



Agenda Item 2: Recruitment and Training

Training of Security Screening Personnel

(Presented by International Air Transport Association)

SUMMARY

Passenger and carry-on baggage screening is one of the key front line security measure that helps ensure the security of international civil aviation. The human element is key to the success of that process. Therefore, training of screening personnel is paramount. This paper focuses on the security screening procedures that should be included in a passenger screening training programme.

Note: This Working Paper is an extract of AVSEC/COMM/5-WP/14 presented by IATA at AVSEC COMM/5

References:

- IATA Security Manual, 5th Edition, Section 5.4 (extracts) – Effective 1 January 2007

1. Introduction

1.1 Screening and searching of passengers and their baggage is an essential and basic part of aviation security. States and air carriers have a responsibility to make sure that people and baggage boarding the aircraft will not decrease the safety and security of a flight.

1.2 Generally, the basic rule is that all passengers and their cabin baggage must undergo screening before being permitted to have access to an aircraft or a sterile area of an airport.

1.3 Screening of passengers and cabin baggage may be carried out by the use of metal detectors, X-ray, explosive trace detection equipment or other devices, by manual search or by a combination of both. In the interests of facilitation and to reduce the number of passengers and amount of cabin baggage subjected to manual search, experience has shown that screening devices should be used as a matter of standard operating procedures.

1.4 In addition to a standard complement of personnel, any screening system should also utilize technical equipment. The manual search of persons and cabin baggage can be effective, provided that there is ample time and the procedures are conducted by well-trained and skilled personnel. The use of metal detectors, X-ray and explosive trace detection equipment will significantly enhance the effectiveness of processing and facilitate passenger flow.

1.5 Whether the screening procedures are completely manual or are supported by the use of screening equipment, if the personnel in charge of performing the screening is not properly trained, the appropriate level of security will not be reached and the safety and security of the aircraft as well as some parts of the airport terminal may be put in jeopardy.

1.6 Security screening equipment, while essential to ensure the safety and security of international civil aviation, should always be considered as providing support to the security personnel. Therefore, it is paramount that training of security screening personnel is of the highest possible quality as it will have a direct correlation on the quality of the screening performed.

2. Training of Screening Personnel

2.1 Amendment 11 to Annex 17 – *Security*, Standard 3.4.3 states that: *Each Contracting State shall ensure that the persons carrying out screening operations are certified according to the requirements of the national civil aviation security programme to ensure that performance standards are consistently and reliably achieved.*

2.2 The requirement for certification persons carrying out screening operations signifies that not only initial training is essential for screening personnel but recurrent training followed by testing to ensure that the screening personnel has maintained the level of competency necessary to carry on security screening duties

2.3 The training curriculum for screening personnel will need to cover a variety of subjects which include but is not limited to:

- a) Screening regulations and legislations;
- b) Identification of firearms, weapons, incendiary or explosive devices, other dangerous devices, or parts thereof; (both visually and through the use of security equipment);
- c) Operation and testing of security equipment (metal detectors, X-ray units, explosives detection devices);
- d) Manual search of the person;
- e) Manual search of baggage, cargo, mail and stores;
- f) Screening procedures;
- g) Emergency procedures; and
- h) Customer service

2.4 Training programmes should have both theoretical and practical training that covers all the subjects of the training programme. Theoretical training is normally performed in classroom settings but can also be given via computer based training. Practical training will require the recruits to have perform the necessary duties in a “real-world” setting. The use of computer-based software and/or Threat Image Projection Software (TIPS) (for security equipment operations training) are efficient methods to ensure that recruits can utilise security equipment effectively.

2.5 “On-the-Job” training will provide the best method to ensure recruits are performing security procedures as they are prescribed. Ensuring that formalised screening procedures exist and are documented will greatly facilitate learning by new screeners since all will be expected to perform their duties in the same manner. For “On-the-Job” training, it is important that recruits are paired with competent and experienced personnel for a determined amount of time.

2.6 Security procedures should be designed in such a way that the passenger experience during screening is a pleasant one. It should aim to facilitate the duties of the personnel which will contribute in achieving a higher standard of performance (**Appendix 1**).

2.7 Training programme should also have recurrent training session developed in order to ensure that screening personnel maintain their certification.

2.8 In order for any training to be validated, personnel attending training courses must be assessed on all training they receive. The purpose of assessment is to evaluate the knowledge (what), skills (how) and attitude (why) of personnel in the aims and objectives of the training. Knowledge must be tested in written tests. Skills must be tested by practical tests.

2.9 When choosing tests, care must be taken to ensure their technical quality and appropriateness to the task. Systematic and thorough validation of tests is necessary prior to their use in an aviation security operational context. Those responsible for procuring, designing, administering and providing feedback on tests should have the necessary professional qualifications and training.

6. Recommendations

The Passenger/Cabin Baggage Task Force is invited to:

- a) note the guidance material on passenger and carry-on baggage provided (**Appendix**) in order to develop screening and searching procedures and standards to form the basis of their training programmes for screeners;

APPENDIX

SCREENING OF PASSENGER AND CABIN BAGGAGE GUIDANCE MATERIAL

1. *Introduction*

The effective screening of all passengers and their cabin baggage is recognised as an essential element in achieving a safe and secure operation. It should form part of the passenger handling procedures contained in the Airline Security Programme.

The appointment of an ‘appropriate party’ to perform screening duties will be made by the operating State. It can be employees of:

- the airport authority;
- a company contracted by the State or airport;
- the national carrier;
- the national/State police force;
- the military.

Beyond the basic requirements, additional measures should bear a direct relationship to the threat that exists at any given time, thus minimising the disruptive influence of security measures.

Staff who are responsible for monitoring the standards of airline security must be fully aware of the methods of searching passengers and their cabin baggage.

The following information gives the necessary guidelines regarding the screening of passengers and cabin baggage. It also explains what action should be taken on the discovery of prohibited articles, suspect explosive devices and confiscated items.

2. **Screening of Passengers and Cabin Baggage**

Technical equipment used for the screening of persons and baggage has limitations. Walk-through metal detectors (WTMDs) and hand-held metal detectors (HHMDs), for example, cannot detect non-metallic weapons and explosives and even conventional X-ray equipment has difficulty in imagining or defining explosive material effectively. To compensate for such limitations or to introduce a random element into the selection process, States may require an additional manual hand search of passengers and cabin baggage after being screened by technical means, which may include explosive trace detection.

2.1 **Effective Search**

In the interest of effective security and passenger facilitation a manual search of the person or baggage should be conducted in accordance with the following basic guidelines:

- consent should first be gained from the person being searched;
- the searcher should be tactful, courteous and use caution;
- it is important to adopt a systematic approach so that no part of the body, items of clothing or areas of the bag are overlooked;
- attention should be paid to an article of clothing with metal components (e.g. belt buckle) making sure no metal weapons are hidden between the body and the article of clothing;

- if hand-held metal detectors (HHMDs) are used, the screener should always follow the path of the HHMD with his/her bare hand;
- any items being carried should be searched and preferably passed through X-ray equipment or other approved means;
- baggage must be matched with the correct person/owner and positioned on the search table so that the owner can open the bag but not interfere with the conduct of the search;
- items found in baggage, which could conceal a prohibited article, should be opened or subjected to screening by X-ray or other approved means. To increase the detection of prohibited articles, such items should be X-rayed alone without extraneous clutter;
- baggage must not be returned to the person until they themselves have been security cleared;
- on completion of the search it is important to thank the person for their co-operation.

2.2 Limitations of Hand Search

Hand search of people or baggage is not without its own limitations, some of them are as follows:

- it requires co-operation from the person whose person or bag is being hand searched;
- electrical, electronic or mechanical items will need to be examined by technical equipment such as X-ray or trace detection e.g. mobile phones, laptop computers, cameras etc.;
- it can be time-consuming compared to technical screening equipment when many passengers or bags are involved;
- hand search is vulnerable to human failings such as bad habits, inconsistency, tiredness etc.;
- it can be unpleasant and unhygienic for the searcher.

2.3 Searching the Person

There are many places on the body that can be used to conceal items and which are difficult to search. Likewise items can be concealed in many items of clothing such as jacket linings, padding of shoulders, hats, ceremonial/religious head-dresses, ties, pockets, collars, lapels, waistbands, belts, top of shoes and boots, platform heels/soles of shoes and boots. Items can also be hidden in everyday articles carried by person being searched (e.g. newspapers, books etc.).

Searches of persons should normally be carried out in the open (i.e. not in cubicles). However, searchers should not expose to public view classified or private documents, nor should they draw attention to currency or valuables in the possession of a person being searched.

Searches of persons should be carried out in private when it is necessary to search in sufficient depth to establish whether a passenger is carrying a prohibited article. Searches may also be carried out in private if the passenger requests it or if the passenger has a prosthesis and is sensitive to having this disclosed in public.

When searches are undertaken in private, two searchers of the same sex as the person being searched are to be present. At some screening points it may be difficult to remove two members of the same gender from the point at the same time. In such cases, it would be acceptable to have another person of the same gender present, i.e. a member of the airline's customer service staff.

2.3.1 Method

Hand searches of an individual's person should be carried out as follows:

- a) the person being searched should face the searcher;
- b) when the person is carrying a coat, book, newspaper or other items, these should be searched and as far as possible X-rayed, set aside, and returned only after the person has been searched;
- c) male personnel should search male persons; female persons should be searched by female personnel;
- d) the search is to consist of an examination of the body and clothing by running the hands over the body and clothing, in a systematic fashion, back and front and should include:
 - a physical examination of headgear and a physical or visual examination of hair;
 - a physical examination of outer clothing (coat, jacket etc) in the order: back, collar, lapels, shoulders, pockets (externally & internally), arms;
 - a physical examination of tie, waistcoat, blouse/shirt, sweater, cardigan, etc., including pockets;
 - a physical examination of trousers/skirts in the order: waistband, pockets, turn-ups, hemlines;
 - a physical examination of shoes and boots, special attention being paid to high heels and platform shoes, if necessary using a hand-held metal detector (HHMD) or passing through X-ray equipment;
 - a visual examination to detect unusual or suspicious fat, bulges, etc. which should be further examined;
 - special attention should be paid to the armpit, breasts, crotch, waistband areas, covered legs, ankles and footwear.

2.4 Procedures for Persons with Special Needs

Specific guidelines should be produced and training given to personnel, for procedures to be followed for persons with special needs. As a minimum, this should include instructions on what actions to take for the following classes of person:

- babies in pushchairs and children (will require consent of adult);
- pregnant women;
- disabled persons;
- passengers in wheelchairs;
- persons with medical conditions [limbs in plaster];
- passengers with religious reasons that prevent the hand search of them or their baggage;
- transsexuals;
- other special local criteria.

2.5 Procedures for Screening of Blind Passengers and Guide Dogs

Negotiating through an airport security checkpoint can be an unsettling experience for a person who is blind or visually impaired. It is only one of the many challenges they face on a daily basis. In the interests of good customer service, it's important for you to learn more about how to interact with people who are blind so that you can help to make their passage through security a pleasant experience.

2.5.1 General Tips

- Treat people who are blind or visually impaired as you would anyone else. They do the same things as you do, but sometimes use different techniques.
- Speak to them in a normal tone of voice.
- Talk directly to a person who is blind, not through their companion.
- If someone looks as though they may need assistance, ask. They will tell you if they do.
- Avoid grabbing their arm or their guide dog's harness. Pulling or steering a person is awkward, confusing, and can be humiliating.
- Ask "Would you like me to guide you?" Offering your elbow is an effective and dignified way to lead a person who is blind.
- Be sure to give useful directions. Say, "The conveyor belt is on your left" rather than "The conveyor belt is over there." "The doorway is to your right," is better than "Go through here."

2.5.2 Guide Dogs

Many people who are blind travel with the assistance of guide dogs. A guide dog is trained to lead a blind person around obstacles and to stop for steps and curbs. If possible, it is preferable not to separate the person from their dog. The guide dog user has been trained in the best ways to control their dog. Avoid interacting with a guide dog or distracting it from work. Please speak to the person directly, and answer any questions they have about the security process.

Here are the methods used by most guide dog users to pass through airport security with their guide dogs:

Upon arriving at the checkpoint, the person will first place their bags on the X-ray machine conveyor belt. If needed, they will ask security personnel for assistance in locating the opening of the metal detector. Before moving through the metal detector, they may explain to security personnel that the metal in their dog's harness and on its collar will set off the alarm.

Method 1:

They will locate the security portal without moving into it, and will place their dog on a "Sit stay" just outside of the opening. Holding the end of the leash, they will walk a few steps through the portal to clear themselves.

They will call their dog with a "Come" command. When the dog passes through the detector, the metal in the harness will set off the alarm. Security personnel will know that it is the dog's harness that set off the alarm.

Method 2:

The person will walk through the detector with their dog, and the harness **will** set off the alarm. They will then request that the security personnel use hand-held detectors or "wands".

Method 3:

The person will ask security personnel to hold their dog while they walk through the detector portal. The security person then passes the leash to them through the portal. Once through the detector – they will collect their bags and proceed to their gate.

2.6 Procedures if the Person Refuses to be Searched by Hand

Any person who refuses to undergo screening before boarding or entering an aircraft must be denied boarding, and not allowed to pass the point of search. Local operating procedures should contain guidance on what further action to take.

Additionally any persons denied passage for refusal to be processed, or for some other security reason, should be referred to policing authority officials. All operators at the airport should be alerted accordingly to cover the situation where the passenger, deterred by additional attention, changes travel plans in a to attempt to travel on another airline.

IATA Passenger Services Conference Recommended Practice 1724 details the General Conditions of Carriage (Passenger and Baggage) under the Warsaw Convention and amended Protocols. Article 8.5 details a carrier's 'right of search'.

2.7 Hand Searches of Cabin Baggage

2.7.1 Concealment

A comprehensive range of methods of concealment has been used in the past that is relevant to hand searching baggage.

There is no limit to what can be used to conceal an explosive device. Hundreds of everyday articles can be modified and used to conceal an explosive or incendiary device, for example, radios, cassette players, tape cases, vacuum flasks, teddy bears, food, aerosol cans, boxes of sweets, gift-wrapped lead crystal vases that show up as opaque on X-ray are just a few. Experience has shown that simple concealment is just as effective as elaborate.

The actual containers, bags or boxes of an item can themselves can be turned into devices, for example by rolling plastic explosive into sheets and placing within lining.

If an item cannot be identified, the screener or searcher should be suspicious until its bona fides are clearly established.

2.7.2 Method

Hand searches of an individual's cabin baggage should be carried out as follows:

- a) the physical inspection of cabin baggage should always be carried out in the presence of the person presenting it;
- b) baggage should be opened and examined to ensure that there is no false bottom. A straight edge gauge-rule, rod or other device should be used to establish whether there is a significant discrepancy in external and internal measurements;
- c) particular attention should be paid to the lining, trim, seams, rims, studs, zip fasteners, locks, hinges, wheels and handles to identify signs of tampering or repair which may indicate the concealment of a prohibited article;

- d) the contents of the bag should be removed layer by layer, each being examined until the bag is empty. The empty bag should then be lifted by hand and assessed for balance and empty weight. If there is suspicion that the bag is not of uniform weight, or not of a weight consistent with being empty, the bag itself should be examined for concealment of prohibited items, if necessary it should be screened by X-ray or other approved means;
- e) electrical items that might conceal a firearm, weapon or explosive device (e.g. razors, calculators, radios, clocks, cameras, personal stereos and their cassettes etc.) should be examined to ensure they have not been tampered with, are of the expected weight, are balanced and have no additional batteries. If necessary an item should be screened by X-ray to ensure that it has no additional power source or that there is no organic material within what should be an inorganic shell;
- f) articles such as vacuum flasks, books, umbrellas, crutches etc. should be examined in sufficient depth, by X-ray if necessary, to establish their bona fides;
- g) attention should be given to the contents of containers and bottles capable of holding volatile liquids. Liquids shall be rejected when there are grounds for suspecting that they may be used to commit an unlawful act;
- h) searchers should examine for greasy stains and small holes in the exterior of the case and for the smell of almonds, nail polish, glue, perfume or other masking vapours, which might indicate the presence of explosives;
- i) bags should be closed and fastened on completion of the search; and
- j) bags should be held until the person presenting it has been security cleared.

2.7.3 Percentage of Hand Search Requirements

When a percentage of baggage is required to be searched by hand, after screening by technical means, this should be measurable over:

- a time period of no more than 30 minutes for search facilities used to process persons and cabin baggage for more than one flight at the same time; or
- all persons and hand baggage processed using search facilities dedicated to any individual flight.

The security intention always being that the percentage requirement is to be continuously achieved in every 30 minute period or the time period that facilities are processing an individual flight, and that all persons and cabin baggage have an equal chance of being selected.

Selection of cabin baggage by equipment operators should always be made using the principle of reasoned selection and in a consistent manner throughout the period cabin baggage is being processed. Random selection should only be used, where applicable, for searching persons and always in conjunction with those who alarm the equipment.

Monitoring of the process for quality assurance and audit purposes may require written records to be kept of cabin baggage or persons hand-searched.

2.8 Discovery of Prohibited Article Procedures

Local procedures should be established for the discovery of prohibited articles either on passengers or in their cabin baggage during the screening process. Some guidance is offered here but national law and the local situation may dictate other requirements or actions. For further information and a list of prohibited items, refer to Appendix 4.

Slightly different procedures will apply for weapons found on the person and those detected in cabin baggage. Detection of explosive devices in cabin baggage may dictate yet another different response.

It is important for the searcher to remain calm and not cause a panic amongst other passengers, which may result in making the situation worse.

The searcher's supervisor should be summoned covertly who should in turn take action to summon assistance from the local policing authority support unit.

A covert means to summon the authorities should be available at each screening point – usually a 'duress' alarm activated discreetly by the screener. Airport arrangements should ensure that a law enforcement agency is available to respond, and response times should be agreed.

The discovery of a weapon in a passenger's cabin baggage may be dealt with by simply closing the bag and removing it from passenger's reach or keeping the bag within the X-ray equipment tunnel.

The latter course of action should not be taken with a suspect explosive device since it will severely hinder the work of explosive experts who will have to deal with the device and even add to the shrapnel effect of the device should it explode. Evacuation will be necessary and if a person breaches the sterile area and is in possession of a prohibited article, the sterility must be re-established.

If the item is confirmed as a suspect explosive device DO NOT TOUCH IT but carry out airline standard suspect explosive device procedure.

The course of action for discovery of a weapon on the person is not easily defined since it will depend on a number of situational factors such as the demeanour of the person, the proximity of armed police response forces and the training of the security staff manning the screening point in restraint techniques.

Consideration should be given to the possibility of the person trying to escape using armed force if they are confronted or even attempting an impromptu attack on nearby passengers if they think their planned attack has been thwarted. It may be more beneficial for the person to be discreetly followed and monitored until they can be apprehended in an area that would offer the minimal risk to the public.

The decision will rest upon the level of security of the concourse area into which the person is about to pass and the ability of security staff and police response forces to follow the suspect discreetly.

The chance that the suspect might be only one member of a team or attempt to pass on the weapon or device to a third party already within the concourse area should also be considered.

2.9 Handling and Recording of Confiscated Items

Items confiscated at a screening point by a policing authority officer or other authority must be handled and disposed of in accordance with national legislation. The airport security officer should ensure that an accurate record is maintained of all such items as well as those found abandoned on airport property or on aircraft. (See Appendix 2 for IATA Passenger Service Conference Recommended Practice 1750 – Handling of Security Removed Items.)

2.10 Undeclared Dangerous Goods

Many items which must be removed from passengers and their cabin and checked baggage during the security screening process are considered dangerous goods (hazardous materials) which are further regulated for transportation and storage. Dangerous Goods are defined in the IATA Dangerous Goods Regulations (DGR) as articles or substances which are capable of posing a significant risk to health, safety or to property when transported by air and which are classified according to Section 3 (Section 3 of the IATA DGR contains specific classification criteria for all 9 classes of dangerous goods). Owing to their own policies and procedures or due to local regulations, air carriers may implement additional restrictions on which types of dangerous goods they permit on one's person or in their cabin or checked baggage; however Subsection 2.3 of the IATA DGR provides a summary of the types of dangerous goods item which are generally permitted to be carried on board an aircraft on one's person or as or in their baggage as specified.

2.11 Screening of Cabin Baggage by X-ray

When items of cabin baggage are screened by conventional X-ray, images of every part of the item being screened are to be displayed for no more than 5 seconds after which the baggage should be rejected if it cannot be cleared by the screener. Prescribed secondary screening and searching measures should then be used. Looking at a piece of carry-on baggage will not improve screening and will also slow down bag throughput below the commonly accepted baseline level of 12 bags/minute. In addition, the equipment operator should:

- check that the shading of the image of the bag is consistent throughout. Lighter edges may indicate the presence of sheet explosive that does not completely line the top or bottom of the case;
- pay as much attention to the framework and appendages as to the contents;
- ensure that any metallic or channelled part of a case, which could partially conceal the component of an explosive device, is examined for apparent bulges or protrusions;
- ensure that any dark object or area on an X-ray monitor image indicates an object or area through which the X-rays could not penetrate; this could conceal a weapon or device and therefore such bags should be subject to manual search.

2.12 Screening and Hand Search Environments

Screening and hand search environments should conform to the following criteria:

- passenger and cabin baggage screening should always be carried out immediately adjacent to each other to prevent the transfer of prohibited items from the person to the baggage and vice versa;
- they should be designed to facilitate the control of passengers and eliminate the risk of a passenger bypassing the screening procedures;
- they should be designed to facilitate the different passenger volumes resulting from the varying number of flights being processed at any one time, with the minimum of disruption to operations;
- they should be equipped with walk-through metal detectors, X-ray equipment and other explosive trace detection equipment to expedite the processing of passengers and cabin baggage;

- when locating security equipment consideration should be given to radio frequency interference affecting the security equipment from electrical equipment and ducting and the possible interference with airport communications equipment from the security equipment;
- they should be equipped with booths or screened areas in which manual searches can be conducted in privacy;
- they should be equipped with suitable horizontal surfaces on which cabin baggage may be searched by hand. Such surfaces should be high enough to permit inspection without requiring the examiner to bend and sufficiently wide to provide some measure of separation of the baggage from the passenger. The passenger should be able to witness the examination, but should not be in a position to interfere with the search;
- they should be designed so that person and cabin baggage searches can be conducted out of view of the general public or in such a way to avoid an analysis being made of searching standards and procedures;
- they should be equipped with both an overt communications system to obtain information or advice on routine matters and a covert communications system or alarm for use by the screening personnel to contact a police, security control, or emergency operations centre in the event assistance is required;
- they should display signs announcing that passengers and their cabin baggage are subject to search, and that firearms and other dangerous devices are prohibited. Legislative authority to search can also be specified;
- they should be provided with adequate heating, lighting and ventilation systems sufficient to provide an environment conducive to the efficient operation of the security staff and general passenger screening process;
- they should provide adequate space for supporting policing authority officers where appropriate.
- The use of CCTV should be encouraged, firstly to deter anyone from committing an offence at the screening point, and secondly as an important record for any future investigation. There must be sufficient cameras to ensure all screening activities are covered. All CCTV coverage should be digitally monitored and kept for at least 28 days.