

Airport Assessment

Introduction

The Airport Assessment is the third hurdle in the TSO selection process. In order to be eligible to be scheduled for the Airport Assessment, all candidates must:

- *Successfully pass the Computer Based Test (CBT)*
- *Accept the contingent offer/Pass the Preliminary Credit Check*
- *Provide their demographic information so their e-86 form can be initiated in the e-QIP system*

ICON KEY

 Valuable information

 Examples

 **NOTE:** Beginning on 1/2/09, the Preliminary Credit Check is now initiated after the candidate successfully completes the CBT. TSA Forms 2811 and 2812 are now completed up front as a part of the application process (or collected by the contractor for legacy candidates). The candidate is not eligible to be scheduled for the Airport Assessment until they have passed the Preliminary Credit Check.

During the Airport Assessment, the candidate must successfully complete the following processes:

- *Check-in (for verification of the candidate's identification)*
- *Color Vision Test*
- *Standardized Interview*
- *Completion of forms*
- *Complete the Fingerprinting Process and Digital Photo*
- *Exit process*

Pre-Airport Assessment Activities

Local Airport Fact Sheet

Prior to scheduling a candidate for the Airport Assessment appointment, the candidate should be provided with the Local Airport Fact Sheet. This document contains detailed information specific to that particular airport and is available to potential applicants via a hyperlink in the Vacancy Announcement. Airport staff may also utilize this document at recruiting events as well, but at a minimum should provide the document to the candidate prior to or at the assessment site. The goal of providing the airport-specific information is primarily so the candidate can make an informed decision regarding whether or not a TSO position would be a good job match for them.

Please refer to the Airport Specific Local Fact Sheet Template (Appendix D) posted in the Document Library. Airports without fact sheets on file need to complete and submit one to RHSC@TSA-HRACCESS.com utilizing the template.

Call Order Utilized To Contact Candidates for Airport Assessment

Airports must adhere to a call order sequence when conducting the Soft Conversation/inviting candidates in for airport assessment. Please note that this sequence varies from the sequence referenced for extending job offers. For airport assessment, eligible candidates must be contacted in a first in, first called sequence, based on the date they pass their Preliminary Credit Check (Quick Check).

Airports are only authorized to engage in gender-specific invitations to airport assessment when they are at risk of falling below the BFOQ ratio (1/3) in a specific gender category. In those situations, the same call order referenced above is applied within the listing of candidates for the gender needed. It is essential that airports properly document the basis for scheduling candidates to meet gender-specific needs under this requirement, and provide this information upon request to OHC.

Veteran's preference and Category Ranking are applied at the point of candidate certification, thus are not applicable when inviting to airport assessment.

Appointments should be set according to the available testing schedule at airport and must be updated on the candidate's detail page in Airport Assessor (pan Dashboard).

Pre-Airport Assessment Conversation (Local Interview/Soft Conversation)

The Local Airport Fact Sheet should serve as the primary basis for the Pre-Airport Assessment Conversation, also known as the "Local Interview" or "Soft Conversation". Although the Soft Conversation is not a required assessment component, it is strongly recommended that airports utilize this optional step.

The purpose is to provide:

- The airport an opportunity to go over items in the Fact Sheet, including:
 - The types of positions the airport as open (i.e. full-time or part-time)
 - The types of shifts the airport is seeking to fill
 - Information on parking/parking fees
 - Information on public transportation availability
- The candidate a realistic perspective of the TSO hiring process and position along with airport-specific information in order for him/her to make an informed decision about continuing in the process:
 - Hiring process timeframe (manage expectations)
 - Pre-Hire Background Investigation (TSO Self-Assessment Form)
 - Uniform provision and policy
 - Pay and benefits
 - Required training and certification
 - Working conditions (equipment, noise, stressfulness, physical type of position, etc.)

Benefits of Conducting the Local Interview

- Increases the candidate’s knowledge and understanding of the TSO position
- Increases the candidate’s knowledge and understanding of the remaining hiring steps
- Reduces the likelihood of assessing candidates:
 - Whose personal circumstances conflict with the position requirements (schedule, pay, etc.)
 - Who recognize that they cannot/will not meet the position requirements (criminal issues, etc.)
 - Who ultimately have otherwise withdrawn from the hiring process
- Increases new hire retention and reduces new hire attrition

Airports opting to conduct the Soft Conversation must conduct it with all candidates and focus on the same topics of discussion to ensure fairness. This “local interview” **CANNOT** be used to evaluate a candidate’s competencies for the TSO position, as those are evaluated in the Standardized Interview at airport assessment.

The airport (or contractor) representative must conduct the local interview either (a) prior to scheduling the Airport Assessment or (b) prior to Check-in on the day of the Airport Assessment. (The only exception is when candidates are certified to your airport that were assessed at another airport, and is covered in Chapter 9.)

 *Please refer to the Pre-Airport Assessment Scheduling Scripts (Appendix C) for guidelines on how to conduct the Pre-Airport Assessment Conversation and schedule a candidate for the Airport Assessment process.*

Although following a script, to achieve maximum results, the local interview should be conducted by the appropriate individual(s) in an interactive, conversational style.

Outcomes of The Local Interview/Soft Conversation

Candidate Declines To Proceed

If, after hearing the information provided during the Soft Conversation, a candidate decides they are no longer interested in the position and rejects the invitation to the Airport Assessment, the airport should read script AAS-03A Candidate

Declines Airport or AAS-03B Candidate Declines Process, whichever is appropriate; both can be found in Appendix C.

- If declining a position at your airport only as a result of the Soft Conversation, the candidate is removed from consideration on the active application at your airport and must reapply to receive further consideration. The candidate remains eligible for consideration on any other open TSO applications they may have submitted.
- If declining the process as a result of the Soft Conversation, the candidate is removed from consideration on all open TSO applications that may have been submitted and would need to re-apply in order to receive further consideration for a TSO position.
- Additionally, 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.

 **Note:** *It is important that the airport representative explain the factors above to candidates who indicate their intent to decline so that the candidate has a full understanding of the impact of that decision.*

In these cases, the airport must also complete the **Candidate Decline Template** (located on the Document Library) and send it via email to TSA HRAccess at RHSC@TSA-HRACCESS.com to request that the candidate be removed from their dashboard. The following information must be included:

- Candidate’s last name, Candidate ID # and last four of SSN
- Airport Code and Submitting POC’s Name
- Whether the candidate is declining the position at that airport only or the entire process
- Reason code for the candidate decline (from drop down list)
- Comments supporting the candidate’s decline (required)

Include the airport’s region (Eastern, Western, and Central) in the email subject line to better direct your request. As the template contains Personally Identifiable Information (PII), the document must remain protected with the following password: **tsaLM*09**

Once TSA HRAccess receives this information, the candidate is removed from the airport(s) view on the Airport Assessor dashboard. If the candidate has applied to multiple airports and wishes to continue in the process with another airport, TSA HRAccess will move the candidate to another airport’s dashboard for potential scheduling. If the candidate decides that he/she is no longer interested in the TSO selection process, TSA HRAccess will remove the candidate from all airports’ dashboard views.

Airport Requests to Decline Candidate

There are limited flexibilities for an airport to be able to remove a candidate from consideration as a result of the Local Interview/Soft Conversation. If the airport determines that they would like to request that a candidate be declined, they must send a completed Airport Decline Template (located in the Document Library) in an email to their OHC Hiring Coordinator. The following information must be included:

- Candidate's last name, Candidate ID # and last four of SSN
- Airport Code and Submitting POC's Name
- Reason code for the airport decline (from drop down list)
- The clearly articulated business-based reason supporting the request to decline the candidate (required)

As the template contains Personally Identifiable Information (PII), the document must remain protected with the following password: **tsaLM*09**

If the request is approved, the OHC Hiring Coordinator will forward the template on to TSA HRAccess to remove the candidate from the airport's dashboard, and will also notify the airport representative that submitted the request. The airport representative must then contact the candidate and read script AAS-02 Airport Declines Candidate found in Appendix C.

Candidates who were approved as an airport decline on the basis of (a) not responding to outreach attempts, or (b) being unable to contact due to invalid phone number/email address on file will be eligible for re-consideration without having to reapply, provided that the candidate contacts the TSA HRAccess Help Desk to reactivate their application and/or provide valid contact information, and their CBT results are unexpired.

Other candidates who were approved as an airport decline will be removed from consideration on all active TSO applications and would need to re-apply in order to receive further consideration for a TSO position at that airport.

The airport decline process may also be utilized in cases where an airport would like to request removal of a candidate from their dashboard for reasons other than as a result of the soft conversation. These situations are generally infrequent, and must still be for clearly articulated business-based reasons. As needed, the OHC Hiring Coordinator may consult OHC Policy and Legal Counsel as part of the determination process.

Airport representatives should direct any questions regarding this process and/or the appropriateness of rejecting a specific candidate to their Hiring Coordinator.

📁Note: At any point in the assessment process, if it is discovered that the candidate is not a citizen of the United States or not a U.S. National, the airport should notify their OHC Hiring Coordinator via the decline template so that appropriate follow up and updates to the record can occur. (Read the candidate script AAS-14 Non-Eligible Candidate.)

Airport/Candidate are Ready to Proceed with Scheduling

If after the Local Interview/Soft Conversation, both the candidate and the airport are still interested in moving forward, the airport should schedule the candidate for an Airport Assessment appointment by clicking the **Schedule link** on the **dashboard**. (Remember to utilize the call order sequencing previously stated when scheduling candidates for airport assessment.)

The **Schedule Link** opens the **Candidate Details** page. The scheduler will then be able to enter the date and time of the Airport Assessment Appointment.

 Please note that an airport can enter a comment on the Candidate Details page without assigning an appointment. This is a way to record all contact or attempted contact with candidates. Note: It is important to document the results of the Soft Conversation in the notes section in the Scheduling View. These notes should include whether or not the candidate is proceeding with the process, date of the Conversation, Scheduler's initials and any other important details. In the cases where the Soft Conversation takes place on-site at the airport before Check-In, these notes can be placed in the Check-In notes view if the candidate is proceeding or in the Cancellation Notes section if the candidate is declining.

Local Hiring Dashboard

 The following is an overview of the Local Hiring Dashboard. A Dashboard User Manual (Appendix J) with more detailed information is available in the Document Library on the dashboard.

The local hiring dashboard provides the ability to track candidates from the time they accept a Contingent Offer to the completion of the exit process and/or invitation to Medical Evaluation. It also allows the monitoring of the candidates through the process and data entry for each of the assessment components. To obtain local hiring dashboard access, contact the TSA HRAccess Help Desk. All airports will have access to the following dashboard views (a brief explanation of each is provided in this section):

- To Be Scheduled
- Scheduled
- In Progress
- Medical
- Completed Candidates (Pass/Fail)
- Removed from Consideration
- Action Required
- EOD (Enter on Duty)

“To Be Scheduled” View

After successfully:

- Passing the Computer Based Testing (CBT)
- Accepting the Contingent Offer
- Passing the Preliminary Credit Check
- Receiving instructions on initiating e-86 forms in the e-QIP system

candidates are eligible to be scheduled for the Airport Assessment appointment. The ‘**To Be Scheduled**’ dashboard page is the first view available to airport representatives.

This view:

- Displays all eligible candidates by their preferred airport selection.
- Allows viewing of additional candidate information by clicking on the candidate's name which populates the **Candidate Details Page**.

- Allows for notations to be made regarding the candidates' status
- Allows airports to see candidates who have not yet accepted their "Contingent Offer"
- Displays those who have passed the preliminary credit check (PQ) or whose credit results are still unavailable

 **Note:** Candidates can only be on one airport's dashboard at a time regardless of the number of airports to which the candidate has applied. The airport's dashboard will list the candidates who are eligible to be scheduled. After conducting the scheduling call (which preferably includes the Local Interview/Soft Conversation), the airport staff enters the date and time of the candidate's scheduled appointment along with accompanying notes (Conducted Soft Conversation, 1/2/09, initials, etc.).

"Scheduled" View

After candidates have been scheduled for an Airport Assessment appointment, their names will be displayed on an airport-specific dashboard called the **"Scheduled"** view.

Airports may also reschedule and/or cancel candidates' appointments via the Scheduled dashboard view.

"In Progress" View

The **"In Progress"** view displays all candidates scheduled for an airport assessment appointment for that particular day. Candidates remain on this view until all assessment components are completed and they have been exited from the process¹. If no data is entered for an individual candidate, he/she will remain in this view 72 hours past his/her scheduled appointment date.

"Action Required" View

Candidates who do not have a "Check-In" status by the close of the business day should be marked as No Show and moved to the **"Action Required"** view. A candidate remains on this view until the airport either indicates that he/she was a true 'No Show' or until the airport requests further action (e.g., rescheduling candidate).

"Medical" View

Once all components in the previous view are completed successfully, candidates will move to the **"Medical"** view. The only component not required in order for a candidate to move to the **"Medical"** view is fingerprint collection. Fingerprints can be collected as part of the assessment or after the assessment if necessary². Airport staff is required to click the **"Invite"** link in order to invite the candidate to the medical process.

¹Candidate is marked as an "exit" in the dashboard

² If there are equipment issues, candidates can be rescheduled with the Airport to return at a later date

“Completed Candidates (Pass/Fail)” View

Candidates who complete all necessary process steps through the medical assessment are placed on this view. Based on their status, candidates will be noted as having passed or failed in this view.

“EOD” View

The “EOD” (Enter On Duty) view allows airports to keep track of candidate/new employee progress as they complete the e-86 form. Candidates are populated in this view within 24 hours of being identified as “Job Offer Accepted” in the TSO Certification List application.

Candidate Folder for the Airport Assessment

A candidate folder should be created for each candidate scheduled for the Airport Assessment prior to the candidate’s scheduled appointment. The candidate folder should include a label with the candidate’s

- Last name
- First name
- Last four digits of the SSN
 - Airport code

⇒KEEP IN MIND

After a candidate’s Airport Assessment appointment, all of his/her paperwork, documentation, and test results may be scanned and kept in a secure location in electronic format and should be readily available to TSA/OHC. All candidate documentation must be kept for a minimum of two years.

Candidate folders must be held in a secure location. The candidate folder will contain the following items:

- Standardized Interview Questions Form (Appendix M)
- Farnsworth D-15 Color Vision Score Sheet (Appendix P)
- Farnsworth D-15 Color Vision Worksheet (Appendix P) (if Internet is not available)
- TSA Form 1154 - Non-Disclosure Agreement (NDA) Form
- All other applicable candidate documentation that is necessary throughout the candidate’s Airport Assessment appointment
- Candidate resume (optional)

 **Note:** *If there is no Internet access onsite to get into the dashboard, candidates’ test results and status will need to be recorded on the Airport Assessment Manual Status Tracking Report (Appendix Y). This form is also posted on the Document Library within the dashboard. The Tracking Report should be attached to the candidate folder and remain with the candidate file until the end of the assessment. Each assessment component must be entered as soon as Internet access is available.*

Candidate Flow

The assessment appointment times and number of candidates assessed per day will differ for each airport and will depend on factors including, but not limited to:

- Available space
- Number and availability of trained staff (airport and/or contractor)
- Availability of Internet (dashboard access)
- Number of eligible candidates

⇒PRIVACY IS KEY

It is important to note that to maintain the integrity of the process and to ensure the privacy of all candidates, one candidate must be assessed at a time. In particular, the Standardized Interview, the Color Vision Test, and the Forms Review and Collection components must all be conducted in a room where the door can be shut, in order to ensure candidate privacy.

Airport Assessment Process

Checked In?

“Check-In Complete” means that the candidate showed up for their scheduled assessment appointment, provided two forms of valid and current identification and completed the NDA form.

“Check-In No Show” is used for candidates that do not show up for their scheduled assessment and did not call to cancel or reschedule. No-Shows should not be entered until a minimum of one (1) hour after the scheduled assessment time, and may be entered at the end of the assessment day.

“Check-In Fail” indicates the candidate did not bring the two forms of required identification, and was unable to return within one hour of the appointment with the appropriate identification.

Check-In at the Airport Assessment

Similar to the Computer Based Test (CBT) process, candidate check-in is the first step in the Airport Assessment process. During the check-in process, the airport staff and/or contractor must:

- Read the Check-In Script (AAS-4 found in Appendix C)
- Verify candidate ID (See Identification Verification Section below) against the dashboard
- Collect all personal belongings (e.g., keys, cell phones, purses, backpacks) and inform candidate that everything will be returned at the end of the assessment session³
- Provide TSA Form 1154 - Non Disclosure Agreement Form (NDA) to candidate
- Collect signed NDA from candidate and place in candidate’s folder
- Update candidate status on dashboard for Check-In and

³ Candidates should be allowed the option to take all personal belongings to their cars. This should be done prior to the commencement of the assessment.

add any pertinent notes in the notes field. (Candidate Checked in without incident, 1/2/09, initials, etc.)

All candidates must present two (2) forms of U.S. Federal or State government issued identification. One ID must bear both a photograph and a signature. Identification must be original, current, legible, and reflect their current legal name. In addition, drivers licenses must be in compliance with applicable state laws referencing name and address information. If the name on the application does not match the identification, the candidate must provide evidence of name change through a marriage certificate or court issued certificate of name change. Candidates will not be admitted to the facility without these two pieces of identification.

Please see table below for acceptable forms of identification. Candidates may bring two forms of ID from Column A or one form of ID from Column A and one form of ID from Column B.

 **Note:** The following table does not display a comprehensive list of IDs – only the most common.

Acceptable Proof of ID Examples (Table 1)

Column A (Acceptable Photo ID)	Column B (Acceptable 2 nd ID)
Driver's License	Social Security Card ⁴
U.S. Passport	Certified Birth Certificate
U.S. Military ID ⁵	Certificate of Naturalization
State Identification Card	

 Examples of **unacceptable** forms of identification are:

- College or High School identification cards
- Employer identification card or badge (not issued by a State government or the U.S. Federal government)
- Store membership cards
- Healthcare membership cards (not issued by a State government or the U.S. Federal government)

⁴ Laminated Social Security Cards are not considered invalid; however, the lamination makes it difficult to detect the security features on the card and verify its validity. The purpose of presenting identification at check in is to verify an individual's identity in comparison with the dashboard record. Thus, it is recommended that if a candidate presents a laminated SS Card, you should more closely examine the card in comparison with the other forms of ID presented so that a determination can be made that the individual matches. If unsure about the validity of a laminated SS card, the individual should be requested to provide one of the alternate forms of acceptable ID. As candidates can request that a replacement card be issued by the Social Security Administration (generally approximately 10 days turnaround), it is a good idea to advise of this when scheduling/confirming their airport assessment appointment.

⁵ Only Military IDs with a photo and a signature can be used as a primary identification from Column A. If the military identification card does not include a signature, it can only be used as a secondary identification from Column B.

Discrepancies

If you notice a name discrepancy between the candidates' proof of identification and the dashboard, the candidate must call the TSA HR Help Desk (1-877-872-7990) to make the correction in the system. The TSA HR Help Desk will need to speak to the candidate directly to initiate the name change, and the candidate must also provide evidence of the name change through a marriage certificate or court issued certificate of name change. A TSA employee/contractor can not make the name change on the candidate's behalf. It is vital that name changes/discrepancies be reported/updated as soon as they are noticed to ensure that the appropriate sub-systems

If a candidate reports to the assessment site without proper identification, he/she should be given the option to return within one hour with the appropriate two forms of identification. Failure to return within the hour of his/her scheduled appointment will result in a "no show" status on the dashboard.

As a reminder, if it is discovered that a candidate is not a US Citizen/National, he/she cannot be allowed to continue in the process. In cases such as these, the candidate should be read the "Non-eligible Script" (AAS-14 found in Appendix C) and the airport staff should exit the candidate. The airport should also notify their OHC Hiring Coordinator via the decline template so that appropriate follow up and updates to the record can occur. Once status is updated on the dashboard, the candidate will receive a communication that he/she is no longer in consideration for the position.

Candidate Monitoring

Throughout the assessment:

- Candidates must be monitored at all times.
- Candidates are not to discuss any aspect of the assessment process with other candidates.
- Candidate wait areas should be set up such that all candidates in a particular wait area are at the same point in the Assessment process (i.e., candidates who have completed the interview are not to be seated with candidates who are awaiting the interview).
- Candidates must be escorted from one Assessment step to the next.
- Candidates cannot be allowed to carry their own Candidate Folders.

 **Note:** *Candidates have 72 hours to provide a valid reason for not attending their Airport Assessment Appointment before they are set to 'No Show Failed' and removed from the TSO selection process (candidate will not be eligible to re-apply for a TSO position for six (6) months). In the 'Action Required' view, airports have the ability (for 72 hours) to reschedule candidates for an airport assessment appointment before the candidate is automatically updated to a No Show Failed.*

Color Vision Test

The Color Vision test is required to ensure that individuals hired as Transportation Security

Officers can sufficiently distinguish colors to effectively meet the requirements of the job. The test determines whether a candidate has a “color deficiency”, not if he/she is “color blind.” Airport or contractor staff will administer the Farnsworth D-15 Color Vision Test utilizing equipment provided by the airports. Additional Farnsworth Color Vision kits may be purchased directly from the vendor with OHC approval.

To order additional
Farnsworth Color Vision Kits
contact:
Richmond Products, Inc.
4400 Silver Ave. S.E.
Albuquerque, NM 87108
Phone (505)275-2406
Fax (810) 885-8319

Administering the Color Vision Test

The test administrator is responsible for reading the “Farnsworth D-15 Color Vision Administration” script (Appendix C) verbatim to the candidate and following all test administration protocols. It is recommended that all test administrators read the “Farnsworth D-15 Color Vision Test Administration Manual” (Appendix O) prior to administering the test to refresh your memory and to ensure that execution of the test is standardized (also posted on the Document Library).

Scoring the Color Vision Test

Scoring of the Color Vision Test is a two-fold process. For data integrity purposes, the test administrator **MUST** enter the candidate’s responses on the “Farnsworth D-15 Color Vision Score Sheet” (Appendix P) prior to entering the candidate’s responses into the automated scoring program in the dashboard. Airports will be responsible for storing all Color Vision Score Sheets in the candidate folder in a secure location and providing them to TSA HQ as needed.

The candidate’s responses must be entered into the automated scoring program twice (initial entry and confirmation entry). The scoring program will score the results of the test and make a determination as to whether or not the candidate passed or failed. The automated scoring program will update the candidate’s status for Color Vision in the dashboard. Please refer to the “Farnsworth D-15 Color Vision Administration Manual” (Appendix O) for all administration and scoring protocols.

 **Note:** *The candidate should be seated in the room with the test administrator during the scoring of the Color Vision Test, but not within such proximity as to be privy to the details of the scoring process.*

Next Steps

If a candidate passes the Color Vision Test:

- The status for the Color Vision Test component will automatically be updated in dashboard (Qualified/Passed = “Q”).
- Candidate proceeds to the Standardized Interview if the Color Vision Test was administered first.
- If the Standardized Interview was administered first, then the candidate proceeds with the Forms Review and Collection Process.

If a candidate does not meet the requirements for the Color Vision Test in the first attempt:

- The test will be administered a second time according to testing protocol. Please note that the script should once again be read verbatim and the candidate should

not be told they did not meet the requirements the first time. The candidate should simply be told that the test will be administered a second time.

If a candidate does not meet the requirements after the second administration:

- The candidate fails this component and the candidate's status for the Color Vision Test component will automatically be updated in the dashboard (Rejected/Failed = "F"). The airport staff will then exit the candidate after reading AAS-9 Failed Color Vision Script.
- Only Pass/Fail results should be given for the Color Vision Test. Candidates should not be given any other details.

Standardized Interview

The standardized interview is a mandatory step in the Airport Assessment Process and is administered only by the airport staff. (Contractor/OPM staff representatives are **not authorized** to conduct, score or participate in the standardized interview in any way.) Ideally, there should be a panel of at least two interviewers administering the interview.

The standardized interview can be a useful tool to better define an applicants' depth of qualification for the position. Interviewers must follow the guidelines included in the "Airport Assessment Interview Document" (Appendix L). Similarly, interviewers must ask all six (6) mandatory standardized interview questions from the "Standardized Interview Questions Form" (Appendix M) and rate all seven (7) competencies during the standardized interview component. The airports make the decision of asking either option A or B under each question, however both options should not be asked (i.e., a candidate has difficulty with option A, so the interviewers ask option B).



Standardized Interview

Airports should note that responses to questions, concerns, and inquiries regarding the interview and inquiries regarding non-selections based on the interview, such as Congressional inquiries, FOIA requests, etc., will be the responsibility of the airport with coordination through appropriate HQ offices. Therefore, it is **imperative** that airports maintain adequate records regarding the conduct of interviews. FSD/staff will maintain all records on the standardized interview

If the candidate **PASSES** the standardized interview based on job related criteria, airport staff must:

- Update the candidate's status for the Interview component in the dashboard (Qualified/Passed = "Q").
 - A passing score on the Standardized Interview is achieved if the candidate receives the minimum rating of 3 for each scored competency and a pass on the Integrity/Honesty competency.
- Read the "Passed Standardized Interview" script (Appendix C) and then proceed

with either the Color Vision test (if the interview was administered first) or the Forms Review and Collection Process (if the interview was administered after the Color Vision Test).

The following must be documented in the dashboard in the Notes Section:

- Total interview score and Integrity/Honesty Pass result (Example: Total score – 18/30, scored a minimum of “3” or above on all competencies. Integrity/Honesty score - Passed)
- Interviewer’s name(s), name of TSA staff that made the final determination, and name of individual that conducted the data entry.

If a candidate **FAILS** the interview based on job related criteria, the airport staff:

- Must update the candidate’s status for the Interview component in the dashboard (Rejected/Failed = “F”).
 - A failing score on the Standardized Interview is achieved if the candidate receives less than a “3” (a rating of 1 or 2) on any of the competencies and/or a fail on the Integrity/Honesty competency.
- Read the “Failed Standardized Interview” script (Appendix C) and exit the candidate.
 - Keep a copy of the NDA form in the candidate’s Folder
 - Return all personal belongings to the candidate
 - Escort the candidate out of the Airport Assessment
 - Update the candidate’s status in the dashboard for the Interview component (Rejected/Failed = “F”)
 - Update the candidate’s status on the dashboard for the Exit component (Completed = “C”). Candidate will automatically move to the Completed (Fail) view.
 - TSA HR Help Desk will mail the candidate the “Candidate Not Selected Due to Airport Interview” correspondence.

The following must be documented in the dashboard in the Notes Section:

⇒ Supporting documentation for any failure decisions as well as a summary of that documentation must be entered into the dashboard notes section.

- Total interview score and Integrity/Honesty Fail result. (Example: Total score – 12/30, scored below a “3” on two competencies (identify the 2 competencies). Integrity/Honesty score – Fail)
- Documentation as to why the candidate did not pass the interview portion
- Name of interviewer, name of TSA airport staff that made final pass/fail determination, and name of individual that conducted the data entry.

Updating the dashboard with pass results from the Standardized Interview and/or the reading of the Interview Pass Script is only to be executed by Airport Staff and cannot be completed by contractor/OPM staff.

📁 **Note:** Only Pass/Fail results should be given for the Standardized Interview. Candidates should not be given any other details.

Forms Review and Collection

Upon successful completion of the Color Vision Test and the Standardized Interview, the candidate will continue to the Forms Review and Collection process component. The candidate will be read the "Forms Review and Collection script" (Appendix C). The airport will provide the candidate a "Forms Packet" (posted as individual forms on the Document Library), which contains what is commonly referred to as the "Single Sheet forms" and the "Medical Forms Packet."

 **Note:** *All airports are required to print all required forms and create their own Forms Packets. All Single Sheet forms and Medical forms are available on the Document Library.*

Single Sheet Forms

The candidates are required to complete the "Single Sheet forms" onsite with the assistance of the airport or contractor staff. When the forms are complete, the airport will review the single sheet forms and collect them for further processing. All Single Sheet forms must be collected during the Forms Review process.

Single Sheet forms include:

- TSA Form 1154 - Non Disclosure Agreement (NDA) - (collected at Check-In)
- OF 306 - Declaration for Federal Employment Form
- Authorization for Release of Information (SF86-1, page 20 of the SF86 form)
- Authorization for Release of Medical Information Form (SF86-2, page 21 of the SF86 form)

 **Note:** **As of 1/2/09, in an effort to initiate the Preliminary Credit Check earlier in the process, TSA Forms 2811 and 2812 are now completed up front as a part of the initial application process. Candidates now complete these forms and fax them to TSA HRAccess for processing. They no longer need to be collected during the Forms Review. Legacy candidates have been contacted by TSA HRAccess to complete and submit these forms. Airports can certainly assist these legacy candidates as some may be on your To Be Scheduled view and may request your assistance in faxing their forms.**

In addition to the Single Sheet forms, a candidate may need to submit additional forms if they have applied for Veteran's Preference. Although these forms are not required for a candidate to continue and complete the Airport Assessment, they are required for a candidate to receive Veteran's Preference status. Veteran's Preference could ultimately affect a candidate's standing on the certified list of eligible candidates. Providing the proper, required documentation for a candidate to receive Veteran's Preference is the responsibility of the candidate.

Veteran's Preference

If the candidate does not bring the appropriate documentation required to qualify for Veteran's Preference, the documents can be mailed for processing to:

TSA HR Access Shared Service Center
Attn: Recruiting & Hiring Process Office
Metroplace 1, 2650 Park Tower Drive, Suite 201
Vienna, VA 22180-7300

Candidates are asked to bring the following documents to the airport assessment to provide proof of veteran's preference eligibility and prior federal service:

- DD214 – Certificate of Release or Discharge from Active Duty (if applicable)
- SF15 – Application for 10 Point Veterans Preference and any VA supporting letter or documentation (if applicable)
- SF50/PS50 – Proof of prior federal employment (if applicable)

 Note: Do not attempt to verify the candidate's eligibility for Veterans Preference. This is a collection of forms only. Adjudication of the forms will be performed by the TSA HR Access Recruiting and Hiring Process Office prior to certification for hire.

Electronic Forms

Through the electronic forms process, candidate information that is captured during scheduling is populated onto the Single Sheet forms. This saves time during the Forms Process as the candidates do not have to complete these pre-populated sections. However, they will be asked to make any corrections and complete the forms while on-site.

Once completed, these forms can then be scanned in and uploaded. The forms can then be accessed to begin the background check process, eliminating the need to send the Single Sheet forms in an overnight package.

Airports must be authorized to use this process and thus, must be granted access to this area of the dashboard where the electronic forms can be printed. Currently, several airports are using this process.

Medical Forms and Medical Kit

 **Note: Beginning 1/2/09, in addition to the Medical Forms Packet, candidates who have accepted the verbal conditional offer and are being invited to Medical will be handed a Medical Kit on-site before leaving Airport Assessment. They will no longer be mailed by CHS to the candidates. The candidates should then be directed to bring the Medical Kit along with the Medical forms with them for their Medical Appointment. They should also be told not to open the Medical Kit, as the medical affiliate cannot process them through their appointment without an unopened Medical Kit.**

Ordering Medical Kits:

Airports will now be responsible for keeping a supply of Medical Kits on-site to distribute to candidates. A Medical Kit Order Form (Appendix X) is now available on the Document

Library on the dashboard. Airports need to ensure an appropriate supply is available at Airport Assessment, however, they should consider the following when placing their order:

- Order only what is needed – Ordering more kits than what would be used during the current the current assessment period could result in providing candidates with outdated paper work. For those airports with ongoing assessments, it is recommended that an order be submitted approximately every 30 days.
- Allow two week lead time for all orders – In order to best support the fulfillment of all airport medical kit requests, a minimum two week lead time is necessary.
- Store Kits in an Ambient Environment – The medical kits contain specimen collection cups that while maintained in an ambient environment can last for 5+ years, if they are stored in a high humidity environment the seals on the could become compromised, rendering them invalid.

In addition to this process change, candidates will also be encouraged to call the TSA HR Help Desk @ 1-877-872-7990 or TTY 1-877-872-7992 while on-site to schedule their Medical Appointment. More on this process will be detailed below in the Exit section.

The “**Medical Forms Packet**” consists of the following:

- Medical Cover Letter from TSA
- Security Officer Medical Questionnaire (SOMQ)
- **Candidate Pre-Medical Instructions Form (New Version 1.2.09)**

 **Note: Effective 1/2/09, there will be a new version of the Candidate Pre-Medical Instructions Form posted to the Document Library.**

Candidates will need to be instructed to complete the SOMQ prior to going to their scheduled medical appointment.

 **Note:** *Airports should invite a candidate to medical if the candidate has successfully completed the Airport Assessment and if the airport has a hiring need*

Airport staff is not to assist with or review the medical forms. This information is private medical information that airports are not privy to. Under no circumstances should airports collect the completed SOMQ form from candidates.

e-86 Forms Completion

The e-86 (Questionnaire for National Security Positions) is a detailed and lengthy online form that requires the candidate to disclose an abundance of information pertaining to the previous 10 years of their residency, employment, associations, financial status, police records, etc. Much of the information provided by the candidate is sensitive and private information. It is important to be discreet and to ensure all candidates' privacy when discussing sensitive issues/information.

It is important to assess how close to completion each candidate is with their e-86 form, and offer assistance and direction to candidates regarding the required timelines for submission, how to submit and release the e-86, and/or where to submit the paper SF86 (if candidate

It is recommended that airports keep blank copies of the paper SF86 as a reference for candidates of what will be needed on the e-86. Candidates should be provided the TSA HR Help Desk (1-877-872-7990 or TTY 1-877-872-7992) for all general questions.

has been approved by Personnel Security to submit a paper SF86). Additional detailed information regarding the completion of the e-86, including step by step instructions on each section of the form can be found in "SF86 FAQs (Appendix I).

Forms Collected From Candidates at Airport Assessment

Prior to exiting all candidates (Pass, Fail, Decline), it is important to collect the appropriate documentation from them for accurate processing. The following forms must be present in all PASSING candidates' folders:

- Non Disclosure Agreement (TSA Form 1154)
- Declaration for Federal Employment (OF306)
- Documents for Veteran's Preference (if applicable)
- Farnsworth Color Vision Score Sheet
- Farnsworth Color Vision Worksheet (if Internet is not available)
- Standardized Interview Questions Form, and all Interview notes
- Authorization for Release of Information (SF86-1, page 20 of the SF86)
- Authorization for Release of Medical Information Form (SF-86-2, page 21 of the SF86)

Note: Once again, starting on 1/2/09, TSA Forms 2811 and 2812 will no longer need to be collected on-site as they will be collected up front in the Application Process.

The following forms must be present in the folders of candidates whose statuses are **Failing** or **Declining**:

- Non Disclosure Agreement Form (at any step after Check-In)
- Farnsworth Color Vision Score Sheet (if Color Vision Test was conducted)
- Farnsworth Color Vision Worksheet (if Color Vision test was conducted and the Internet was not available during time of assessment appointment)
- Standardized Interview Questions Form (if the Standardized Interview was conducted)

At the completion of the Forms Review and Collection Process, the candidate's status must be updated in the dashboard to reflect the status of all candidate forms. Once the candidate has completed all Single Sheet forms at the Airport Assessment, the airport is responsible for collecting all of the candidate's forms and indicating in the dashboard that all Single Sheet forms have been received (Collected Single Sheet forms = 'CS'). The airport is then responsible for submitting all forms at the end of the day along with the **Forms Manifest** (Appendix Q).

Note: The Farnsworth Color Vision Score Sheet and Standardized Interview Questions Form should not be sent at the end of the day with the Forms Manifest. These documents remain at the airport location.

Fingerprint Collection and Digital Photo

Airport staff members are responsible for capturing each candidate's fingerprints electronically and taking a digital photo. The candidate will be read the "Fingerprint

Back It Up?

In the event of a power outage or if the fingerprint equipment malfunctions, it is recommended that the candidate be rescheduled to come back when the equipment is functional. However, if the candidate cannot return in a timely fashion or there is some other reason why the candidate cannot be rescheduled, the airport does have the option of collecting the candidate's fingerprints manually. The airport should keep SF87 Fingerprint Cards on hand for cases such as this.

Note: This method of fingerprint collection is not ideal since manual collection is not as precise.

Collection script" (Appendix C). Airports that have access to the fingerprinting equipment may refer to the Fingerprint Collection Process section of the manual (Appendix S) or the electronic fingerprinting equipment manuals (Appendix T1, T2, and T3) for more details. After fingerprints have been collected for each candidate, the airport staff is responsible for updating the dashboard to Collected ('COL'). The fingerprints are then uploaded to the Transportation Security Clearinghouse (TSC).

Fingerprints must meet FBI standards and demographic information must match current candidate information on file; otherwise, the process may be delayed or fingerprints may need to be re-collected. In the event that any of these conditions exist, the airport will be notified by TSC for demographic verification/correction or to request the collection of new fingerprints. It is the airport's responsibility to contact the candidate to encourage them to have the fingerprints redone at their local airport.

Additionally, a digital photo is also taken of the candidate at this time. These photos also get uploaded to the Transportation Security Clearinghouse (TSC) along with the fingerprints. This process is detailed more in the New Hire Photograph Specifications found in Appendix W.

Exit Process

Candidates that successfully complete the Airport Assessment will be exited with one of two "Exit Scripts". Which script is used depends on whether or not the airport staff is ready to make the candidate a verbal conditional offer and invite them to the medical process.

Dashboard Updates

Assessment results should be entered immediately after each assessment step or at the end of the assessment day if the airport has limited resources. In extreme cases where connectivity or other issues do occur, every effort should be made to enter results into the dashboard within 72 hours of the assessment date. If results are not entered within 72 hours, the candidate will automatically move to the "Action Required". At this point candidate results cannot be updated in the system. Airport staff should email the TSA HRAccess at RHSC@TSA-HRACCESS.com for assistance.

The exit scripts inform candidates that they will be eligible for a TSO position with the TSA if they pass their medical evaluation, drug test, and background check, and if the airport has a hiring need. The "Conditional Offer" simply asks a candidate if he/she is willing to allow TSA to collect the necessary medical and background information for the assessment steps mentioned previously. Upon agreeing to continue in the process, candidates are invited to Medical.

1. If the airport is ready to invite the candidate to medical immediately after the candidate completes the airport assessment process, then they must read the "Exit Script and Conditional Offer" (Appendix C), properly update the dashboard (including updating the Notes section indicating whether the offer was made or not), and then invite that candidate to medical by clicking the 'Invite' link on the medical dashboard view.
2. If the airport is not ready to invite the candidate, then they must read the "Exit Script/No Conditional Offer" (Appendix C), properly update the dashboard (including updating the Notes section indicating whether the offer was made or

not), and exit the candidate from the assessment process. If at a later time, the airport wishes to invite the candidate to medical, the airport staff must read the "Exit Script and Conditional Offer" (Appendix C) to the candidate over the phone and invite that candidate to medical by clicking the 'Invite' link on the medical dashboard view.

📁 Note: Notes on the Verbal Conditional Offer **must be** placed in the Notes section on the Exit Screen. These notes should include whether the offer was made, accepted, declined, who offered, date, etc. Also, when the Exit section is updated to "Completed", the notes section appears as part of the Exit. However, the notes must be entered prior to submitting the "Completed" status update for the Exit step. Once Exit has been updated to "Completed", the check box indicating the verbal conditional offer was made is actually part of the detailed page under the Medical view (not the In Progress view which is where the assessment Exit step is located).

📁 **Exiting Without a Conditional Offer?**

Airports should exit all candidates with a conditional offer 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.

📁 Note: As referenced on page 13, there are some changes around the Medical Kit and Medical Appointment scheduling process effective 1/2/09.

Medical Kit

Beginning 1/2/09, candidates who have accepted the verbal conditional offer and are being invited to Medical will be handed a Medical Kit on-site before leaving Airport Assessment. Airports are now responsible for ordering these kits. Please reference the guidance previously stated in this Chapter regarding ordering kits for your airport(s). A Medical Kit Order Form (Appendix X) is now available on the Document Library on the dashboard. They will no longer be mailed to the candidates by CHS. The candidates should then be directed to bring the Medical Kit along with the Medical forms with them for their Medical Appointment. They should also be told not to open the Medical Kit, as the medical affiliate cannot process them through their appointment without an unopened Medical Kit.

Medical Appointment

Since the Preliminary Credit Check is now done after the CBT, candidates will no longer need to wait for that part of the process to be completed before being allowed to schedule their Medical Evaluation. They will be eligible to be scheduled once they have successfully passed the Airport Assessment, accepted the Verbal Conditional Offer, and the airport representative has updated their status in the dashboard to "Invited".

Thus, starting on 1/2/09, in order to help speed the candidates through the hiring process, you should now encourage them to schedule their medical appointment before leaving the Airport Assessment by calling the TSA HR Help Desk at 1-877-TSA-7990 (1-877-872-7990). If they are not able to do so before leaving, provide them with the new Medical Appointment Card to remind them to get the appointment scheduled as quickly as possible. The Medical Appointment Card (Appendix YY) is available in the Document Library of the Airport Assessor (pan Dashboard).

Note: There is approximately a 10-minute delay from the time the airport representative updates the candidate's status to "Invited" before the TSA HR Access Help Desk representative has visibility to the candidate's refreshed record and thus able to schedule their appointment. Where available, airports are encouraged to have the candidate wait this period so that they can depart Airport Assessment with their medical appointment scheduled; however, if this cannot be accomplished, candidates need to be encouraged to call at their earliest convenience to schedule their appointment.

Key components to the Exit Process:

- Validate the candidate's status in the dashboard for all assessment components in process, including the exit component
- Verify completion and accuracy of all required forms
- Communicate "next steps" to the candidate and provide airport contact information and exit information
- Provide the candidates with the TSA HR Help Desk number and encourage them to schedule their appointment while still on site. If not, make sure they have the Medical Appointment Card with the toll free number on it before leaving.
- Remind candidates going to medical that it is critical that they bring the completed Medical Questionnaire (SOMQ) and unopened Medical Kit to their medical appointment or they will be rescheduled.

 Note: For candidates being invited to medical, it is a good idea to provide the candidate the physical address to airport's local TSA office. This is helpful as those that successfully complete the hiring process and are ultimately extended an offer need to update the current employer information field on the e-86 form with this address.

Statuses in the Local Hiring Dashboard

All candidates who successfully complete the Airport Assessment should have a status in the dashboard for Check-In, Interview, Color Vision, Forms, Fingerprints (if applicable), and Exit. The dashboard should resemble the following for all successful candidates:

- **Check-In = Completed ('C')**
- **Interview = Qualified/Passed ('Q')**
- **Color Vision = Qualified/Passed ('Q')**
- **Forms = Single Sheets Collected ('CS')**
- **Fingerprint = Collected ('COL') (leave field blank if not collected onsite)**
- **Exit Process = Completed ('C')**

The table below displays all dashboard statuses that airports have access to update. There are various dashboard scenarios for candidates that fail or decline an assessment component. All dashboard scenarios are discussed in further detail in the **Local Hiring Dashboard User's Manual (Appendix J)**.

Dashboard Status (Table 2)

ASSESSMENT STEP	STATUSES AVAILABLE
Check-In	C – Completed F - Failed N – No Show [blank] – Not Visited
Standardized Interview	Q – Qualified/Passed F – Failed
Color Vision (status auto populates based on automated scoring program)	Q – Qualified/Passed F – Failed D – Declined [blank] – Not Visited
Forms	CS – Single Sheet Forms Collected by the airport CB-Collected both Single Sheet & paper SF86 Form D – Candidate Declined J – Candidate Not eligible
Fingerprint	COL – Collected D – Candidate Declined [blank] – Not Visited
Exit	C – Completed D – Declined

E_{nd of Day Activities}

Forms Manifest

At the end of each assessment day, a Forms Manifest (Appendix Q) is created to track the processing of all required forms collected from each candidate. This manifest is shipped to the Human Resources Service Center along with the candidate paperwork. An electronic copy of the manifest is also emailed to the TSA HR Help Desk at RHSC@TSA-HRACCESS.com. If Electronic Single Sheets Processing is conducted, the forms are scanned for uploading and same day transmittal to the TSA HR Help Desk. Please refer to the Forms Manifest Instructions (Appendix R) located in the Document Library.

Airport Assessment Incident Report

In addition to the requirement that all individuals involved in the Local Hiring process be trained and are thoroughly familiar with the assessment protocols, it is essential that all candidates be assessed in exactly the same fashion.

Standardization in the administration of the Airport Assessment process is critical to ensuring that all candidates are treated consistently and fairly within and across airports. Deviations from the protocol described in this manual could impact the effectiveness of the TSO selection process and also result in or contribute to legal challenges to the TSO selection process.

It is important that all airport staff and contractors ensure that every test administration is conducted in the same way. It is important to document any incidents that occur during the assessment using an Airport Assessment Incident Report (AAIR) ([Appendix U](#)). Airports should utilize reporting protocols described in the incident report. The AAIR must be faxed to the number referenced on the report, or emailed to the address referenced if that method is selected. In addition, if an incident directly affected a candidate(s), a copy must be placed in the candidate's folder. If an incident does not affect any candidates, it can be shredded after it is successfully submitted to the Airport Assessment Incident Report Team; however the airport is not prohibited from retaining the document.

Forms Reconciliation at the TSA HRAccess Help Desk

Upon receiving the appropriate completed forms from the airports, the TSA HRAccess will indicate on the dashboard receipt of candidates' forms by changing the status on the dashboard. The forms processing group is responsible for reviewing the forms for completeness and for contacting the airports if additional information or clarification is needed. Upon making the determination that the forms are complete and satisfactory, the paper forms and will be scanned and the dashboard will be updated to Complete ("C") in the Forms category.

 **Note:** TSC sends a Complete ("C") status communication for Fingerprints when they receive acceptable fingerprint files.

Single Sheet Forms are bundled and the candidate will begin the pre-hire background investigation process conducted by the Personnel Security Division (PerSec). The

dashboard will be updated to Hold (“H”) in the Fingerprint category. Once the investigation is complete, the dashboard will be updated to reflect one of the following eligibility statuses:

- Qualified (“Q”)
- Failed (“F”)
- Unclassifiable (“K”)
- Ineligible (“J”)

Candidates who successfully complete the Airport Assessment will receive the “Candidate Passed Airport Assessment” correspondence.

- Candidates who qualify, receive an EOD date, and are sworn in at orientation are then considered TSA employees. Employees may also be marked as “Forms Non Compliant” (“NC”) if they fail to complete and submit (release) their e-86 within 14 days from their EOD date.
- Candidates who involuntarily withdraw from the process will receive the “Involuntary Withdrawal” correspondence. Candidates who are not U.S. Citizens/U.S. Nationals will receive a “Failure to Disclose Non U.S. Citizenship” correspondence.

 **Note:** Refer to Chapter 8 for additional information regarding the Medical Evaluation Process.

Process Steps (Table 3)

STEP	STEP DESCRIPTION	COMMENTS/MATERIALS NEEDED
Prior to Airport Assessment Appointment		
1	Identify facility, equipment, and staff for Assessment	
2	Establish an Assessment schedule (dates, times, number of candidates per day)	
3	Candidates who successfully complete the CBT, accept the conditional job offer and pass the preliminary credit check are placed on To Be Scheduled dashboard view for Airport Assessment (automatic process by IHS)	
4	Schedule candidates for Airport Assessment	Conduct Pre-Airport Assessment (Soft Conversation)
Airport Assessment Appointment		
5	Conduct Check-In	Provide NDA to candidate (collect completed form; place in candidate folder), Update candidate status for Check-In in dashboard
6	Administer Color Vision test	Re-administer color vision test if candidate does not meet requirements for test after the first administration
7	Airport staff conducts the Standardized Interview	Place interview notes and decision rating sheet in candidate folder
8	Provide Single Sheet Forms to candidate	Includes OF 306, Authorization for Release of Information (SF86-1, pg 20 of the SF86), and Authorization for Release of Medical Information (SF86-2, pg 21 of the SF86) Note: As of 1/2/09, TSA Forms 2811 and 2812 are no longer collected on site.
9	Provide Medical Forms and Medical Kit to candidate.	
10	Take candidate fingerprints and digital photo	Electronic
11	Advise candidate of next steps	Make verbal conditional offer and invite to medical Candidates being invited to Medical should be encouraged to schedule medical appointment on site by calling the TSA HR Help Desk. If not, hand them the Medical Appointment Card (Appendix YY) with the Help Desk # to make their medical appointment ASAP.
12	Exit candidates	Return all personal items collected at Check-In