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Three Point Program to Enhance Security Personnel Performance

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In recent years it has become obvious that human factor is a key factor in security screening operations. As part of the BEMOSA (Behavior Modeling for Security in Airports) project, security staff at airports throughout Europe was interviewed in 2011; more than a third (35%) of security employees indicated they were unsatisfied with the level of training they had received. The same percentage expressed their low or non-existing motivation for performing their tasks.

The X-Test™ team has developed a "Three-point-program" that significantly enhances the performance of security personnel in various security environments:

1 Recruiting the right people. There are specific criteria that characterize individuals that fill the role of security officer best. For example, people over the age of 40 who have more patients and have acquired life experience are preferable to younger and less mature people, since they have better decision making skills on various issues and demonstrated better social skills.

2 Education: The Three T's. A three-stage program has been proven to be very effective.

2.1 Teaching: What are we looking for? The X-Test™ team uses simulations, visual aids, and mock-ups to teach its students what they should be looking for, based on the site requirements, local regulation and specific application. This includes demonstration of prohibited items in terms of shape, odor, texture, color, etc. as seen in real life and various technologies used at the specific site such as X-ray imaging technology, CT, etc.

2.2 Training: How do we find it? Security personnel are expected not only to be aware of the prohibited items they are looking for but also to find them when screened. Security personnel are expected to be able to identify all the critical components of operational IEDs (improvised explosive devices). They are also expected to be able to identify various concealments of prohibited items and materials even if hidden in well-known benign items. The X-Test™ team operates with all the available and relevant technical equipment to ensure that security personnel are well trained. Security personnel learn about the basic concepts of the technologies/equipment they use, operational procedures based on local or international regulations, maintenance and basic equipment malfunctions and troubleshooting.

2.3 Testing: Are we doing our job properly? Security personnel are expected to maintain the skillset they acquired when recruited and enhance it per most recent security concerns or threats. This third stage of the program is an ongoing process and typically involves security managers as well as security teams. The X-Test™ team ensures that security personnel are tested on a regular basis and meet the required goals:

(1) Meeting the accepted security standards.

(2) Being alert that something is bound to happen on their shift. This could be an unfortunate, unexpected event or a management drill.

(3) Satisfied and motivated employees, as they see that management cares about the quality of their work; their work has a meaning!



3 Equipment. Training is delivered with appropriate training equipment and training aids, in order to convincingly mimic real life scenarios. The X-Test™ team has developed means to recreate real-life scenarios of various applications security personnel may encounter.

To achieve the desired results, the above three points must be followed on a regular basis. Additionally, trainers, recruiting teams and management must remain updated on the latest updates, new best practice procedures and recent security events.

X-Test™ offers comprehensive training programs, training aids, specialized recruitment education and all-inclusive consulting services.

Please contact us for further details.