



TSA Academy

Transportation
Security
Officer Basic
Training
Program
(TSO-BTP)

Federal Law
Enforcement
Training
Center (FLETC)
Glynco,
Georgia

Preparing for TSO-BTP Training

WELCOME

You have been enrolled in the **Transportation Security Officer Basic Training Program (TSO-BTP)** course offered by the TSA Training and Development (T&D) at the TSA Academy in Glynco, Georgia. We are excited to have you attend this immersive training experience that combines the technical and operational training required to screen individuals and their accessible property based on the Transportation Security Administration's (TSA) Standard Operating Procedures (SOP). Course delivery methods include lecture, demonstrations, practical labs, computer-based image interpretation training, and knowledge assessment. Completion of the course authorizes a new hire TSO to proceed to On-The-Job training (OJT). Should you have any questions after a thorough review of this document, please contact your Training Manager/Training Specialist (TM/TS).

TARGET AUDIENCE

TSO-BTP is designed and required for all newly hired Transportation Security Officers (TSO) from Federalized and Screening Partnership Program (SPP) airports. TSO-BTP may also be used to facilitate return-to-duty and/or shift-bids.

LOCATION, CLASS DATES AND TIMES

The **Transportation Security Officer Basic Training Program (TSO-BTP)** course is offered by the TSA Academy located at the Federal Law Enforcement Training Center (FLETC) in Glynco, GA.

The course consists of approximately 80 hours of training that will begin at 8:00 am and conclude at 5:00 pm on training days. Overtime may be applicable on certain training days (MD 1100.55-8 *Premium Pay* applies).

- Students requiring remediation for any portion of the TSO-BTP course will complete the requirements for remediation on the day following graduation. In this case, students will require a change in departure flight arrangements.

PERSONAL IDENTITY VERIFICATION (PIV) REQUIREMENT

All students **MUST** bring their PIV with them to training. The PIV **MUST** be activated and tested for functionality prior to arrival. Failure to do so can result in removal from training.

MANDATORY ATTENDANCE

Students cannot miss more than 10% of training before having to withdraw and return home. This includes missed training due to illness, late arrival, or early departure. Students will be rescheduled for the next available start date if circumstances result in a withdrawal.

OLC REGISTRATION

You have been enrolled in the following scheduled offering in the Online Learning Center (OLC), which aligns to the dates specified in your welcome letter. Additionally, your TM/TS will have assigned specified training curricula to your OLC that will be used by the TSA Academy to support the specific equipment that is located at your airport.

CLASS TSA-ACD-PAX-TSO-BTP-CLASS

TSO Basic Training Program (TSO-BTP) PAX TSO Class

CANCELLATION

If for any reason you are unable to attend this training (to include extended travel delays or flight cancellations resulting in missed training), or have decided to withdraw from employment, you **must** immediately notify your TM/TS **and** the TSA Academy at (855) 872-6893. If after hours, leave a detailed message to include name, class number, date/time of expected arrival or cancellation notice.

PRE-WORK REQUIREMENTS

Recommended activities prior to your arrival at the TSA Academy have been provided by your airport. In addition, there is pre-course work which must be completed prior to your arrival at the TSA Academy:

Pre-Work

- FLETC Student Handbook
 - You are **REQUIRED** to acknowledge that you understand the policies outlined in the Student Handbook. Participants will be assigned this course in the OLC by their local Training Manager as a part of their required pre-work. Search for the following in your individual Learning Plan: *FLETC Glynco Student Handbook*, then select “Start Course”. This must be completed prior to arrival. Additionally, you will be required to sign an acknowledgement as part of the registration process that you understand and will abide by the policies outlined in the FLETC Student Handbook
- FLETC Student Self Registration
 - Students must complete the FLETC Student Self Registration online. An email will be sent with directions to access the form. This must be completed prior to your arrival. Failure to do so will cause unnecessary delay in your processing

TRAVEL PLANNING: GENERAL INFORMATION

The FLETC’s housing policy is established by Federal law and requires you to reside on-center or in FLETC provided housing. Lodging provided may be single occupancy, double occupancy, or shared bathrooms based on current availability and student load on campus.

Students housed in contracted hotels may be required to provide a credit/debit card for incidentals (i.e. long distance calls, movies, room service, additional guests, etc.). Incidentals are the responsibility of the student, and must be paid prior to checking out.

Flight arrangements are made by the Commercial Travel Office based on your scheduled class and cannot be modified. If there are any questions regarding flights or travel arrangements, please contact your TM/TS.

T&D pays the FLETC directly for training attendance, lodging, meals, and FLETC shuttle transportation while at the Academy. A traveler will be allotted 1 checked bag, 75% M & IE for first and last day of travel, and \$5.00 per day incidentals for each day of Academy attendance.

PRIOR TO ARRIVAL – SHUTTLE SERVICE RESERVATIONS / TRAVEL DELAY NOTIFICATION

All students, regardless of form of transportation, must call the FLETC Transportation Office at (912) 267-2458 **NO LATER THAN** five (5) business days prior to the scheduled class start date and provide their arrival information. Shuttles are not automatically dispatched to the airports or train station unless prior arrangements are in place. This notification will ensure you have a seat on the shuttle.

- Reimbursement for rental cars and/or other forms of transportation in lieu of the FLETC shuttle is not authorized
- If travel delays may result in missing the FLETC shuttle and/or training time, you **MUST** immediately notify the FLETC Transportation Office at (912) 267-2458 **and** the TSA Academy (855) 872-6893, **as soon as possible**
 - FLETC Transportation is open Sun – Fri (6:00 am – Midnight). If after business hours, please call FLETC Dispatch at (912) 267-2461
 - TSA Academy is open Mon – Fri (8:00 am – 4:30 pm). If after hours, please leave a detailed message on the voice mail to include name, class number, expected arrival date/time or cancellation notice

IMPORTANT FLIGHT ARRANGEMENTS

Students may be scheduled to fly into one of three airports: Brunswick (BQK), Jacksonville (JAX), or Savannah (SAV).

Travel Plans are made using the following guidance:

- If you become stranded during travel or need assistance with your scheduled flight, please call Duluth Travel at (844) 518-5897
- Students arrive at the airport between 2:00 pm and 6:30 pm on the day prior to class. Shuttles to the FLETC will be available at 3:30 pm and 7:30 pm, if reservations are made in advance by calling the FLETC Transportation at (912) 267-2458
- Departing flights will be scheduled for the day following class graduation
 - Departing flights should be scheduled as soon after 9:00 am as possible from JAX and SAV, or after 6:00 am from BQK
- Return travel arrangements will NOT be made with a flight departure time prior to those stated
 - Return flights also will NOT be scheduled for Friday evening after class, as there are no airport shuttles
- **Any deviations to these flights (early arrivals or late departures) must be approved by the TSA Academy/OTD in advance**

OTHER MODES OF TRAVEL

Some students may find it necessary to travel to the FLETC by train, POV, or GOV. In those cases, please be aware that:

- For GPS purposes, please use the address of 1131 Chapel Crossing Road, Brunswick, GA 31524
- All POV and GOV travel exceeding 400 miles one way must be approved by the OTD in advance
 - Note: All students housed on the FLETC must walk or utilize the FLETC transportation provided
 - Students may not drive to/from class
 - If driving, students will need a valid driver's license, vehicle registration, and proof of insurance information
 - GOV/POV/Rideshare students must call the FLETC Transportation Office at (912) 267-2458 prior to arrival to ensure an accurate student count for campus shuttle services
- Arrival by train is limited to the Jesup, GA train station for the purposes of shuttle service

AFTER ARRIVAL

Students must report directly to the Visitor's Center upon arrival (open 24 hours) to check in and receive their assigned housing.

Please note the following details regarding the check-in process:

- All attendees **MUST** be in possession of their fully activated and functioning DHS Personal Identity Verification (PIV) badge
- Assigned housing will not be available until 3:00 pm. Students who plan to arrive at the Center after 7 pm should make arrangements for their evening meal
- Provide two forms of ID – for example: Driver's License or State ID, and DHS PIV Badge

DRESS CODE

All students will be stringently held to the policies and standards of TSA Handbook 1100.73-2 Dress and Appearance Responsibilities for Uniformed Officers, revised 11/5/18.

New Hire Officers:

Participants that have NOT been issued a uniform prior to their attendance at the TSA Academy, the required attire for your first and last day of training is the following:

- Long black trousers
- Long or short-sleeved, white, collared oxford style shirt
- Black leather shoes (or black low-rise boots), slip resistant (to be worn throughout training)

Participants that HAVE been issued a uniform prior to your attendance at the TSA Academy, you are required to wear your issued uniform pants and blue button-down long/short sleeve shirt for your first and last day of training. To ensure

compliance with the current Collective Bargaining Agreement (CBA), Baggage Only Officers who are only issued polo style long/short sleeve shirts may wear the uniform polo style shirt. For all other training days, you are required to wear the FLETC issued uniform. **No other uniform combination is acceptable while in training, to include shorts.**

Return-to-Duty Officers:

On the first and last day of training, class participants are required to wear their issued uniform pants and blue button-down long/short sleeve shirt with shield during class. To ensure compliance with the current Collective Bargaining Agreement (CBA), Baggage Only Officers who are only issued polo style long/short sleeve shirts may wear the uniform polo style shirt. Checkpoint and Dual qualified officers are expected to wear their issued uniform pants and blue button-down long/short sleeve shirt with shield. For all other training days, you are required to wear the FLETC issued uniform. **No other uniform combination is acceptable while in training, to include shorts.**

During the first day of training a FLETC student uniform will be issued at no cost and required for wear during training. Please review the attached measurement guideline sheet. Determining your sizing, and being able to provide accurate measurements, will assist the FLETC in expediting the uniform issue process. The following items will be issued:

- (5) – FLETC student polo shirts
- (3) – FLETC student BDU pants
- (1) – Lightweight FLETC student jacket
- (1) – Web belt

All uniform items must be returned at the conclusion of training. You may be charged for any lost or damaged item.

Jeans, t-shirts, shorts, sneakers, flip flops, etc. may not be worn at any time in the classroom or dining hall during training hours by any student.

Students should bring casual clothes for the evenings/weekend; additionally, students should pack pajamas in the event that double occupancy rooms are assigned. The FLETC will supply mandatory gym clothing for those who want to use the gym facilities.

RESPONSIBILITIES AND CONDUCT WHILE IN ATTENDANCE

All students both on and off duty will be stringently held to the policies and standards of TSA MD 1100.75-5, *Employee Responsibilities and Conduct* and the *FLETC Student Handbook* while in attendance. The TSA Academy has a zero tolerance policy for:

- Purchasing alcohol while in uniform
- Purchasing and consumption of alcohol under the age of 21
- Purchasing of alcohol for any person under the age of 21

Failure to adhere to the policies and standards of TSA MD 1100.75-5 and/or the FLETC Student Handbook may result in removal from training and disciplinary/adverse action.

REASONABLE ACCOMMODATIONS

Reasonable accommodations must be coordinated at least 30 days in advance, but no later than 14 days prior to the start of class. Reasonable accommodation requests are processed in a formal manner, involving both legal counsel and representatives from the FLETC Equal Employment Opportunity (EEO) Division. The formal process takes time to complete. Failure to notify the TSA Academy in advance may result in a delay of processing your reasonable accommodation request. Please contact the TSA Academy at TSA.Academy@tsa.dhs.gov for assistance.

The Dining Hall provides an array of different items such as salad bar, sandwiches and grilled items. In addition to those standard options, a few different cooked entrées are provided daily; this wide range can satisfy most individuals, including those with very specific needs.

The types of Pre-Packaged Foods that can be provided by the Dining Hall with Advanced Notice:

- Kosher (pre-packaged meals available)
- Halal (pre-packaged meals available)

Other Food Allergies and Preferences:

- Gluten Free - The Dining Hall Management staff works with students every day to answer questions about the preparation of the various food items that are being served. The servers and the management staff can answer any questions the students may have.
- Vegetarian/Vegan – The Dining Hall Management staff works with students every day to answer questions about the preparation of the various food items that are being served. The servers and the management staff can answer any questions the students may have.
- Diabetics - The servers can answer any questions the students may have concerning food preparation.

ADDITIONAL INFORMATION

The following services are available on the FLETC; some of these may incur additional expenses for the participant, which are not reimbursable:

- Internet access is available in the classroom building and student center
- If you wish to use the internet in your room, it will be at your own expense
 - The approximate cost of internet ranges from \$5 to \$12 per day depending on the download speed selected
- TV's, refrigerators, and coffee pots are provided in all dorm rooms; however, hotplates and cooking are not permitted in rooms and coffee is not supplied
- You are not permitted to take food out of the Dining Hall (unless you pay out of pocket), so please plan to eat meals during Dining Hall hours: any meals outside the dining hall are at personal expense
- Meals-to-Go (via your student meal plan) are available at the Student Center, Bldg. 260 during lunch hours only
- Please bring any personal items (shampoo, soap, etc.)
- FLETC is primarily a walking campus; however, there is a shuttle bus available that runs on center during defined weather conditions, and to local area destinations on a defined schedule as reflected in the FLETC Student Handbook
- Campus services available – convenience store, post office, dry cleaners (at an additional fee), self-service laundry facilities (no charge), and a barber shop; additional information is available in the FLETC Student Handbook
- Swimming pools and other recreational facilities are available
- Note that camera use on the FLETC is strictly prohibited due to security concerns for our LEO teammates, some of whom may be undercover operatives
- FLETC shuttle service to and from the FLETC is provided for any students housed off-campus in contracted housing. Shuttle service includes weekend dining hall transportation
- Students who wish to have guests present for graduation must submit specific personal data on the proposed guest at least 30 days in advance of the visit as per the FLETC Student Handbook

Additional information may be found on the FLETC's Student Information website: <http://www.fletc.gov/student-information> or via the FLETC Mobile App, which is a free app that can be found at the Apple App Store for iOS, and on Google Play for Android devices. This app provides streamlined, useful information from all FLETC training delivery points and contains student information, such as dining menus, recreation information, the student handbook, transportation schedules, building locations, and more.

CONCLUSION

We look forward to having you join us for this training. If you have any questions, please contact your Training Manager/Training Specialist or the TSA Academy at TSA.Academy@tsa.dhs.gov or (855) 872-6893.

SHIRTS AND JACKETS						
Size	S	M	L	XL	2X	3X
NECK	14 – 14 ^{1/2}	15 – 15 ^{1/2}	16 – 16 ^{1/2}	17 – 17 ^{1/2}	08 – 18 ^{1/2}	19 – 19 ^{1/2}
CHEST	34 – 36	38 – 40	42 – 44	46 – 48	50 – 52	54 – 56
BUST	28 – 30	32 – 34	36 – 38	40 – 42	44 – 46	48
	4X	5X				

BDU SIZE CHART								
Size	S	M	L	XL	2X	3X	4X	UP TO 4X
WAIST	27 – 31	31 – 35	35 – 39	39 – 43	43 – 48			
SIZE	SHORT	REGULAR	LONG	X-LONG				
LENGTH	26 ^{1/2} – 29 ^{1/2}	29 ^{1/2} – 32 ^{1/2}	32 ^{1/2} – 35 ^{1/2}	36 – 39				

WOMEN'S PANTS	
PANT SIZES	6 – 30
INSEAM LENGTHS	26 – 35

MEN'S PANTS	
PANT SIZES	28 – 54
INSEAM LENGTHS	26 – 36

POLO SHIRTS AND SWEAT SHIRTS						
Size	S	M	L	XL	2X	3X
CHEST	34 – 36	38 – 40	42 – 44	46 – 48	50 – 52	54 – 56
	4X	5X				