

CASE STUDY 70RTAC24FR0000115

Client: Department of Homeland Security
National Training Academy Division, Glynco, Georgia
Contractor: Topsarge Business Solutions (TBS)
Program Focus: Training Program Instructors



ENHANCING TRAINING AT THE FEDERAL LAW ENFORCEMENT TRAINING CENTER

PROGRAM OVERVIEW

The Federal Protective Service (FPS) is responsible for safeguarding federal buildings, property, and individuals across the United States. With 16,000 Protective Security Officers (PSOs) stationed at over 9,000 federal facilities nationwide, FPS must ensure its personnel receive top-tier training to effectively respond to potential threats, mitigate risks, and comply with critical mission response standards.

CHALLENGE

FPS needed to enhance its training capacity to meet growing demand and ensure PSOs are equipped with the skills to reduce vulnerabilities at federal facilities. This required supplemental contractor support to deliver advanced training, standardize instructional quality, and conduct compliance checks.

SOLUTION

The contractor provided a team of expert instructors specializing in the National Screening Programs/Protective Security Officer Training. These instructors were selected based on rigorous criteria, including:

- **Extensive Experience:** Minimum of five years as certified instructors in law enforcement or security, with certifications from federal, state, military, or local law enforcement academies.
- **Security Screening Proficiency:** Hands-on expertise with x-ray machines, walk-through metal detectors, handheld metal detectors, and behavioral recognition techniques to identify pre-incident indicators.
- **Instructional Excellence:** Proven ability to apply adult learning principles (andragogy) and utilize the ADDIE model for curriculum development. Instructors designed lesson plans and student guides for basic, intermediate, and advanced levels.
- **Technological Competence:** Skilled in computer-based analytical programs and proficient in Microsoft Office Suite applications.

KEY OUTCOMES

The integration of skilled contractor personnel into the PSO Screening Training Program boosted FPS's training capacity, addressing the need for qualified instructors and enhancing mission readiness. Certified through the Law Enforcement Instructor Training Program (LEITP) at FLETC, these experts standardized national security screening practices and delivered high-quality training. The successful "Train-the-Trainer" initiatives expanded the instructor pool and reinforced FPS's commitment to continuous improvement and compliance.

CONCLUSION

Through targeted instructor support, FPS successfully enhanced its Protective Security Officer training program, strengthening the front-line defense of federal facilities. The collaboration with expert contractors enabled FPS to maintain its high standards of protection and response readiness.

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