






Instructor Guide

Lesson 5: Report Requirements

Purpose: To provide participants with a review of Screening of Passengers by Observation Techniques (SPOT) reporting requirements and the mechanics of a good report

Lesson Time: 1 hour

Instructor Materials	Participant Materials
<ul style="list-style-type: none">• Instructor Guide• Laptop• Projector and screen• Flipchart and easel• Markers	<ul style="list-style-type: none">• Participant Guide• Pen or pencil• Flipchart and easel• Markers• Handouts: SPOT Referral Report, Baseline Reporting, Referral Report Poor Example #1, Referral Report Poor Example #2, Narrative Reports

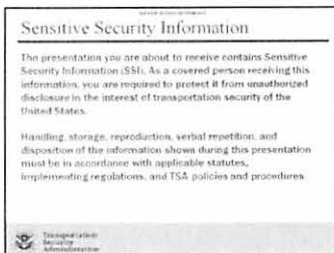
Icon	Description
	Activity identifies where activities take place during the delivery.
	Facilitated Discussion identifies where discussions led by the instructor take place during the course.
	Reference identifies materials for the participant to reference for more or specific information.
	Flipchart identifies where the instructor should use already created flipcharts or where discussion points should be captured on a flipchart.
	Question Mark identifies where the instructor should ask questions.

Slide 1: Welcome



In this lesson we will review Behavior Detection Officers' (BDO) reporting requirements and the mechanics of a good report.

Slide 2: SSI Statement

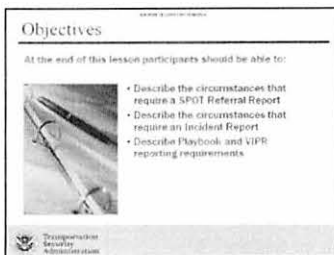


"The presentation you are about to receive contains Sensitive Security Information (SSI). As a covered person receiving this information, you are required to protect it from unauthorized disclosure in the interest of transportation security of the United States.

Handling, storage, reproduction, verbal repetition, and disposition of the information shown during this presentation must be in accordance with applicable statutes, implementing regulations, and TSA policies and procedures."

Teaching Point: The statement on this slide may be read aloud to the class or you may direct participants to read it to themselves.

Slide 3: Objectives

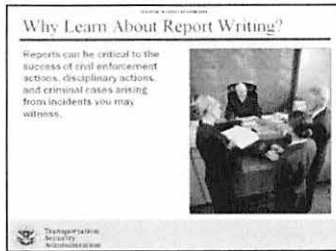


At the end of this lesson participants should be able to:

- Describe the circumstances that require a SPOT Referral Report
- Describe the circumstances that require an Incident Report
- List preferred documentation that may accompany an Incident Report
- Describe Playbook and Visible Intermodal Prevention and Response (VIPR) reporting requirements

Teaching Point: Ensure participants understand what will be learned. The class will revisit the objectives during the lesson summary.

Slide 4: Why Learn About Report Writing?



Many incidents that occur at the airport require documentation. Depending on the incident, multiple types of reports may need to be completed.



Facilitated Discussion: Lead a brief discussion about why reports are necessary.



Ask: Why are reports necessary?

Answer: Answers should include:

- Many reports feed into other systems that provide for real-time tracking of incidents, analysis, and trending of incidents at a national level.
- Reports generated by BDOs can lead to civil enforcement and be used by other agencies in criminal proceedings.
- The BDO's ability to assist in improving the quality of the reports directly impacts Transportation Security Administration's (TSA) ability to fulfill its mission.



Ask: What types of reports do you complete?

Answer: Answers should include SPOT Referral Reports entered in the Performance Management Information System (PMIS) and Incident Reports entered in the Performance and Results Information System (PARIS). If the BDO has received training, reports must also be entered in the Transportation Information Sharing System (TISS) database.

Transition: "Now let's turn our attention to completing a SPOT Referral Report."

Slide 5: SPOT Referral Report



Ask: What are the SPOT thresholds?

Answer: If an individual has reached (b)(3) 49 USC 114(r) and intends to enter the screening process referred for SPOT Referral Screening.

If an individual has reached (b)(3) 49 USC 114(r) and intends to enter the screening process, that person is referred for SPOT Referral Screening, as well as an LEO call.

Teaching Point: Distribute a small spiral notepad (if possible) to each participant. Review the basic use of a SPOT Referral Report.

Ask: When would you complete a SPOT Referral Report?

Answer: BDOs must complete a SPOT Referral Report any time an individual undergoes SPOT Referral Screening.



Reference: "SPOT Referral Report" handout

Teaching Point: Ask participants to refer to the SPOT Referral Report handout.

Reference the criteria on this sheet to determine whether an individual should undergo SPOT Referral Screening.

- For all individuals who go through the SPOT Referral Screening process, you will complete the applicable sections of this form at the end of your shift and submit them to your SPOT Coordinator per the SPOT SOP.
- You will NOT carry SPOT Referral Reports on your person while performing BDO duties.
- You will use a small notebook to track the detailed information required to complete the form later.
 - You will be able to carry these on your person as you carry out SPOT activities and discretely use them as needed.

Teaching Point: Notebooks will require an SSI sticker.

The SPOT Referral Report is divided into three parts:

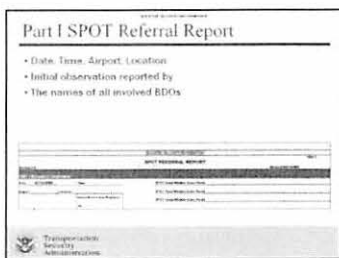
- Part I: Behavior Observation – Based on the behaviors and appearances of an observed individual, you will obtain a point total that will determine whether the person should undergo SPOT Referral Screening.
- Part II: SPOT Resolution – You will use this section to continue your behavior analysis during the SPOT Referral Screening process.

Part III: Data Collection – This part has several sections, which will be completed when an individual undergoes SPOT Referral Screening, or if an LEO is notified. This section includes the Resolution, which must be completed with n with notes/The SPOT Referral Report promotes standardization by requiring BDOs to apply SPOT criteria uniformly.

- BDOs must use the criteria established by the SPOT program. Applying one’s own standards that are not defined in the program can lead to removal from BDO duties.
- The form was created to ensure that all BDOs are consistently applying the same criteria in the same manner.

Standardization also helps deter decisions based on personal bias, which could lead to unequal treatment, for example, racial or ethnic profiling.

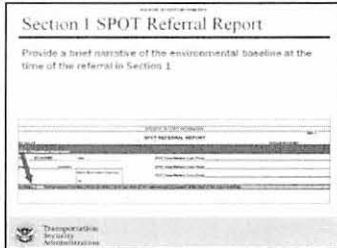
Slide 6: Part I SPOT Referral Report



Information for Part 1


- Date (of the observation)
- Time (start time of the observation – not the time the form was completed)
- Airport
- Location (include the terminal and checkpoint number)
- Initial observation reported by
- The names of all involved BDOs

Slide 7: Section 1 SPOT Referral Report




Part 1 – Section 1 Environmental Baseline

Provide a brief narrative of the environmental baseline at the time of the referral.

 **Reference:** “Baseline Reporting” handout

Teaching Point: Using the handout, explain the correct way to document the Environmental Baseline.

 **Ask:** What information should you include in the environmental baseline?

Answer: Answers should include:

- Weather
- General demeanor of individuals
- General appearance of individuals (excluding race, disability, religion, or ethnicity)
- Physical layout of area
- Schedule of events (flight delays, departures)

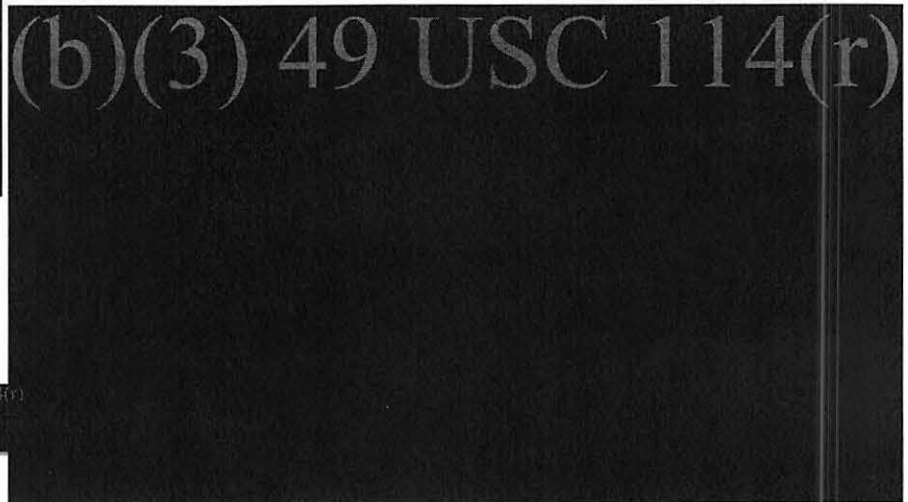
Slide 8: Section 2 SPOT Referral Report



Part 1 – Section 2: (Observation and Behavior Analysis)

Teaching Point: Remind participants that they should not complete the SPOT Referral Report in front of passengers.

Refer to the “Definition of the definitions of (b)(3) 49 USC 114(r) (b)(3) 49 USC 114(r)



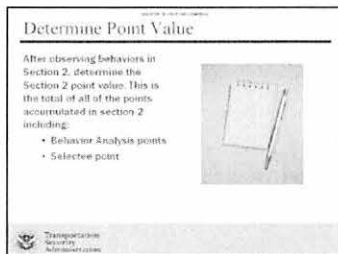
Slide 9: Section 2 SPOT Score Sheet



Part 1 – Section 2: (Observation and Behavior Analysis)



Slide 10: Determine Point Value

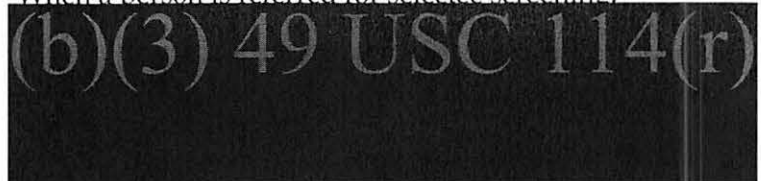


After observing behaviors in Section 2, determine the Section 2 point value. This is the total of all of the points accumulated in Section 2 including:

- Behavior Analysis points
- Selectee point (if an individual is a selectee you will assign [redacted] in Section 2)
 - When a person is referred for selectee screening.



this will be covered in more detail in the next lesson.



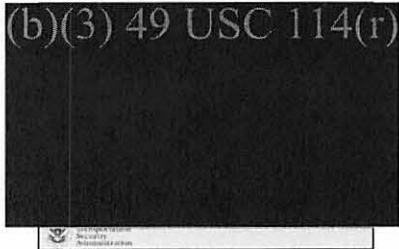
Slide 11: Determine Sub-Total



After determining the point values discussed in Section 2, you will calculate the Section 2 sub-total score.



Slide 12: Determine Follow-up Action

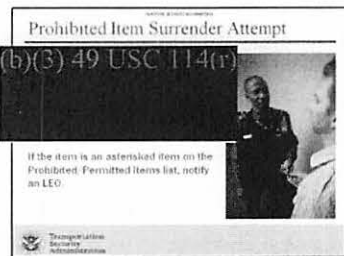


The sub-total will determine whether the person will proceed, be referred for SPOT Referral Screening, or be referred for SPOT Referral Screening and to an LEO.

If sub-total is:

- (b)(3) 49 USC 114(r) allow individual to proceed
- (b)(3) 49 USC 114(r) refer for SPOT Referral Screening
- (b)(3) 49 USC 114(r) refer for SPOT Referral Screening and notify an LEO

Slide 13: Prohibited Item Surrender Attempt



If an individual attempts to surrender a prohibited item(s)

(b)(3) 49 USC 114(r)

If the item is an asterisked item on the Prohibited/Permitted Item

(b)(3) 49 USC 114(r)

Slide 14: SPOT Check



Teaching Point: Refer participants to handout “Using the SPOT Referral Report”. Explain that this is a quick reference sheet for the sub-steps to follow during Behavior Observation and will be useful in working with the SPOT Referral Report as the participants begin to follow the SPOT process.

In working with Part 1 of the SPOT Referral Report you have carried out the three major steps of the SPOT process:

- Establish an environmental baseline
- Behavior observation and analysis
- WTL
 - Determine the follow up action

For those individuals requiring further screening, you will continue with your behavior analysis, and come to your resolution at the conclusion of your interaction.



Ask: What is an environmental baseline?

Answer: The expected norm for the location in which SPOT is being conducted. It includes the demeanor, non-racial/ethnic appearance, baggage, physical layout and the behaviors of individuals within that location. A BDO will assign points to individuals whose behavior and/or appearance deviates from the established environmental baseline.



Ask: What are some examples of behaviors included in this section?

Answer: Answers will vary, but they must be those on the SPOT Referral Report.



Ask: Why are BDOs not permitted to include other behaviors in this section?

Answer: Including other behaviors would defeat standardization of the program, and it might also encourage unlawful profiling.

(b)(3) 49 USC 114(r)



Ask: How do you determine the sub-total?

Answer: The sub-total is merely the total of Section 2.



Ask: What are the criteria for deducting points from the point value?

(b)(3) 49 USC 114(r)



Ask: What action should be taken if an individual

(b)(3) 49 USC 114(r)

Answer: Refer for SPOT Referral Screening.



Ask: When will the BDO refer the individual for SPOT Referral Screening?

Answer: If the sub-total is:

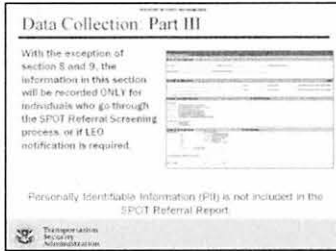
(b)(3) 49 USC 114(r)

- (b)(3) 49 USC 114(r) refer for screening
- (b)(3) 49 USC 114(r) automatic LEO notification

Determine if the situation requires an automatic LEO notification.

- Regardless of the number of accumulated points on the SPOT Referral Report, behaviors in Part II, Section 5 are critical enough to require an automatic LEO notification if they occur at any time in the SPOT process.
- The behaviors in Part II, Section 5 are further described on the SPOT Referral Report and will be covered in more detail later in the course.

Slide 15: Data Collection: Part III



Part III Data Collection on the SPOT Referral Report is self-explanatory. Supply the appropriate data indicated.

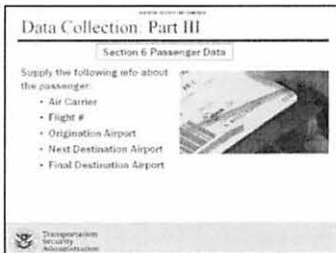
With the exception of Sections 8 and 9, the information in this section will be recorded ONLY for individuals who go through the SPOT Referral Screening process, or if LEO notification is required.



Reference: "SPOT Referral Report" handout

Personally Identifiable Information (PII) is not included in the SPOT Referral Report. This applies to any individual (passenger (b)(3) 49 USC 114(r) and LEO involved in a SPOT Referral.

Slide 16: Data Collection: Part III



Supply the following information about the passenger:

- Air Carrier
- Flight #
- Origination Airport
- Next Destination Airport
- Final Destination Airport

Teaching Point: Go to Section 6 Passenger Data on the SPOT Referral Report.

Slide 17: Data Collection: Part III



Teaching Point: Go to Section 7 Prohibited Items on the SPOT Referral Report.

Record the type of prohibited item(s) that was found:

- Guns/Firearms
- Sharp Objects
- Club-like Objects
- Explosive
- Incendiaries
- Disabling chemicals or other dangerous items

How was the item(s) discovered? (Check appropriate choice)

- X-ray
- Property search
- Surrendered (before checkpoint)

This section provides room for recording extra details about the item(s) that were found. For example, if the item was a sharp object, list what it was (a 5" knife, box cutter, etc.) Discuss the proper way to complete notes in this section by giving examples.

Slide 18: Data Collection: Part III



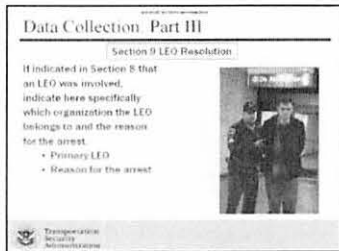
Teaching Point: Go to Section 8 Resolution Statement in the SPOT Referral Report.

Use the areas within Section 8 to record how the incident was resolved.

Resolution:

- LEO responded/did not question
- Resolved by TSA at SPOT Referral Screening
- Denied boarding by carrier
- Questioned and released by LEO
- Questioned and arrested by LEO
- Referred for investigation by LEO
- LEO did not respond
- Identified by LEO or passenger as:
 - Illegal alien
 - Self-deporting

Slide 19: Data Collection: Part III



If indicated in Section 8 that an LEO was involved, indicate here specifically which organization the LEO belongs to and the reason for the arrest.

Primary LEO:

- ATF, CBP, DEA, FAM, FBI, ICE, Local LEO, or other (list other LEO in space provided)

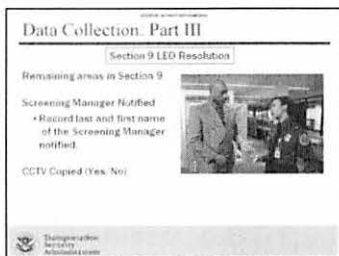
Reason for Arrest:

- Outstanding warrants, undeclared currency, suspected drugs, illegal alien, and/or fraudulent documents

Teaching Point: Go to Section 9 LEO Resolution in the SPOT Referral Report.

Personally Identifiable Information (PII) is not included in the SPOT Referral Report. This applies to any individual (passenger (b)(3) 49 USC 114(r) and LEO involved in a SPOT Referral. An LEO's name and badge number are considered PII and should not be included.

Slide 20: Data Collection: Part III



Record last and first name of the Screening Manager notified and whether CCTV was copied (Yes/No).

Discuss how the narrative area in Sections 8 and 9 are to be used to explain and justify how the BDO came to the resolution indicated. Reiterate the importance of the five Ws and one H, clarity, and legible completion of the form. Explain how these forms and notes are reviewed by the chain-of-command and will be scrutinized.

Teaching Point: Go to remaining areas in Section 9, LEO Resolution.

Slide 21: Playbook and VIPR Requirements

Playbook and VIPR Requirements

Playbook and VIPR reports are entered into FMIS when the incident is a direct result of BDO action.

- For Playbook:
 - Identify initial observation reports as "Playbook BDO"
 - Include Playbook, the name of the Play, resolution, and outcome of reportable incidents in "Resolution of Behaviors" section
- For VIPR:
 - Identify initial observation reports as "VIPR BDO"
 - Specify VIPR location in resolution notes section

Transportation Security Administration

BDOs involved in Playbook and VIPR deployments must be aware of additional reporting requirements.

Reports must be entered into PMIS when an incident results as a direct result of BDO action.

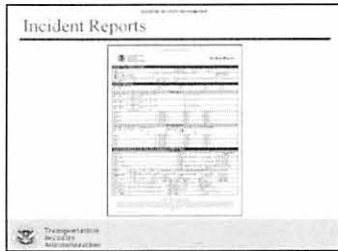
For Playbook:

- Identify initial observation reports as "Playbook BDO."
- Include Playbook, the name of the Play, resolution, and outcome of reportable incidents in "Resolution of Behaviors" section.

For VIPR:

- Identify initial observation reports as "VIPR BDO."
- Specify VIPR location in resolution notes section.

Slide 22: Incident Reports



Teaching Point: Participants should record the passenger's name and information required for the Incident Report from the ID or ticket information. They can do this by recording the relevant information into their BDO Notebooks when the time presents itself (for example, when the officer is talking to the passenger).

Incident Reports include many fields that require specific types of data to be entered.

The Incident Report may be used as evidence in a court case, so it is essential that incidents are recorded thoroughly and accurately.

Incident Reports also include a narrative section where the BDO describes the incident so that the data can be used by other entities who were not directly involved in the incident.

Personally Identifiable Information (PII) is included in an Incident Report. BDOs should document the behaviors shown and why that person became a LEO referral but should not include points on this report.



Facilitated Discussion: Lead a brief discussion about Incident Reports, including the reporting requirements and report writing. Instructors should capture the list on a flipchart.



Flipchart: Report Issues



Ask: What makes an effective narrative report?

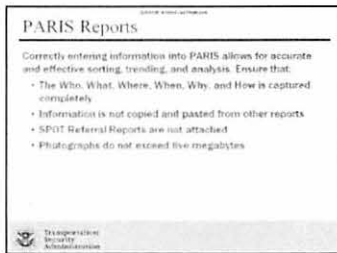
Answer: An effective narrative report contains only the facts. A reader who was not present should be able to easily understand the Who, What, When, Where, Why, and How of the incident.



Ask: What should be excluded from an Incident Report? Should these same things be excluded from a SPOT Referral Report?

Answer: Incident and SPOT Referral Reports should exclude opinions, justifications, rationale, jargon, conclusions, and embellishments.

Slide 23: PARIS Reports



Correctly entering information into PARIS and utilizing the available data fields allows for accurate and effective sorting, trending, and analysis.



Ask: Are Referral Reports entered into PARIS?

Answer: Only Incident Reports are entered into PARIS.



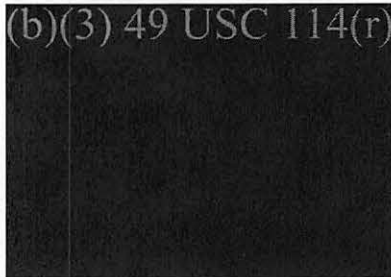
Ask: What initiates the need to complete an Incident Report?

Answer: Incident Reports must be completed when a referral involves LEO notification.

For accurate PARIS reporting use the following tips:

- Ensure the elements of an Incident Report (Who, What, Where, When, Why, and How) are captured completely and avoid unnecessary embellishments.
- Do not “cut and paste” the narrative from other reports.
- Do not attach SPOT Referral Reports; only include the SPOT Referral Report number.
- Use restraint when attaching photographs to incident reports. Different angles and/or distances do not add much more value.
- Photographs should be taken at the lowest fidelity possible to capture sufficient detail. Attachments to incident reports cannot exceed five megabytes.

Slide 24: Activity: Reports



Activity: Reports

Purpose: To identify areas for improvement on SPOT Referral Reports

Duration: 15 minutes total; 5 minutes in breakout groups and 10 minutes to debrief as a class

Materials: Flipchart, markers



Reference: "Referral Report Poor Example #1" and "Referral Report Poor Example #2" handouts

Instructions:

1. In table groups, advise participants that they have 5 minutes to evaluate the SPOT Referral Reports and determine the issues associated with the reports.
2. Participants should record issues on a flipchart.

Teaching Point: Divide the class into four to six groups. Be sure to "mix up" the class so that the same participants are not always sitting together at the same table.

Teaching Point: Ensure that participants know that the reports used in this exercise are real reports that were actually submitted. However, the names of the BDOs have been intentionally omitted, and the origination airport has been changed.



Flipchart: SPOT Referral Reports Issues

3. After 5 minutes, reconvene the class. Ask for one group to volunteer to present the results of its discussion to the large group.



Ask: What are some of the basic problems with this report?

Answer: Answers should include:

Poor Example #1:

- The environmental baseline is missing the physical layout, and it does not need to contain the day of the week and time.
- There are grammatical errors and misspelled words.
- Most of the information that was listed in the LEO Resolution box should have been in the Passenger Resolution box.

Note: The passenger data is missing because the referral took place outside the screening checkpoint. ID and travel documents are not to be requested outside the screening checkpoint. In this case, we see the BDOs may not have been able to obtain this information, or the person may not have been traveling.

Poor Example #2:

- The environmental baseline only needs to contain the general demeanor, physical layout, and type of passengers.
- At the bottom of page 1, there should be a "4" instead of an "S" in the Sections 2-3 Total Points box.
- This is an example of the BDO not being able to obtain a resolution.
- Most of the information in the Resolution of Behaviors box is relative but should include some of the questions the BDOs asked, and the passenger's responses to those questions.



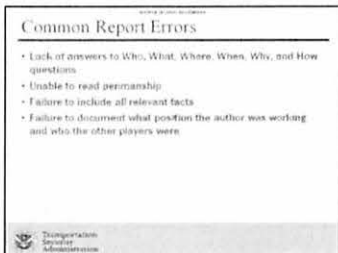
Ask: How do these reports reflect on the report writers and TSA?

Answer: Answers may include: the writing is sloppy, incomplete, and the writer and TSA may appear unprofessional.

Ask: If subpoenaed, would the report support the agency's mission and the government's case in a court of law?

Answer: Answers will vary.

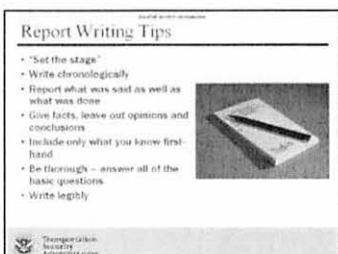
Slide 25: Common Report Errors



Some common errors found in Incident Reports include:

- Lack of answers to Who, What, Where, When, Why, and How questions
- Unable to read penmanship
- Failure to include all relevant facts
- Failure to document what position the author was working and who the other players were

Slide 26: Report Writing Tips

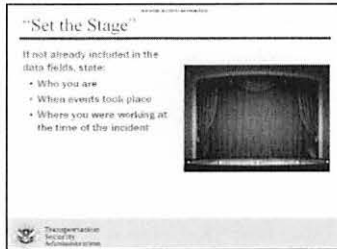


Some general guidelines for filling out reports include:

- "Set the stage"
- Write chronologically
- Report what was said as well as what was done
- Give the facts but leave out opinions and conclusions
- Include only what you know first-hand
- Be thorough - answer all of the basic questions
- Write clearly
- Write legibly

Teaching Point: These tips are general in nature. Some of them are more applicable to SPOT Referral Reports and some are more applicable to Incident Reports.

Slide 27: "Set the Stage"



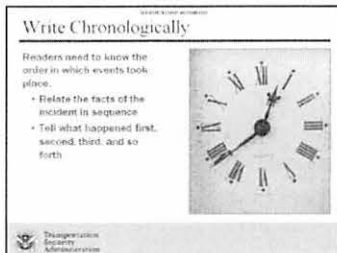
Teaching Point: The first bullet point is relevant to Incident Reports.

Remember, reports will be read and used by various entities, so it is important to "set the stage."

If the information is not already included in data fields, state:

- Who you are (name, title) and the names of any other officers involved in the incident
- When events took place (date, approximate time)
- Where you were working at the time of the incident

Slide 28: Write Chronologically



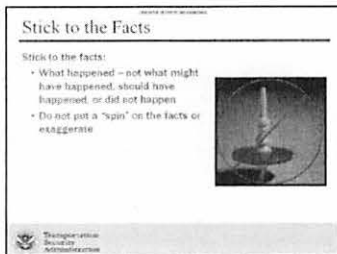
Teaching Point: Tip relates to both SPOT Referral and Incident Reports.

The readers of your report need to know the order in which reported events took place.

- Relate the facts of the incident in sequence.
- Tell what happened first, second, third, and so forth.

For example, reports should include at what point the LEO arrived (if applicable), where the boarding pass and ID were when the LEO arrived, and any other details of LEO involvement in the order that it occurred.

Slide 29: Stick to the Facts

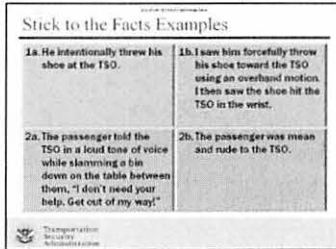


Teaching Point: Tip relates to both SPOT Referral and Incident Reports.

In your reports, stick to the facts above all else. You are reporting what happened. Reports should include who did what to whom and why -- not what might have happened, should have happened, or did not happen.

Do not put a "spin" on the facts or exaggerate them.

Slide 30: Stick to the Facts Examples



Facilitated Discussion: Lead a brief discussion on facts versus opinions and conclusions.

Ask: Which of the following sentences is an opinion, and which one provides factual evidence?

- 1a. He intentionally threw his shoe at the TSO.
- 1b. I saw him forcefully throw his shoe toward the TSO using an overhand motion. I then saw the shoe hit the TSO in the wrist.

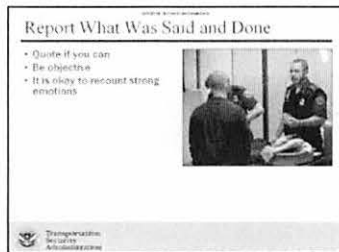
Answer: Sentence 1a offers an opinion, but there is no factual evidence. Sentence 1b provides that evidence.

Ask: Which of the following sentences is a conclusion, and which one is factual?

- 2a. The passenger told the TSO in a loud tone of voice, while slamming a bin down on the table between them, "I don't need your help. Get out of my way!"
- 2b. The passenger was mean and rude to the TSO.

Answer: Sentence 2a is factual. Sentence 2b is an opinion and conclusion.

Slide 31: Report What Was Said and Done



Teaching Point: Tip relates to both SPOT Referral and Incident Reports.

Sticking to the facts is especially important in relating things that an individual says.

If a person says something important, relate it as well as you can remember it, quoting it if possible.

For example, if an individual says, "I wish I had a gun so I could shoot you!" do not write, "Mr. Jones threatened me."

If you cannot recall exactly what was said, make sure your statement reflects this.

Ask: How do you indicate that you are paraphrasing?

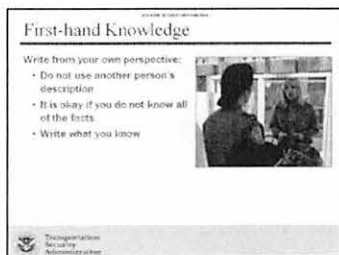
Answer: Do not use quotation marks.

Be objective in relating the facts, even if you were personally insulted (or worse) during the incident.

While you should not let emotions guide your writing, it is appropriate to recount strong emotions that resulted from an incident.

For example, if a person's actions caused you to feel fear for your safety, those feelings are appropriate to include in your report (in an objective manner).

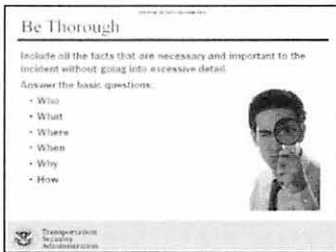
Slide 32: First-hand Knowledge



Write from your own perspective, and do not use another person's description of the incident.

It is okay if you do not know all of the facts pertaining to the incident. Just write what you know.

Slide 33: Be Thorough



Include all the facts that are necessary and important to the incident without going into excessive detail.

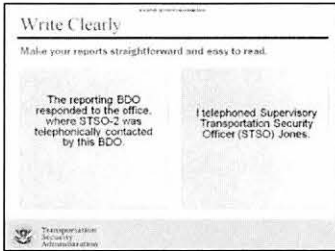
Ask: What are the basic questions BDOs should address in a report?

Answer: Who, What, Where, When, Why, and How

Your narrative should be complete but not overdone. One way to help you keep the narrative concise is to use bullets to help summarize.

If time permits, have your partner review reports prior to submission.

Slide 34: Write Clearly



Make your reports straightforward and easy to read by using simple words and sentences.

Do not use long phrases where simple words will do. For example, do not say, "He was in an unclean condition." Instead say, "He was dirty." However, do explain what made him appear dirty to you. For example, "His face and clothes were muddy."

Everyday words and language will increase the clarity of your report.

Compare the differences between the following two narrative statements:

- The reporting BDO responded to the office, where STSO-2 was telephonically contacted by this BDO.
- I telephoned Supervisory Transportation Security Officer (STSO) Jones.

Ask: Which narrative statement is easier to understand?

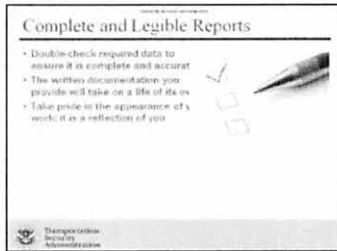
Answer: Both describe the same action, but the second one is clearer and easier to understand.

Ask: What are some of the issues with the first narrative?

Answer: Answers should include:

- It is written in the third person, passive voice making it stilted and difficult to read.
- It contains undefined acronyms.
- The sentence is wordy (16 words).

Slide 35: Complete and Legible Reports



Effective reports ensure that all required data fields (such as identification number, phone number, address, and flight information) are completed to the best of the report writer’s ability based on the situation.

There is a space on the Incident Report to indicate the SPOT Referral Report locator number. This number should be used instead of attaching the actual report.

If a report is written by hand, it needs to be legible.



Ask: Why is it important to write a report legibly?

Answer: Answers should include:

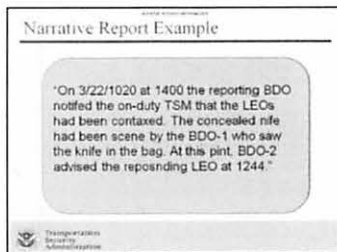
- Others may need to read the reports later.
- Reports written by hand may need to be entered later by a third-party into different reporting systems.
- Writing legibly prevents transcription errors.

Double-check each person’s name, phone number, and any questionable spellings of names or locations.

Take pride in the appearance of your work – it is a reflection of you (and the written documentation you provide will take on a life of its own).

Penmanship counts.

Slide 36: Narrative Report Example



Below is a sample report narrative.

“On 3/22/1020 at 1400 the reporting BDO notified the on-duty TSM that the LEOs had been contaxed. The concealed nife had been scene by the BDO-1 who saw the knife in the bag. At this pint, BDO-2 advised the reposnding LEO at 1244.”

Teaching Point: Keep this a short two- to three-minute discussion. Give the participants time to read the scenario quietly or ask for a volunteer to read it out loud. Elements of effective narrative report writing will be discussed later in the lesson.

Teaching Point: Be prepared to provide your own answers to these questions.

Ask: What are some of the basic problems with this narrative?

Answer: Answers should include: grammar, spelling, sentence structure, word context (scene instead of seen), and undefined acronyms. Additionally, the times listed in the report are confusing and inconsistent.

Ask: How does this narrative report reflect on the report writer and TSA?

Answer: Answers may include that the writing is sloppy to it makes the writer and TSA appear unprofessional.

Ask: In a court of law, would the report better support the Government or the defense?

Answer: Answers will vary.

Slide 37: Activity: Evaluating Narrative Reports**Activity: Evaluating Narrative Reports**

Purpose: To allow participants the opportunity to begin evaluating reports and providing feedback

Duration: 15 minutes

Materials: Pens or pencils



Reference: "Narrative Reports" handout

Instructions:

As a group, participants will evaluate the following narrative report and answer the questions in the activity.

During additional screening, BDOs discovered fraudulent IDs and Mr. Funderburke's behavior escalated meeting the threshold for LEO involvement. Airports Authority responded, confiscated the IDs, and interviewed Funderberk who did not give a statement. BDOs referred passenger Zephram Funderburke to additional screening due to exhibiting suspicious behavior. When asked, Mr. Funderberk provided a driver's license but refused to disclose his telephone number. That license, numbered #101-55-6767, was issued to Zephram Harker Funderburke (DOB: 05/08/60) of 2968 Greenland Court, St. Louis, MO 22139. Mr. Funderburke held a ticket to St. Louis via Southwest Airlines *Flight #1340*, scheduled for departure at 1015. LEOs conducted an NCIC check on Funderberke.

Ask: What are some things that are wrong with the report?

Answer: Answers should include:

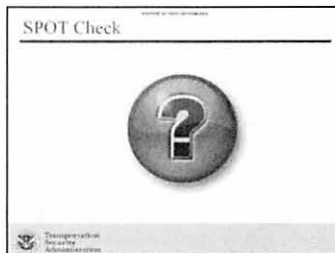
- There are numerous spelling errors.
- The events are not stated chronologically.
- "Funderburke" is spelled three different ways.
- The reasons for referral were not provided.
- The LEO Resolution is not provided.

Ask: What are possible causes and consequences of the report being incomplete?

Answer: Answers should include:

- Possible causes are lack of time, poor report writing skills, or poor observation skills.
- Possible consequences include making it more difficult to perform accurate trending and analysis of incidents, and it may also impact a case that is being prosecuted in a court of law.

Slide 38: SPOT Check

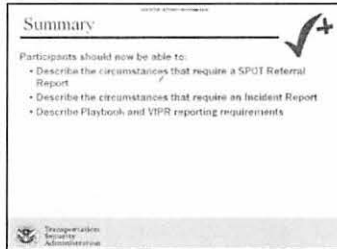



Ask: What are common report errors?

Answer: Answers should include:

- Lack of answers to Who, What, Where, When, How, and Why questions
- Unable to read penmanship
- Failure to include all relevant facts
- Failure to document what position the author was working and who the other players were


Slide 39: Summary




Teaching Point: To maintain participant interest, summarize the lesson by asking a series of open-ended questions rather than reading the objectives verbatim. Suggested questions are listed at right and identified by the  icon.

Participants should now be able to:


- Describe the circumstances that require a SPOT Referral Report
- Describe the circumstances that require an Incident Report
- Describe Playbook and VIPR reporting requirements

 **Ask:** When do you need to write a SPOT Referral Report?


Answer: BDOs complete SPOT Referral Reports when an individual accrues  behavioral indicator points.

 **Ask:** When do you need to write an Incident Report?

Answer: Incident Reports must be completed when a referral involves LEO notification.

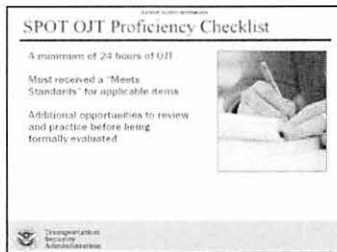
 **Ask:** What is the preferred documentation that may accompany an Incident Report?

Answer: Photographs, taken at the lowest fidelity possible to capture sufficient detail, are the preferred documentation. Attachments to Incident Reports cannot exceed five megabytes.

 **Ask:** What are Playbook and VIPR reporting requirements?

Answer: Reports must be entered into PMIS when an incident is a direct result of BDO action.

Slide 40: SPOT OJT Proficiency Checklist



OJT requirements include the following:

- Each officer will perform a minimum of 24 hours of documented on-the-job training with a SPOT OJT Monitor. At the completion of the 24 hours, the OJT Monitor will assess and document each officer's performance using the "OJT" column of the SPOT Proficiency/OJT Checklist.
- During the mentoring process, this form will serve as a formal evaluation.
- To successfully complete your SPOT training, you will be required to receive a "Meets Standards" for all applicable items during the mentoring period. If all standards are not met, remediation will be scheduled.
- You will have additional opportunities to review and practice SPOT techniques during the mentoring period prior to being formally evaluated.

Slide 41: Activity: Airport Visit #2



Activity: Airport Visit #2

Purpose: To provide practice in conducting behavior observation in a real setting

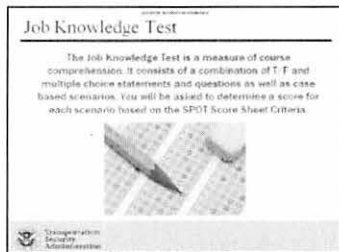
Duration: 3 hours

Materials: Notebooks; do not take Referral Reports to the airport

Instructions:

1. Participants will be broken up into three groups and taken to checkpoint lanes that are not utilized.
2. Instructors will walk participants through the mechanics of a SPOT Referral, including:
 - Positioning on the outside of checkpoint
 - Transition into the checkpoint
 - Maintaining visual control of passengers
 - Positioning during the screening process
 - Completing screening processes
3. If time allows, participants will establish environmental baselines at their assigned checkpoint.
4. After establishing baselines, instructors will have participants observe for behaviors and will work with them individually and as a group.
5. Participants can observe whether any passengers reach the threshold for a SPOT Referral and validate their observations with their instructor, without proceeding further in the SPOT process.

Slide 42: Job Knowledge Test

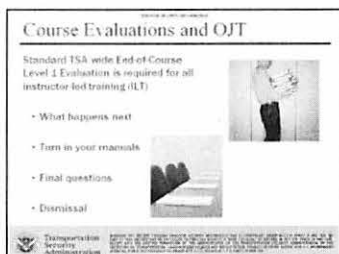


The Job Knowledge Test is a measure of course comprehension. It consists of a combination of T/F and multiple choice statements and questions as well as case based scenarios. You will be asked to determine a score for each scenario based on the SPOT Referral Report criteria.

You will have _____ minutes to complete the test, and will receive a pass or fail which will determine whether remediation and retest is required before continuing with OJT.

Teaching Point: Administer test, stop testing at the end of stated time limit.

Slide 43: Course Evaluations and OJT



The standard TSA wide End-of-Course Level 1 Evaluation is required for all Instructor-Led Training (ILT). The evaluation is a re-usable item on the Online Learning Center (OLC) and will remain in your Learning Plan. Please complete the evaluation as soon as possible. For additional information, see the Job Aid dated June 22, 2009 about the evaluation and how to complete it on the OLC.

Teaching Point: Refer participants to handout "Bibliography," if not already discussed.

Explain what participants should expect as the next step once they complete this course, and pass the Job Knowledge Test. Tell the participants to expect to hear the results of their tests.

Collect all SSI and manuals, take care of any housekeeping issues, and answer any final questions.

Dismiss the class.

~~SENSITIVE SECURITY INFORMATION~~

UNITED STATES DEPARTMENT OF HOMELAND SECURITY
TRANSPORTATION SECURITY ADMINISTRATION
OFFICE OF TRAINING AND WORKFORCE ENGAGEMENT
SECURITY OPERATIONS TRAINING DIVISION



Transportation Security Administration

Screening of Passengers by Observation Techniques (SPOT)

Interim Basic Training Version 1.2 Participant Guide

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