Technical Credibility
Competency Development Activities

Competency Definition

Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise. Is able to make sound hiring and capital resource decisions and to address training and development needs. Understands linkages between administrative competencies and mission.

Developmental Activity Levels

All (A)

Applies to all competency levels

Beginner-Basic Knowledge (B)

A person at the Beginner-Basic Knowledge level has limited experience applying the competency. He/she applies general knowledge in common situations but has limited practical experience in applying the competency in a work environment presenting more complex situations.

Mid-level (M)

A person with mid-level proficiency has applied the competency repeatedly and successfully in the performance of his/her job but still has much to learn about the advanced aspects or behaviors associated with the competency. A person at this level can usually apply the competency on his/her own.

High (H)

A person at the High level has extensive knowledge of and experience with this competency and can apply the competency exceptionally well on the job without assistance. At this level one is an expert and has enough experience to teach the competency to others.

Articles, Books, and Websites

There are currently no recommended articles, books, or websites for this competency.

Activities

H Spend time with airport and airline operations people in order to get to know how their operations impact, and are impacted by, TSA security operations and procedures.

H Shadow persons holding key positions in TSA, airport operations or airline operations to learn their procedures equipment and the challenges they have in doing their work.

H Keep up to date on technical changes that are likely to affect your work processes and

business objectives. Pay attention to foreseeable changes in technology and machinery. Investigate these changes through conversations with your organization's leaders and leaders in the industry. Be voracious in reading the business press and security journals.

Coaching Suggestions for Managers

H Assign staff to complete one or more online training courses. Talk with them beforehand on how to optimize this type of learning and debrief with them afterwards.

H Provide initially easy assignments for people to input into inspection documentation system and then move to progressively more challenging assignments.

H Work with the training department to administer online learning. Insist that your staff get hands-on experience using TSA 's Online Learning Center.