’S FIRST and LAST NAME] with [AIRPORT NAME].

You are listed as a candidate for further assessment and potential employment as a Transportation Security Officer (TSO) with the TSA at <Airport & Code>. Is this an opportunity that you are still interested in pursuing? Yes No

.....

(If yes,) Have you worked for TSA before?

(If yes, ask which airport, when, how they departed - i.e. resignation/termination and advise the individual that you need to obtain a reference check from the former airport prior to moving them forward in the process. For ANY contractors performing this function, information is passed on to the TSA airport POC to conduct the reference check and make the determination whether or not to proceed with scheduling the candidate for airport assessment.)

Airport _____ Dates _____ Resigned Terminated

.....

I’d like to review and discuss some of the unique expectations and duty requirements of the position that you have applied for. I’ll also provide an overview of the benefits available. We feel it’s important for you to understand and consider these aspects of employment before continuing with the assessment process or, possibly accepting a position in the future with the Transportation Security Administration. This conversation should take approximately 15 to 20 minutes, is now a good time?

Provide current work tour/scheduling availability, for example – you could utilize the following:

Currently, we are assessing candidates for:

- Part-time positions of <#> hours per work week. This consists of <#> work days with <#> hours of duty per day.

Airports rarely, if ever, close and TSA officers are considered essential, mission critical employees. Schedules are determined by the demands of the airport’s dynamic work environment. In other words, shifts are determined by the airline flight times and the numbers of passengers because TSA operates in conjunction with the airport and its airlines. Schedules will include irregular shifts, early morning or late night hours, weekends, and holidays; and you must be able to work the schedule you are assigned. *(Sentence can be inserted to indicate whether days off/shifts are rotational, or determined by seniority, etc.)* Additionally, you may be required to work increased regular hours or overtime during peak seasons.

Specific shift times are assigned when candidates accept employment and complete training. Because all positions are scheduled based on the individual airport flight operations, shift assignments are periodically adjusted to meet the airport's needs.

The pay rate for this position is a base salary plus locality pay, which equates to an hourly rate of <\$X.00>. TSO's also receive night differential and Sunday premium pay, in addition to the hourly rate, when it is applicable.

I would also like to let you know that all TSO's are eligible for benefits, some of which include health and life insurance, the Federal retirement program, Thrift Savings Plan, as well as paid annual leave and sick leave. Part-time TSOs are now eligible to receive the same lower premiums for federal health benefits as full-time employees, which is unique in Federal service and many consider to be a very generous benefit. I would suggest that you visit the Office of Personnel Management web site which further outlines benefits available to federal employees at www.opm.gov.

Parking is provided <insert at no charge or current rate> to employees. Public transportation <is/is not> available.

Does this sound like a position that could meet your needs and that you feel you would be able to meet the duty requirements for that we've discussed thus far?

Yes No Will Call Back _____

.....

(If continuing ~)

The job of a TSO can be stressful at times and is physically demanding. You will need to stand continuously for anywhere between one (1) and four (4) hours without a break and walk up to two (2) miles during a shift. You will be required to perform passenger and baggage screening duties, some of which requires using a variety of electronic equipment. Tasks include, but are not limited to: hand-wanding passengers, conducting pat down searches of passengers of the same gender, and lifting heavy baggage (weighing up to 70 pounds). You will be required to perform these screening duties in a courteous and professional manner at all times.

TSO's work with several different types of equipment in the performance of their security functions. This includes, but is not limited to metal detectors, x-ray devices, and other types of security equipment, many of which are computer-assisted in operation. Additionally, the airport environment in general can be very noisy, especially in some of the equipment areas. As well, not all work areas are temperature controlled.

TSA's screening workforce is a uniformed group, and the uniforms are provided by TSA. A neat, clean professional appearance is required through adherence to our uniform policy. Employees must provide their own black leather shoes with non-slip soles.

(If FSD does not allow employees to cover tattoos that are not covered by the uniform, it is important that language be inserted into the soft conversation to cover this to avoid assessing a candidate that you do not plan to hire.)

If hired by TSA, your employment is contingent upon attending all assigned initial training and on successfully completing all aspects of the required training. New Hire Orientation is approximately a half day and Basic Training is a 1 ½ week full-time commitment.

If airport-conducted training, insert language regarding Basic Training timelines.

*For contractor-conducted training - Training is normally held at an out of state location to be determined approximately 1 week prior to the start of the Basic Training **{TSA covers cost of hotel and flight arrangements and you will be reimbursed, at the prevailing government rate, for meals and travel associated with the training period.}***

Are you still interested in moving forward in our hiring process?

Yes No Will Call Back _____

.....
(If continuing ~)

Another important factor to consider is that your appointment with TSA is contingent upon successfully passing a background investigation, including a criminal history check and credit check. Although you have passed the preliminary credit check to reach this stage of our hiring process, your credit information will also be taken into consideration as part of making the pre-hire eligibility determination in a subsequent stage of the hiring process. The credit check will be looking for cumulative delinquent debt of \$7,500.00 or more. Delinquent debt is: (1) any past due accounts that have been sent from a creditor to a collection agency or attorney for action, (2) any unpaid balance that has been reported as a loss to a creditor, (3) a repossession, (4) a court judgment that has not been satisfied, (5) a foreclosure on property or assets, or (6) any debts that have not been dismissed through a bankruptcy agreement.

Having **regular** debt of \$7,500 or more (for example credit card balance, automobile loan, etc.) will not disqualify you from becoming a TSO. However, having delinquent or bad debt as described above will result in disqualification for a TSO position.

Additionally, if you have any unpaid Federal or State tax liens in any amount, or have delinquent child support arrears (not inclusive of arrears that are actively being paid), you would not be eligible for this position. Successfully passing a drug test and medical evaluation are also requirements that must be met prior to being extended a job offer.

I would like to strongly impress upon you the importance of the background investigation and credit check as well as the drug testing that occurs during the medical evaluation process.

Taking all the information and requirements we've discussed so far into consideration, would you like to move forward in our hiring process or would you prefer to withdraw at this time?

Yes No Will Call Back _____

.....
(If continuing ~)

The next portion of our hiring process is an airport assessment and consists of a standardized interview, a color vision test, completion and collection of forms, and the collection of fingerprints and a photograph.

At this time, I would like to schedule you for your Airport Assessment appointment. We are assessing at <location> on <days>. I have the following times available: <provide available times>. When would you like to schedule your appointment?

Candidate scheduled for _____ at _____.

Appointment entered in Airport Assessor

I would also like to verify your email address so that I can send you an appointment confirmation.

Confirm email address _____

Should something arise, what is a good time of day and phone number to reach you?

Time of Day _____ Phone Number _____

At the assessment appointment, you will be asked to present two current and valid forms of US Federal or State government-issued identification. One ID must bear both a photograph of you and a signature, and the second ID should be your Social Security Card, your Certified Birth Certificate, or your US Certificate of Naturalization. Valid forms of photo ID are a driver’s license, passport, military ID or a State identification card. Your identification must be current and original and must reflect your current name.

Lockers may not be available at the assessment facility for your personal items. You will not be allowed to take anything with you into the testing room, so please do not bring items such as computer discs, electronic devices, cellular phones, pagers, calculators, purses, briefcases, backpacks, books, reading material, notebooks, umbrellas, pencils, pens, erasers, etc., to the facility. Possession of anything such as firearms, knives, and weapons are strictly prohibited in the facility and will result in immediate removal from the facility. We also ask that you do not have anyone accompany you to the assessment facility, as there is not adequate waiting room space for visitors.

Please arrive 15 minutes prior to your scheduled appointment time to check in and allow approximately 2 hours for the assessment process. Please be aware of the drive time and/or the interstate traffic you may encounter when planning your assessment appointment. As I mentioned, we will be sending you a confirmation email which reiterates the items we’ve covered in this discussion and provides the assessment center address and directions.

The last three pieces of information that I want to provide you at this time are:

- (1) A recommendation to start completing your e-86, Questionnaire for National Security Positions form, if you haven’t already done so. If you have any questions related to the completion of this form, please contact the TSA Recruitment Center at 1-877-872-7990.
- (2) A reminder that individuals are required to be a U.S. Citizen or U.S. National to be hired as a TSO. You will be required to present proof of meeting this requirement at new hire orientation, should you reach that stage, thus it is recommended that you ensure you locate these documents soon as obtaining official copies can be time consuming and ultimately delay or adversely impact your ability to onboard with us. *(Please note that airports **cannot** require a candidate to prove citizenship at airport assessment.)*
- (3) Your local TSA Points of Contact are <Name>, <Title>, <Phone #> and/<Name>, <Title>, <Phone #>. Please direct any questions or rescheduling needs to them.

Thank you for your interest in employment with the TSA. We will see you on (List Date, Time, and Location of candidate’s appointment)

.....
Interview Conducted By:

Signature

Print Name

If candidate answered “No” to continuing in the process, read either **AAS-03A - Candidate Declines Airport Script** or **AAS - 03B – Candidate Declines Process Script**, whichever is appropriate to their response.

Note:

- DO NOT make any update to the candidate’s status in the dashboard. To remove the candidate from your dashboard, you will need to send an email to TSA HRAccess at HRSC@TSA-HRACCESS.com with a completed Candidate Decline Template.
- Airports must retain the documentation regarding the decline in the candidate’s file.

.....

If candidate wishes to continue in the process, BUT the airport has made the determination that they would like to decline from processing the candidate further (limited scenarios), the airport representative should advise the candidate that they will get back in touch with them with additional information/status update. The airport then needs to submit the Airport Decline Template to the OHC Hiring Coordinator with the clearly articulate business reason(s) for the request. If the request is disapproved, the candidate should be contacted to finish the scheduling process. If request to decline is approved by your HC, contact the candidate and read **AAS-02 - Airport Declines Candidate Script**.

Notes:

- DO NOT make any update to the candidate’s status in the dashboard.
- Airports must retain the documentation regarding the decline in the candidate’s file.

If the candidate discloses that he/she is not a U.S. Citizen/U.S. National,, read AAS-14 (Non-Eligible Candidate Script) on Page 34 and email the Help Desk and your Hiring Coordinator to notify them that the candidate is not a U.S. Citizen/U.S. National.

IMPORTANT NOTE: The Local Interview/Soft Conversation CANNOT be utilized to evaluate the candidate’s competencies for the position, as those are measured in the Standardized Interview.

AAS – 01B Pre-Airport Assessment On-Site Local Interview/Soft Conversation Script

TSA approved 07/07/09

Name: _____ Date: _____

Hello, [CANDIDATE'S NAME], I am [ASSESSOR'S FIRST and LAST NAME] with the TSA at [AIRPORT NAME].

I'd like to review and discuss some of the unique expectations and duty requirements of the position that you have applied for. I'll also provide an overview of the benefits available. We feel it's important for you to understand and consider these aspects of employment before continuing with the assessment process or, possibly accepting a position in the future with the Transportation Security Administration.

Provide current work tour/scheduling availability, for example – you could utilize the following:

Currently, we are assessing candidates for:

- Part-time positions of <#> hours per work week. This consists of <#> work days with <#> hours of duty per day.

Airports rarely, if ever, close and TSA officers are considered essential, mission critical employees. Schedules are determined by the demands of the airport's dynamic work environment. In other words, shifts are determined by the airline flight times and the numbers of passengers because TSA operates in conjunction with the airport and its airlines. Schedules will include irregular shifts, early morning or late night hours, weekends, and holidays; and you must be able to work the schedule you are assigned. *(Sentence can be inserted to indicate whether days off/shifts are rotational, or determined by seniority, etc.)* Additionally, you may be required to work increased regular hours or overtime during peak seasons.

Specific shift times are assigned when candidates accept employment and complete training. Because all positions are scheduled based on the individual airport flight operations, shift assignments are periodically adjusted to meet the airport's needs.

The pay rate for this position is a base salary plus locality pay, which equates to an hourly rate of <\$X.00>. TSO's also receive night differential and Sunday premium pay, in addition to the hourly rate, when it is applicable.

I would also like to let you know that all TSO's are eligible for benefits, some of which include health and life insurance, the Federal retirement program, Thrift Savings Plan, as well as paid annual leave and sick leave. Part-time TSOs are now eligible to receive the same lower premiums for federal health benefits as full-time employees, which is unique in Federal service and many consider to be a very generous benefit. I would suggest that you visit the Office of Personnel Management web site which further outlines benefits available to federal employees at www.opm.gov.

Parking is provided <insert at no charge or current rate> to employees. Public transportation <is/is not> available.

Does this sound like a position that could meet your needs and that you feel you would be able to meet the duty requirements for that we've discussed thus far?

Yes No

.....
(If continuing ~)

The job of a TSO can be stressful at times and is physically demanding. You will need to stand continuously for anywhere between one (1) and four (4) hours without a break and walk up to two (2) miles during a shift. You will be required to perform passenger and baggage screening duties, some of which requires using a variety of electronic equipment. Tasks include, but are not limited to: hand-wanding passengers, conducting pat down searches of passengers of the same gender, and lifting heavy baggage (weighing up to 70 pounds). You will be required to perform these screening duties in a courteous and professional manner at all times.

TSO's work with several different types of equipment in the performance of their security functions. This includes, but is not limited to metal detectors, x-ray devices, and other types of security equipment, many of which are computer-assisted in operation. Additionally, the airport environment in general can be very noisy, especially in some of the equipment areas. As well, not all work areas are temperature controlled.

TSA's screening workforce is a uniformed group, and the uniforms are provided by TSA. A neat, clean professional appearance is required through adherence to our uniform policy. Employees must provide their own black leather shoes with non-slip soles.

(If FSD does not allow employees to cover tattoos that are not covered by the uniform, it is important that language be inserted into the soft conversation to cover this to avoid assessing a candidate that you do not plan to hire.)

If hired by TSA, your employment is contingent upon attending all assigned initial training and on successfully completing all aspects of the required training. New Hire Orientation is approximately a half day and Basic Training is a 1 ½ week full-time commitment.

If airport-conducted training, insert language regarding Basic Training timelines.

*For contractor-conducted training - Training is normally held at an out of state location to be determined approximately 1 week prior to the start of the Basic Training **{TSA covers cost of hotel and flight arrangements and you will be reimbursed, at the prevailing government rate, for meals and travel associated with the training period.}***

Are you still interested in moving forward in our hiring process?

Yes No

.....
(If continuing ~)

Another important factor to consider is that your appointment with TSA is contingent upon successfully passing a background investigation, including a criminal history check and credit check. Although you have passed the preliminary credit check to reach this stage of our hiring process, your credit information will also be taken into consideration as part of making the pre-hire eligibility determination in a subsequent stage of the hiring process. The credit check will be looking for cumulative delinquent debt of \$7,500.00 or more. Delinquent debt is: (1) any past due accounts that have been sent from a creditor to a collection agency or attorney for action, (2) any unpaid balance that has been reported as a loss to a creditor, (3) a repossession, (4) a court judgment that has not been satisfied, (5) a foreclosure on property or assets, or (6) any debts that have not been dismissed through a bankruptcy agreement.

Having **regular** debt of \$7,500 or more (for example credit card balance, automobile loan, etc.) will not disqualify you from becoming a TSO. However, having delinquent or bad debt as described above will result in disqualification for a TSO position.

Additionally, if you have any unpaid Federal or State tax liens in any amount, or have delinquent child support arrears (not inclusive of arrears that are actively being paid), you would not be eligible for this position. Successfully passing a drug test and medical evaluation are also requirements that must be met prior to being extended a job offer.

I would like to strongly impress upon you the importance of the background investigation and credit check as well as the drug testing that occurs during the medical evaluation process.

Taking all the information and requirements we've discussed so far into consideration, would you like to move forward in our hiring process or would you prefer to withdraw at this time?

Yes No

.....

(If both airport and candidate wish to continue ~)

The next portion of our hiring process is an airport assessment and consists of a standardized interview, a color vision test, completion and collection of forms, and the collection of fingerprints and a photograph. *(Proceed with airport assessment process beginning with check in.)*

.....

*If candidate answered "No" to continuing in the process, read either **AAS-03A - Candidate Declines Airport Script** or **AAS-03B - Candidate Declines Process Script**, whichever is appropriate to the candidate's response.*

Notes:

- *DO NOT make any update to the candidate's status in the dashboard. To remove the candidate from your dashboard, you will need to send an email to TSA HRAccess at HRSC@TSA-HRACCESS.com with a completed Candidate Decline Template.*
- *Airports must retain the documentation regarding the decline in the candidate's file.*

.....

*If candidate wishes to continue in the process, BUT the airport has made the determination that they would like to decline from processing the candidate further (limited scenarios), the airport representative should advise the candidate that they will get back in touch with them with additional information/status update and exit them from the assessment facility. The airport then needs to submit the Airport Decline Template to the OHC Hiring Coordinator with the clearly articulate business reason(s) for the request. If the request is disapproved, the candidate should be contacted to finish the scheduling process. If request to decline is approved by your HC, contact the candidate and read **AAS-02 - Airport Declines Candidate Script**.*

Notes:

- *DO NOT make any update to the candidate's status in the dashboard.*
- *Airports must retain the documentation regarding the decline in the candidate's file.*

- *If the request to decline is disapproved, the candidate should be promptly rescheduled for an assessment appointment.*

.....
*If the candidate discloses that he/she is not a U.S. Citizen/U.S. National, read **AAS-14 (Non-Eligible Candidate Script)** on Page 34 and email the Help Desk and your Hiring Coordinator to notify them that the candidate is not a U.S. Citizen/U.S. National.*

IMPORTANT NOTE: The Local Interview/Soft Conversation CANNOT be utilized to evaluate the candidate's competencies for the position, as those are measured in the Standardized Interview.

AAS – 02 Pre-Airport Assessment Conversation – Airport Declines Candidate

TSA approved 07/07/09

This script will be read to candidates that the airport staff has requested removal from consideration AND that has been approved by the OHC Hiring Coordinator.

Thank you (insert candidate name) for your interest in employment with the Transportation Security Administration and your cooperation in completing this portion of the Transportation Security Officer Assessment process.

Unfortunately, you do not meet the specific hiring requirements of this airport; therefore, we are unable to move you forward in the TSO selection process for this airport at this time.

If you are still interested in the TSO position but you have only applied to this airport, we encourage you to apply to another airport at this time to continue in the TSO selection process. If you have previously applied to multiple airports, those applications remain open, and you may be asked to accept the contingent offer for another airport that has an available hiring need.

If you are no longer interested in a TSO position, please contact the TSA HRAccess Help Desk to be removed from the entire TSO selection process.

Again, thank you for your interest in employment with the TSA. We wish you much success in your future endeavors.

Notes:

- *DO NOT make any update to the candidate's status in the dashboard.*
- *Airports must retain the documentation regarding the decline in the candidate's file.*

AAS – 03A Pre-Airport Assessment Conversation – Candidate Declines Airport

TSA approved 07/07/09

This script will be read to candidates that indicate they are NOT interested in continuing in the process with your specific airport after conducting the Pre-Airport Assessment Conversation (i.e., local interview) or anytime before the standardized components (e.g., color vision, standardized interview) have been administered.

We feel it is important that you understand the impact of this decision, and wanted to explain a few important factors. You have indicated that you are no longer interested in the TSO position at this airport, which means the application you submitted for this specific airport will be closed out based upon your request. Should you decide at a future point that you are interested again in a position at this airport, you would need to submit a new application in order to receive consideration. Based upon this information, would you like for me to proceed with removing you from consideration on this application?

If no ~ proceed with scheduling process

If yes,

We will annotate your confirmation to decline further processing at this airport only, and will update your record accordingly. If you have only applied to this airport, but are still interested in the TSO position, we encourage you to apply to another airport at this time to continue in the TSO selection process. If you have also applied to other airports, those applications will remain open, and you will be asked to accept the contingent offer for another airport that has an available hiring need.

We would like to thank you for your interest in employment with the Transportation Security Administration and your time today in completing this portion of the Transportation Security Officer Assessment process. We wish you much success in your future endeavors.

Notes:

- *DO NOT make any update to the candidate's status in the dashboard. You will need to send an email to the TSA HR Help Desk at HRSC@TSA-HRACCESS.com using the Candidate Decline Template (posted on the Document Library) to request that the candidate be removed from your dashboard.*
- *Airports must retain the documentation regarding the decline in the candidate's file.*
- *If a candidate wishes to decline any part of the process once they have checked in for airport assessment, this decline is considered a "failure" and the candidate must wait six months to be eligible for consideration for a TSO position at any airport.*

AAS – 03B Pre-Airport Assessment Conversation – Candidate Declines Process

TSA approved 07/07/09

This script will be read to candidates that indicate they are NOT interested in continuing in the process completely (not just for your airport) after conducting the Pre-Airport Assessment Conversation (i.e., local interview) or anytime before the standardized components (e.g., color vision, standardized interview) have been administered.

We feel it is important that you understand the impact of this decision, and wanted to explain a few important factors. You have indicated that you are no longer interested in the TSO position in general, which means that any open TSO applications that are on file will be closed out based upon your request. Should you decide at a future point that you are interested again, you would need to submit a new application for each airport of interest in order to receive consideration. Based upon this information, would you like for me to proceed with removing you from consideration from all open TSO applications?

If no ~ proceed with scheduling process

If yes,

We will annotate your confirmation to decline further processing, and will update your record accordingly. We would like to thank you for your interest in employment with the Transportation Security Administration and your time today in completing this portion of the Transportation Security Officer Assessment process. We wish you much success in your future endeavors.

Notes:

- *DO NOT make any update to the candidate's status in the dashboard. You will need to send an email to the TSA HR Help Desk at HRSC@TSA-HRACCESS.com using the Candidate Decline Template (posted on the Document Library) to request that the candidate be removed from your dashboard.*
- *Airports must retain the documentation regarding the decline in the candidate's file.*
- *If a candidate wishes to decline any part of the process once they have checked in for airport assessment, this decline is considered a "failure" and the candidate must wait six months to be eligible for consideration for a TSO position at any airport.*

AAS – 04 Check-In Script

TSA Approved 07/0709

Read this script to candidates at the start of their Airport Assessment appointment

TSA Approved 07/07/09

This script will be read to candidates who pass the Standardized Interview component in the airport assessment process.

Congratulations (CANDIDATE'S NAME), you have successfully completed the Standardized Interview. The next component in the TSO selection process is _____.

(Note: the next step is either the Farnsworth D-15 Color Vision Test if the Standardized Interview was conducted first or the Forms Review and Collection process if both the color vision test and the Standardized Interview have been conducted).

- ***Proceed with reading the Color Vision Administration Script if moving onto the color vision test.***
- ***Proceed with reading the Forms Review and Collection Script if moving onto the Forms component.***

Note: Recommend conducting the Farnsworth D-15 Color Vision Test first, then the Standardized Interview.

Note: You must indicate the following in the Notes Section in the dashboard:

- 1) Total consensus score (for all 6 competencies)***
- 2) Pass determination for Integrity/Honesty competency***
- 3) Interviewer's name (if different than the individual that made the final determination)***
- 4) Name of airport staff that made final pass/fail determination***

AAS – 06 Failed Standardized Interview Script – Candidate Exit

TSA approved 07/07/09

This script will be read to candidates who do not pass the Standardized Interview component in the airport assessment process.

Good morning/afternoon Mr. /Ms _____.

Thank you for your interest in employment with the Transportation Security Administration and your cooperation in completing this portion of the Transportation Security Officer Assessment.

Unfortunately, you did not successfully complete the interview component of the airport assessment. We will not be able to process you any further at this time.

If you wish to be considered for future Transportation Security Officer Positions, you may reapply after six (6) months. The TSA does not guarantee that you will be afforded a retest opportunity. Also, it is important to note that there is no guarantee vacancies will exist or that an opportunity to re-enter the process will be made available to you.

Again, thank you for your interest in employment with the TSA. We wish you much success in your future endeavors.

Note: You must indicate the following in the Notes Section in the dashboard:

- 1) Total score for 6 competencies that are rated***
- 2) Determination for Integrity/Honesty competency***
- 3) Reason the candidate failed the interview (indicate which competency(ies) were rated below)***
- 4) Interviewer's name (if different than the individual that made the final determination)***
- 5) Name of airport staff that made final pass/fail determination***

Note: If a candidate presses to know the reason for not passing this or any other airport assessment step, please state the following:

Unfortunately, I am unable to share this information with you because in doing so, I could be revealing evaluation methods that are security sensitive. We appreciate your interest in the TSO position and encourage you to reapply after six (6) months if you are still interested at that time.

AAS – 07 Color Vision (CV) Administration Script

Note: The following script must be read verbatim to the candidate prior to the test being administered. Test administrators should practice reading this script aloud and complete several practice administrations prior to administering the test to candidates. This script must be read to the candidate a second time if the test has to be re-administered.

“One of the job requirements for working as a Transportation Security Officer (TSO) is the ability to distinguish among different colors.

The testing procedure involves placing colored caps in a particular order. To begin this test, I have placed all of the caps, color side up, on the test surface. I will identify the starting cap or “reference” cap for you. To complete this test, you must first select the cap whose color, or hue, most closely matches the color of the reference cap. Place this cap to the right of the reference cap on the black mat. Next, select the cap that most closely matches the cap you just placed beside the reference cap, and place it to the right of the 2nd cap. Please continue the test by selecting the next cap whose color most closely matches the color of the previously selected cap.

You must continue this matching process until all of the caps have been used and lined up in one row. Caps must be color side up at all times.

You may wear regular eyeglasses or contact lenses. However, if you are wearing sunglasses, eyeglasses with tinted lenses, or contact lenses that affect your color vision (such as “X Chrome”) you must remove them now.

You have three (3) minutes to complete this test.

Please do not touch any colored portion of the cap. Caps should be handled by the edges only.

During the test, you may rearrange the order of the caps.

Please tell me when you have completed the test, and after this point, or after I call the 3minute time limit, you may not change the arrangement of the caps.

Remember, you will have three (3) minutes to line up all of the caps.

Do you have any questions about this test? If not, you may begin.”

AAS – 08 Passed Color Vision Script

TSA approved 07/07/09

Congratulations (CANDIDATE'S NAME), you have successfully completed the Color Vision Test. The next component in the TSO selection process is

_____.

(Note: the next step in the process is either the Standardized Interview if it has not yet been conducted or the Forms Review and Collection Process if both the color vision test and the Standardized Interview have already been conducted).

AAS – 09 Failed Color Vision Script – Candidate Exit

TSA Approved 07/07/09

This script will be read to candidates who fail the color vision component in the airport assessment process.

Good morning/afternoon Mr. /Ms _____.

Thank you for your interest in employment with the Transportation Security Administration and your cooperation in completing this portion of the Transportation Security Officer Assessment.

Unfortunately, you did not successfully complete the color vision component of the airport assessment. We will not be able to process you any further at this time.

If you wish to be considered for future Transportation Security Officer Positions, you may reapply after six (6) months. The TSA does not guarantee that you will be afforded a retest opportunity. Also, it is important to note that there is no guarantee vacancies will exist or that an opportunity to re-enter the process will be made available to you.

Again, thank you for your interest in employment with the TSA. We wish you much success in your future endeavors.

Note: If a candidate presses to know the reason for not passing this or any other airport assessment step, please state the following:

Unfortunately, I am unable to share this information with you because in doing so, I could be revealing evaluation methods that are security sensitive. We appreciate your interest in the TSO position and encourage you to reapply after six (6) months if you are still interested at that time.

AAS – 10 Forms Review and Collection Script

TSA approved 07.07.09

Welcome to the Forms Review and Collection portion of the TSO Assessment process. One of the requirements of the TSO position is successfully passing a background investigation. Are you willing to complete the remainder of the assessment process at this time and allow TSA to collect this background information? [Wait for Verbal Response]

Note to staff: If candidate declines, read the Candidate Voluntary Decline Script, AAS – 13, page 30, prior to exiting candidate from Airport Assessment process.

Note to staff on process change: As of 1/2/09, TSA Forms 2811 and 2812 will be collected as a part of the application process (or collected by the contractor for legacy candidates). These forms will no longer need to be handed out and collected at this time.

- 1) Declaration for Federal Employment (OF 306)***
- 2) Authorization for Release of Information (SF86-1, pg 20 of the SF86 Form)***
- 3) Authorization for Release of Medical Information (SF86-2, pg 21 of the SF86 Form)***

Provide the following forms to the candidate and read the following:

Please ensure that you read through each of the three forms completely. Remember to print your FULL first, middle, and last name in the required spaces. You may sign the form with your legal signature [Collect the form, review for completeness and accuracy, and place the form in candidate's assessment folder].

Forms Script continued

Note to staff: The Authorization for Release of Medical Information (pg 21 of the SF86 Form) is only required for candidates who answer “yes” to question #21 on the 86 Form. If the candidate answered “no” to question #21, you can write “N/A” on the form and place in the candidate's assessment folder.

If applicant applied for Veterans' Preference, collect the DD214, SF-15 with supporting letter, or whichever is applicable. Collect the SF-50 (prior federal civilian employment) if applicable.

[After forms review, provide the Medical Forms Packet and Medical Kit to the candidate and read the following:]

Note to Staff. As of 1/2/09, the Medical Kits will now be handed out on-site to candidates who are being invited to Medical. CHS will no longer mail these to the candidates. If a candidate loses their kit, or takes an open kit to their appointment, they must return to the airport to receive another one. Replacement kits are also not provided by CHS.

I will now provide you the Medical Forms Packet, which contains a cover letter, a medical questionnaire and instructions for completing the

questionnaire. Please do not complete the medical questionnaire at this time. You will be required to bring the completed questionnaire to your medical appointment when you are scheduled. The medical questionnaire will be reviewed and collected by a medical professional during your medical appointment.

I will now also provide you with a Medical Kit that you will need to take with you to your Medical Appointment. Please do not open or tamper with the box in any way or they will not accept it at your appointment and you will have to be rescheduled.

At this time you will proceed to the next portion of the TSO assessment process – the Fingerprint Collection Process.

AAS – 11 Fingerprint Collection Script

TSA Approved 07/07/09

Welcome to the Fingerprinting portion of the TSO Assessment process. My name is: (first name only). May I please see your two forms of identification* (one must have a photo and a signature)?

Please be aware that you may be called back to repeat this portion of the process should the fingerprints collected today not be of a high enough quality as judged by the Federal Bureau of Investigation.

Please let me know if you have questions or concerns at this time. *(pause)*

You do have the option of declining this portion of the process. Please be aware however that if you do not want your fingerprints captured and submitted to the government for a background check, you will forfeit your eligibility for TSA employment. Would you like to continue or decline?

Note: If candidate chooses to decline the Fingerprint Collection Process, read the Candidate Voluntary Decline Script, AAS-13, page 30, prior to exiting the candidate from the Airport Assessment process

**Note: It is important to ensure that the name entered into the fingerprinting system software matches what is in the Airport Assessor, otherwise the processing of their fingerprints will be delayed or stalled. If the candidate's name has since changed, it is vital that the candidate promptly report the information to the Help Desk, providing appropriate documentation of the name change.*

Note: Fingerprint Collection Script is the same for electronic or hard copy prints.

AAS – 12A Exit Script/ NO Conditional Offer

TSA Approved 07/07/09

This script should be read to a candidate that has successfully completed the Airport Assessment, but where a determination has been made not to invite the candidate on to medical at this point. This is generally because:

- There is a desire to moderate the flow of candidates to medical
- The airport is maximizing assessment resources by assessing a candidate regardless of current unfulfilled needs (candidate may not meet airport's current needs)

Any other scenario (i.e. airport wishes to decline candidate) should be reviewed with your Hiring Coordinator. The candidate cannot just simply be left on your dashboard, uninvited, for an extended period of time.

Thank you for participating in the Transportation Security Officer Assessment Process today. You have successfully completed the airport assessment portion of the TSA hiring process and are now eligible to proceed with the next steps of the assessment process.

The remainder of the assessment process entails a medical evaluation, which includes a drug test, and a pre-hire security background check. If you successfully pass both, your name will be placed on a roster from which Transportation Security Officers are selected. Whether you are actually hired will depend on your standing on the applicant roster and the availability of positions.

Note to Staff: Now that the credit check is done up front, there is no reference to the completion of the credit check here.

At this time I would like to verify that you were provided a Medical Forms Packet that contains a copy of the Security Officer Medical Questionnaire (SOMQ) and the candidate instructions provided by our medical services provider. If you are contacted to schedule a medical appointment, please make sure that you complete the medical questionnaire prior to attending your medical appointment. The questionnaire will be reviewed and collected by a medical professional at your medical appointment.

Please also continue to work on your electronic SF86, Questionnaire for National Security Positions. If you have any questions about the questionnaire or need further assistance with releasing your electronic SF86, please contact the TSA HR Help Desk at 1-877-872-7990.

Please also note that you may not be contacted to schedule a medical appointment if you are not selected to continue in the hiring process for this airport or if we meet our current hiring needs prior to inviting you to a medical appointment.

Again, thank you for your interest in employment with the TSA. We wish

you much success in your future endeavors.

Note to staff:

- 1) Update Exit Component in Dashboard to Complete (“C”) and insert comments regarding whether or not the Verbal Conditional Offer was extended and if so, if accepted.**
- 2) When you are ready to invite candidate to medical, you must call the candidate and read the Conditional Offer (part of Script 12b) and the applicable next steps depending on the candidate’s response to the Conditional Offer**

AAS – 12B Exit Script AND Conditional Offer

TSA Approved 07/07/09

This script must be read to candidates that have successfully completed the Airport Assessment, so the candidate may continue on to the medical evaluation unless:

- There is a desire to moderate the flow of candidates to medical
- The airport is maximizing assessment resources by assessing a candidate regardless of current unfulfilled needs (candidate may not meet airport's current needs)

Any other scenario (i.e. airport wishes to decline candidate) should be reviewed with your Hiring Coordinator. The candidate cannot just simply be left on your dashboard, uninvited, for an extended period of time.

Thank you for participating in the Transportation Security Officer Assessment Process today. You have successfully completed the airport assessment portion of the TSA hiring process and are now eligible to proceed with the next steps of the assessment process.

The remainder of the assessment process a medical evaluation, which includes a drug test, and a pre-hire security background check. If you successfully pass both, your name will be placed on a roster from which Transportation Security Officers are selected. Whether you are actually hired will depend on your standing on the applicant roster and the availability of positions.

(Conditional Offer)

Before completing the remainder of the assessment process, we would like to make a conditional employment offer to you based on you successfully passing the medical evaluation, and background check.

Based on the information I've provided you, do you accept this Conditional Offer? *[Wait for Verbal Response]*

If candidate accepts the Conditional Offer, read the read the following ***ACCEPTS CONDITIONAL OFFER SCRIPT***

Because this is only a conditional employment offer, please do not quit your current job if you have one or make any other substantial changes such as relocation for purposes of this job.

Also, because the next portion of the process is a medical evaluation that includes a drug screen and a background check are you willing to complete the remainder of the assessment process at this time and allow TSA to collect this medical and background information?

Exit Script AND Conditional Offer continued

Note to staff: As of 1/2/09, a Medical Kit will be provided to candidates on-site. Also, since the Preliminary Credit Check is now completed before the Airport Assessment, candidates who pass all the steps of the Airport Assessment and accept the Verbal Conditional Offer, are eligible to be scheduled for Medical now. With this new process, the TSA HR Help Desk will now be working with the candidate and CHS to schedule the appointment. You should provide the candidate with the TSA HRAccess Help Desk number (1-877-872-7990) and encourage them to schedule the appointment before leaving the site. If they cannot, provide them with the Medical Appointment Card (Appendix YY) that includes the toll-free number for the Help Desk.

At this time I would like to verify you were provided a Medical Forms Packet that contains a copy of the Security Officer Medical Questionnaire (SOMQ) and candidate instructions. Please make sure that you complete the medical questionnaire prior to attending your medical appointment. The questionnaire will be reviewed and collected by a medical professional at your medical appointment.

I would also like to verify that you were provided a Medical Kit. You will need to take this with you to your Medical Appointment. Please do not open or tamper with the box in any way or they will not accept it at your appointment and you will need to be rescheduled.

At this time, I will provide you with the toll-free to our TSA HR Help Desk (1-877-872-7990). You can call this number now, while on-site to schedule your Medical Appointment. The representatives at the Help Desk will coordinate the scheduling of the appointment with the medical services provider.

Note to Staff: If candidates cannot schedule on-site, provide them with the Medical Appointment Card.

I will now provide you with a Medical Appointment Card with the number for the TSA HRAccess Help Desk. You will need to call this number ASAP to get your Medical Appointment scheduled. The representatives at the Help Desk will coordinate the scheduling of the appointment with our medical services provider.

In addition, please also continue to work on your electronic SF86, Questionnaire for National Security Positions. If you have any questions about the questionnaire or need further assistance with releasing your electronic SF86, please contact the TSA HRAccess Help Desk at 1-877-872-7990.

Once again, please do not quit your current job as we have only made you a conditional employment offer. TSA can make no promises at this time regarding a firm offer of employment. Thank you for your interest in employment with the TSA.

Note to staff:

- 1) Remember to update the candidate's exit status to 'Complete' ('C') in the dashboard and insert comments regarding whether or not the Verbal Conditional Offer was extended and if so, if accepted.**
- 2) Click the [Invite](#) link in the Medical View.**

3) On the Candidate Details page, check the **'Invite Candidate'** checkbox.

(If candidate Declines the Verbal Conditional Offer, read the following DECLINES CONDITIONAL OFFER SCRIPT:)

Please note that by declining to continue in the process, you will be removed from further consideration in the selection process and you will be ineligible to apply for a TSO position for six (6) months. Also note that there is no guarantee vacancies will exist or that an opportunity to re-enter the process will be available at a location for which you are interested. Thank you for your interest in employment with the TSA.

Note **to** **staff:**

For Verbal Conditional Offer Declines, you will need to send an email to TSA HRAccess at HRSC@TSA-HRACCESS.com with a completed Candidate Decline Template, indicating that the candidate has declined the process (P).

AAS – 13 Candidate Voluntary Decline Script – Candidate Exit

TSA Approved 07/07/09

This script will be read to candidates who voluntarily decline to proceed with the airport assessment process during any standardized component of the process (i.e., color vision, standardized interview; this includes medical).

Good morning/afternoon Mr. /Ms _____.

Thank you for your interest in employment with the Transportation Security Administration.

Unfortunately, because you voluntarily declined to complete a standardized component of the Transportation Security Officer Assessment process, we are unable to continue processing you at this time.

Please note that by voluntarily declining to proceed in the process, you will be removed from the TSO selection process and will be ineligible to apply for a TSO position for six (6) months. If you wish to be considered for future Transportation Security Officer Positions, you may re-apply after six (6) months. The TSA does not guarantee that you will be afforded a retest opportunity or that vacancies will exist.

Again, thank you for your interest in employment with the TSA. We wish you much success in your future endeavors.

AAS – 14 Non Eligible Candidate Script – Candidate Exit

TSA Approved 07/07/09

This script will be read to candidates who disclose their non-US citizenship or who are discovered to be non-US citizens at any point in the assessment process. (This typically occurs upon verification of their two (2) forms of ID in Check-In or upon initial review of their forms; however could occur in other stages, such as the soft conversation.)

Good morning/afternoon Mr. /Ms _____.

Thank you for your interest in employment with the Transportation Security Administration.

Unfortunately, as a result of your failure to disclose, at the time of application, that you were not a U.S. Citizen, you will be removed from further consideration for the position of Transportation Security Officer (TSO) with the Transportation Security Administration (TSA). Only U.S. Citizens or U.S. Nationals are eligible for employment for the position of Transportation Security Officer with the TSA.

If you become a U.S. citizen and are still interested in the TSO position and if vacancies exist, you may re-apply in six (6) months and we will consider you for retesting.

If you have questions, please call the TSA HR Help Desk at 877-872-7990 or TTY 877-892-7992.

Again, thank you for your interest in employment with the TSA. We wish you much success in your future endeavors.