



Transportation Security Administration

Instructor Guide – Lesson Plan Whole Body Imager (WBI) (L3 ProVision SC-100) Configuration

Objective: To provide Transportation Security Officers (TSO), at the screening checkpoint, with the roles and functions which support the Whole Body Imager (WBI) in the primary configuration.

Length: 1 hour

Participants: Maximum recommended class size of 8, with an instructor/Participant ratio of 1:4. Additionally, 2 managers (STSO and/or LTSO) will audit the training.

Instructional Methods: Lecture, PowerPoint, Discussion

Classroom Requirements: Room should be configured in a classroom style.

Instructor Equipment: Laptop, Projector, Screen, Instructor Guide, Tape for boxes or something to identify passenger queuing area

Participant Equipment: Participant Guide, Pen/Pencil

Structure: The following lesson plan is divided into two columns. Column one contains copies of the PowerPoint slides. Column two contains the corresponding information related to the slide. The information is in an outline form. The intent of the format is to provide instructor guidance; it should not be read verbatim. This section will also include any notes and/or warnings that the instructor may need to emphasize.

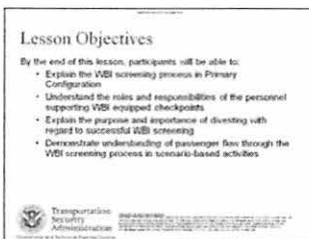


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WBI Configuration

During this lesson, we will go through the importance of the roles and functions which support the Whole Body Imager (WBI) in primary configuration. The discussion will focus on the importance of the individual roles as well as the overall passenger flow of the WBI screening process. General roles, functions and procedures for the supporting positions were covered in the Overview lesson.

① **Note:** Prepare the area for the "Queuing" activity by either making 2 tape boxes on the floor or preparing the footprint mats for use during the activity.



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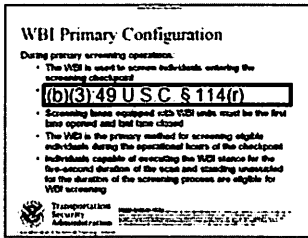
Lesson Objectives

By the end of this lesson, participants will be able to:

- Explain the WBI screening process in Primary Configuration
- Understand the roles and responsibilities of the personnel supporting WBI equipped checkpoints
- Explain the purpose and importance of divesting with regard to successful WBI screening
- Demonstrate understanding of passenger flow through the WBI screening process in scenario-based activities

① **Note:** Explain the learning objectives for the course through a series of statements and additional explanation such as:

- This training is designed to provide information on the Primary Configuration. We may discuss procedures which differ from those used when operating the WBI in other configurations.
- Throughout the course we will discuss and clearly define the roles and responsibilities of the TSO positions which support WBI operations.
- (b)(3).49 U.S.C. § 114(r)
- (b)(3).49 U.S.C. § 114
- We will conduct a few activities during this session.



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WBI Primary Configuration

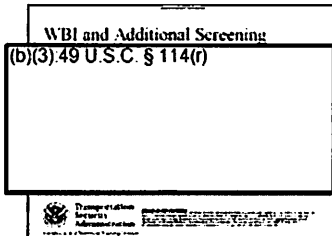
During primary screening operations:

- The WBI is used to screen individuals entering the screening checkpoint
- (b)(3):49 U.S.C. § 114(r)
- Screening lanes equipped with WBI units must be the first lane opened and last lane closed
- The WBI is the primary method for screening eligible individuals during the operational hours of the checkpoint
- Individuals capable of executing the WBI stance for the five-second duration of the scan and standing unassisted for the duration of the screening process are eligible for WBI screening

ⓐ **Note:** Lead the Participants through the following points using open-ended questions and clarifications such as:

(b)(3):49 U.S.C. § 114(r)

- **Q:** What are some examples of individuals who may not be eligible for WBI screening?
- **A:** *PWDs or Children who cannot hold the stance for the five-second duration.*



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WBI and Additional Screening

(b)(3):49 U.S.C. § 114(r)



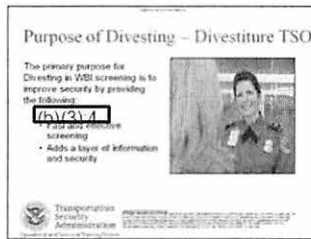
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WBI Primary Configuration - Roles

The following are positions which specifically affect the operation of the WBI:

- Divestiture Transportation Security Officer (TSO)
- Walk-Through Metal Detector (WTMD) TSO
- Image Operator (IO)
- Screening Operator (SO)

Note: Each of these positions perform vital functions which contribute to the overall success of the WBI process. We will discuss the functions and each associated role.



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Purpose of Divesting - Divestiture TSO

The primary purpose for Divesting in WBI screening is to improve security by providing the following:

- (b)(3)49 U.S.C. § 114(r)
- Fast and effective screening for the majority of passengers
- Adds a layer of information and security for the passengers entering the checkpoint

(b)(3)49 U.S.C. § 114(r)



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Divestiture TSO

Divestiture TSO Role:

- Monitoring and managing the WBI queue to include directing individuals to the WTMD
 - Opt Out
 - WBI queue experiences overflow
- Communicates divest instructions to passengers

① **Note:** The Divestiture TSO position performs a key function to the success of the WBI process.

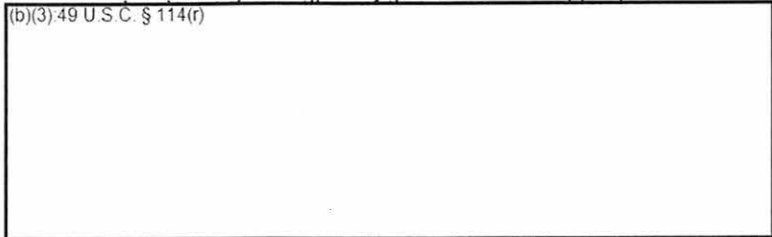


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Divestiture TSO

The Divestiture TSO must:

- Engage the approaching passengers and provide useful information answering any and all security questions
- Be proactive in communicating WBI divesting requirements



- Assess the capabilities of passengers in the WBI queue
 - Eligible for WBI screening?
- Divert passengers to WTMD when necessary
- Hand off WBI "opt-out" passengers to secondary screening

Note: Discuss the Divestiture TSO Responsibilities in detail.

Note: Ask the following question:

- Q:** What can an individual keep with them during the WBI scan?
- A:** *Answers will vary: wallets, airport ID, boarding passes, necklaces, so on and so forth*
- Q:** What identifies a passenger as eligible for WBI screening?
- A:** *Can hold the stance for the duration of the five second scan.*
- Q:** What do you think a TSO in the Divestiture TSO position should be communicating?
- A:** *Answers will vary, but make sure 311, shoes off, jackets off, cell phones/wallets out of pockets, etc.*

Note: The Divestiture TSO must provide pertinent information to the passengers. For example, do not tell passengers to take off their coats if they are not wearing any. Individuals tend to "tune out" the "town crier" who is repeating the same statements without demonstrating relevance to the people in the queue.



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Characteristics of Divestiture TSO Position

- First Layer of Security
- Authoritative and Knowledgeable
- Informative and Engaging
- Observant/Proactive

Possible useful phrases:

Good Morning (Afternoon) followed by one of the following:

- “Cell phone in your pocket? You will want to divest that prior to entering the WBI.”
- “Can you please remove all items from your pockets? To include wallets, tissues, keys...”

Note: The Divestiture TSO is the first layer of security at the security checkpoint. This is a dynamic and vital position. The TSO in this role should:

- Engage passengers as they approach the checkpoint
- Assess their needs and inform them of divesting procedures
- Move forward from the queue and within the queue as needed

Note: Passengers are likely to request a variety of information from the Divestiture TSO. The TSO is engaging the passengers in an authoritative manner and should be knowledgeable of TSAs SOP so they may answer questions on:

- WBI safety
- Screening requirements
- Exemptions

Consider yourself as a passenger with children or unfamiliar with the screening process approaching the checkpoint. If, as you approach, you encounter a TSO that is approachable and engaging, wouldn't you be more likely seek information from that person—information about the baby formula, medicines, etc.?

While the TSO is explaining the screening requirements to one passenger; other passing passengers, because of natural curiosity regarding this conversation with a person in authority will benefit from the explanation about our checkpoint requirements.

Note: TSOs already have a wealth of experience in assessing which passengers need extra help or information.

- What signs should you look for that someone needs additional assistance?
 - A person looking at signs, a passenger traveling with children, a passenger using multiple bins
- How should you approach passengers?
 - Sample questions used to approach people – “Do you have any liquids, aerosols or gels that are more than 3.4 ounces?”, “Do you have a cell phone or wallet in your pocket?”

Divestiture TSO Sample Dialogue

The Divestiture TSO should make eye contact and engage individual passengers as well as groups of passengers as they walk the queue. Below are some sample instructions:

“You need to remove everything from the pockets of your pants and shirt including paper and cloth items.”

“Remember that all shoes, belts, coats, and hats must go through the x-ray.”

“We suggest that you place your wallet in your bag or in a bin.”

“You need to keep your boarding pass in your hand.”

“Please step over this way and wait to be motioned in.”

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Divestiture TSO Sample Dialogue

The Divestiture TSO should make eye contact and engage individual passengers as well as groups of passengers as they walk the queue. Below are some sample instructions:
“You need to remove everything from the pockets of your pants and shirt including paper and cloth items.”

“Remember that all shoes, belts, coats, and hats must go through the x-ray.”

“We suggest that you place your wallet in your bag or in a bin.”

“You need to keep your boarding pass in your hand.”

“Please step over this way and wait to be motioned in.”

Note: Discuss additional divestiture instructions:
“When you step inside, place your feet you on the footprints and face forward. Hold your arms up with your elbows bent and palms forward.”

“As usual separate liquids and gels from your bag.”

Note: Engage smaller groups of people and individuals. Individuals respond and observe better when the TSO is not yelling or repeating the same instructions over and over.

By addressing individuals and smaller groups of people the TSO contributes calming of the checkpoint using their Engage training to provide customer service and better security.



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Activity

In groups come up with sample dialogue and resolution to the scenario provided by the instructor.

① **Note:** Break the group into 3 or 4 groups and provide each group with one of the following scenarios:

- Two passengers travelling with a 10-year-old child. One parent opts out the child from WBI screening. What procedure should the Divestiture TSO follow for the passengers in question?

(b)(3):49 U.S.C. § 114(r)

Discuss results as a group.



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WBI Overflow Procedures

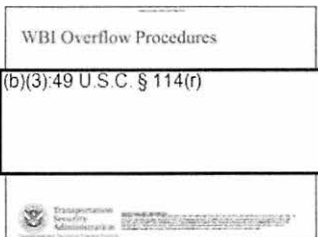
WBI Overflow Procedures

- Co-located WTMD available and staffed during checkpoint operations
- Divestiture TSO initiates overflow procedures
- Divestiture TSO must direct individuals who completely divested for screening to the WTMD for primary screening during peak utilization when there are (b)(3):49 U.S.C. § 114(r)
- Individuals directed by a TSO to the WTMD are NOT screened as "opt out" individuals, conduct WTMD screening in accordance with Chapter 2 Step 2b of the Screening Checkpoint SOP

Note: The STSO is responsible for ensuring overflow procedures only occur during peak volume periods.

Note: Lead the Participants through the following points using open-ended questions and clarifications such as:

- **Q:** What does overflow mean?
(b)(3):49 U.S.C. § 114(r)
- (b)(3):49 U.S.C. § 114(r)
- **Q:** Which role do you think works with the Divestiture TSO in managing Overflow Procedures?
- **A:** WTMD TSO



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WBI Overflow Procedures

Let's discuss the passenger flow with regard to overflow using this diagram.

Discuss the Overflow Process and reference the WTMD Scenario flow chart handout.

- Process for overflow: Divest Coach notices backup and communicates to SO, SO communicates to STSO, STSO organizes opening of additional equipment
- (b)(3):49 U.S.C. § 114(r)
- Individuals directed to WTMD during overflow are screened in accordance with the Screening Checkpoint SOP

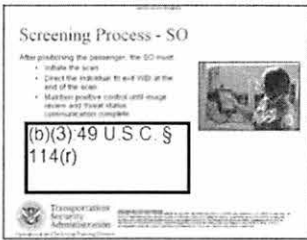


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WTMD TSO

WTMD TSO Role:

- Aids the Divestiture TSO in monitoring and managing the WBI queue to include directing individuals to the WTMD when the WBI experiences overflow
- Conducts WTMD Screening of individuals during overflow conditions in accordance with the Screening Checkpoint SOP



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Screening Process - SO

After the positioning the passenger, the SO must:

- Initiate the scan
- Upon completion of the scan, the SO must direct the individual to exit the WBI
- Maintain positive control of the individual until the IO completes the image review process and communicates the threat category of the individual to the SO

(b)(3) 49 U.S.C. § 114(r)

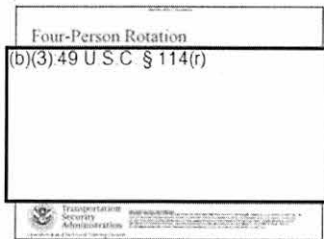
① **Note:** This outlines the process for the SO. Lead discussion about the process with some open-ended questions such as:

- **Q:** How does the proper stance benefit both the IO and the SO?

(b)(3) 49 U.S.C. § 114(r)

(b)(3) 49 U.S.C. § 114(r)

We will do an activity in a moment which will highlight how the different positions work together.



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Four Person Rotation

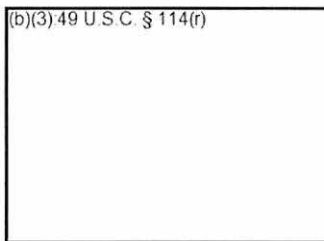
- IO initiates rotation via radio communication to the rest of the team "Begin Rotation"
- Divestiture TSO responds to the communication "Copy Beginning Rotation"
- IO continues reviewing images of scanned individuals until relieved by Divestiture TSO
- SO's perform (b)(3).49 U.S.C. § 114(r) pat-downs as directed by the IO
- IO relieves same gender SO
- Relieved SO assumes Divestiture TSO role

① **Note:** Refer to Four-Person Rotation Handout

① **Note:** Sometimes the rotation may change from airport to airport, however this is the recommended rotation and the one we will be using in the lab at the end of the course.

Some additional points to mention:

- Opposite gender SO remains in position for rotation.
- Divest TSO must ensure they do not enter the IO room while the IO is reviewing the image of an individual the Divestiture TSO has seen.
- The IO must ensure they do not view the image of an individual prior to exiting the IO room and assuming the SO position.
- If more than four TSOs are available for the rotation, the rotation may be modified to include additional personnel.



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Passenger Flow

In groups come discuss the flowchart diagram in your handouts assigned by your instructor. Come up with a scenario to present to the class walking through the passenger flow to describe the procedure.

① **Note:** Break the group into 3 or 4 groups and assign each group one of the flow charts. Give the participants 10 minutes to discuss and 2 minutes to present results to the group.

① **Note:** Emphasize to the participants that they will **NOT** be required to discuss every single box on the diagram.

Bring up the following slides as participants begin debriefing the class. The participants only need to begin in the areas not "grayed out."

(b)(3):49 U.S.C. § 114(r)

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Activity – Passenger Flow – WTMD

Refer to Handout

Note: Ask the participants to discuss the following scenarios in their team and prepare to share their description to the class.

- Passenger with a cat
- Peak travel time at the checkpoint with a back up at the WBI
- Passenger opts out of WBI screening

(b)(3):49 U.S.C. § 114(r)

(slide 25)

Activity – Passenger Flow – (b)(3):49 U.S.C. § 114(r)

Refer to Handout

Note: Ask the participants to discuss the following scenarios in their team and prepare to share their description to the class.

(b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

(slide 26)

Activity – Passenger Flow – (b)(3):49 U.S.C. § 114(r)

Refer to Handout

Note: Ask the participants to discuss the following scenarios in their team and prepare to share their description to the class.

(b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

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Activity – Passenger Flow – (b)(3):49 U.S.C. § 114(r)

Refer to Handout

Note: Ask the participants to discuss the following scenarios in their team and prepare to share their description to the class.

(b)(3):49 U.S.C. § 114(r)



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Lesson Objectives

You should be able to:

- Explain the WBI screening process in Primary Configuration
- Understand the roles and responsibilities of the personnel supporting WBI equipped checkpoints
- Explain the purpose and importance of divesting with regard to successful WBI screening
- Demonstrate understanding of passenger flow through the WBI screening process in scenario-based activities

① **Note:** Review the learning objectives for the course through a series of open-ended questions and additional explanation such as:

- **Q:** How do you think the WBI screening process will differ when used in the primary position?
- **A:** *As the primary or initial layer of security the TSOs operating it will bear a significant responsibility with regard to effective screening.*
- **Q:** Why is divesting important to any type of screening (WTMD or WBI)?
- (b)(3):49 U.S.C. § 114(r)
- (b)(3):49 U.S.C. § 114(r)
- **Q:** This configuration will make use of existing as well as new positions to support its operation. Can anyone tell me some of the existing positions which will probably continue to function within this configuration?
- **A:** *WTMD Operator, Additional Screening TSOs.*



Transportation Security Administration

Instructor Guide – Lesson Plan Whole Body Imager (L3 ProVision SC-100) – Overview

Objective: To provide Transportation Security Officers (TSO) at the checkpoint with the knowledge, skills and ability to understand and operate the L3 ProVision SC-100 Whole Body Imager.

Length: 1.0 hour.

Participants: Maximum recommended class size of 8, with an instructor/participant ratio of 1:4. Additionally two managers (STSO and/or LTSO) will audit the training.

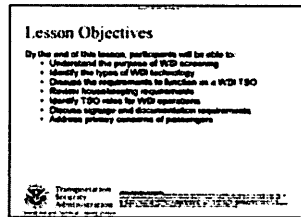
Instructional Methods: Lecture, PowerPoint, Group Exercise, Discussion

Classroom Requirements: Room should be configured in a classroom style.

Instructor Equipment: Laptop, Projector, Screen, Instructor Guide

Participant Equipment: Participant Guide, Pen/Pencil, Name Tents

Structure: The following lesson plan is divided into two columns. Column one contains copies of the PowerPoint slides. Column two contains the corresponding information related to the slide. The information is in an outline form. The intent of the format is to provide instructor guidance; it should not be read verbatim. This section will also include any notes and/or warnings that the instructor may need to emphasize.



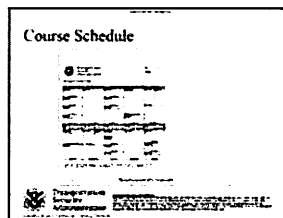
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Lesson Objectives

At the end of this lesson, participants will be able to:

- Understand the purpose of WBI screening
- Identify the types of WBI technology
- Discuss the requirements to function as a WBI TSO
- Review housekeeping requirements
- Identify TSO roles for WBI operations
- Discuss signage and documentation requirements
- Address privacy concerns of passengers

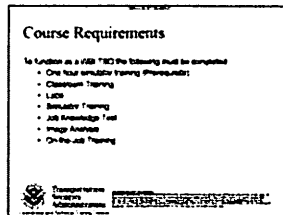
① **Note:** Explain the learning objectives for the course.



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Schedule

① **Note:** Review the course schedule. Ensure that all questions are answered.



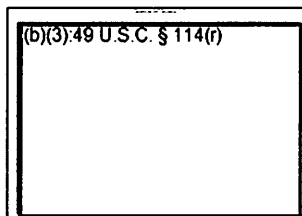
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Course Requirements

To function as a WBI TSO the following must be completed:

- Complete at least one hour of simulator training at home airport (Prerequisite)
- Classroom Training
- Labs
- Simulator Training
- Image Analysis Test
- On-the-Job Training

① **Note:** Verify that all participants have completed one hour of simulator training prior to attending the class. These must be completed prior to attending training.



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WBI Screening

This course will cover the Primary Screening Configuration (Single Scan).

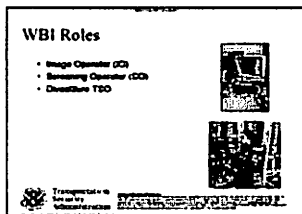
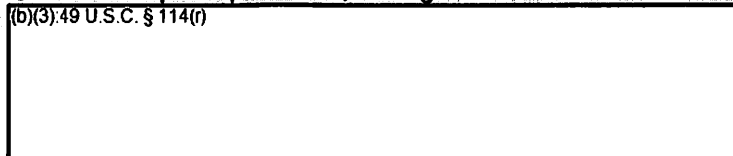
With the WBI in the Primary Configuration, all eligible individuals will be screened using the WBI. Individuals who are ineligible for WBI screening and overflow individuals will be screened using the WTMD.

Note: Eligibility for WBI screening and overflow screening will be discussed later.

Note: Point out the location of the WBI and the WTMD on the configuration drawing on the slide.

Note: If a participant asks, having a WBI does not remove

(b)(3):49 U.S.C. § 114(r)



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WBI Roles

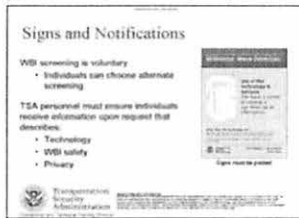
There are three TSO roles in WBI operations:

- Image Operator (IO)
 - Reviews WBI images for anomalies
 - Communicates threat category to the (SO)

Reviews WBI images

- Screening Operator (SO)
 - Operates the scanner
- Divestiture TSO
 - Divests individuals
 - First to communicate with the individual entering the checkpoint

Note: Only introduce the WBI roles. Detailed information on the roles and responsibilities will be covered in the Configuration lesson.



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Signs and Notification

WBI screening is voluntary. Individuals have the choice to undergo an alternate screening procedure that is equivalent to WBI screening.

TSA personnel must ensure that individuals receive information upon request that describes the technology and addresses common questions about WBI safety and privacy considerations.

Signs must be posted explaining that WBI screening is voluntary and that passengers may elect to receive a pat-down instead of WBI Screening. This sign must be placed at the point of divestiture to provide adequate notice to individuals before they enter the WBI.

Unless asked, the TSO must not verbally inform individuals of the option to decline WBI screening. Signage notifies the individual of screening options.

① Note: Ask the following question:

- **Q:** How would you describe the WBI technology to a passenger?
- **A:** Answers will vary. Should include the WBI is safe, and it uses non-ionizing radio waves to scan individuals.



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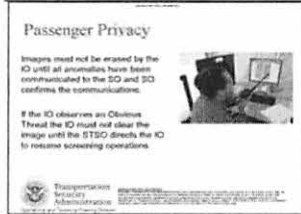
Signs and Notifications

Signs explaining the divestiture process for the WBI must be displayed.

This sign must be prominently displayed at the point of divestiture to provide adequate notice to individuals before they enter the screening location.

(b)(3); 49 U.S.C. § 114(r)

① Note: Divesting belts is strongly recommended.



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Passenger Privacy

- Images must not be erased by the IO until all anomalies have been communicated to the SO and the SO confirms the communications. If an IO observes an "Obvious Threat" the IO must not clear the image until the STSO directs the IO to resume screening operations.

Note: Privacy is a sensitive issue in the general public. It is very important that no one who has seen an image of an individual be allowed to view the individual.



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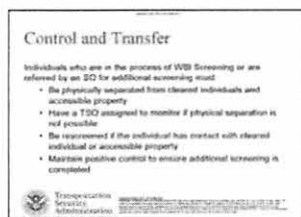
Passenger Privacy

The IO, SO or other TSA employees must not be allowed to view the image of an individual and the individual. For example:

- An IO or other TSA employee who has viewed the image of an individual must not be allowed to view the individual
- An SO or other TSA employee who has viewed an individual must not be allowed to view the image of the individual

Note: This includes both Bomb Appraisal Officers (BAO) and Law Enforcement Officers (LEO). **NO ONE** may ever view the image **and** the individual.

Note: When conducting a rotation of WBI positions ensure that the individual has left the checkpoint to maintain privacy. The rotation will be discussed in the Configuration Lesson.



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Control and Transfer of Individuals

Individuals who are in the process of WBI Screening or are referred by an SO for additional screening must be physically separated from cleared individuals and all accessible property to prevent the passing of prohibited items.

If physical separation is not possible, a TSO must be assigned to monitor and control the individual's access to cleared individuals and accessible property.

(b)(3):49 U.S.C. § 114(r)



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Eligible Individuals

Individuals who are capable of assuming and holding the WBI stance for the five second duration of the scan and who are capable of standing unassisted for the duration of the screening process are eligible for WBI screening. This includes individuals with casts, braces, prosthetics or assistive devices who indicate they are capable of completing the process.

(b)(3) 49 U.S.C. § 114(r)



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Ineligible Individuals

Individuals who are not eligible for WBI screening must be screened in accordance with the Screening Checkpoint SOP.

The following are not eligible for WBI screening:

- Individuals with accompanying animals
- Individuals carrying a child or infant
- Individuals who are not capable of holding the WBI stance for the five second duration of the scan and who are not capable of standing unassisted for the duration of the screening process
- Individuals accompanying persons who are not capable of assuming the WBI stance and standing unassisted during screening



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Alternative Screening

If an eligible person declines WBI screening, an additional screening TSO must conduct a (b)(3).49 U.S.C. Pat-Down Search. Always provide the option of a private screening.

This includes eligible minors whose parents or guardians elect to decline WBI screening on behalf of the minor.

Note: How individuals who decline WBI screening enter the checkpoint will depend on the checkpoint configuration. They may come through either the ADA gate or through the WTMD and then receive a (b)(3).49 U.S.C. Pat-Down Search. If the WTMD alarms refer the individual for the (b)(3).49 U.S.C. Pat-Down Search.



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Lesson Objectives

You should be able to:

- Understand the purpose of WBI screening
- Identify the types of WBI technology
- Discuss the requirements to function as a WBI TSO
- Reviewing housekeeping requirements
- Identify TSO roles for WBI operations
- Discuss signage and documentation requirements
- Address privacy concerns of passengers

Note: Explain the learning objectives for the course through a series of open-ended questions and additional explanation such as:

- **Q:** Why are we conducting WBI screening?
- **A:** Because it allows the TSO to detect both metallic and nonmetallic threats. This includes ceramic weapons, explosives and fluids. Also, the WBI provides a way to visually screen individuals.
- **Q:** What are the two types of WBI technology that TSA is testing?
- **A:** Backscatter and Millimeter Wave
- **Q:** What are the requirements for becoming a WBI operator?
- **A:** Complete the classroom training, labs, simulator training, Job Knowledge Test, pre and post assessments, OJT and the WBI Image Analysis test.
- **Q:** Does anyone have any additional housekeeping questions?
- **A:** Answer any student questions
- **Q:** What do you think some of the responsibilities of the WBI TSO are?
- **A:** Operate the scanner, direct passengers and analyze images.
- **Q:** Why do you think signage for the WBI is important?
- **A:** It helps the traveling public understand the procedures and technology that they are going to experience.
- **Q:** If an individual is concerned about privacy, how would you respond?
- **A:** Answers will vary. Answers should include privacy filters, not being able to see both the individual and the image, and images are not capable of being stored.