CASE STUDY 70RTAC24FR0000115

Client: U.S. Department of Homeland Security (DHS)
Glynco, Georgia
Contractor: Topsarge Business Solutions (TBS)
Program Focus: Federal Law Enforcement Training Center (FLETC)

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EMPOWERING HOMELAND SECURITY WITH ADVANCED TRAINING SOLUTIONS

OBJECTIVE

Topsarge Business Solutions (TBS) partnered with the Federal Protective Service (FPS) to deliver a robust training program designed to enhance the skills and readiness of Protective Security Officers (PSOs). By deploying expert instructors and leveraging advanced instructional design methodologies, TBS contributed to FPS's mission of safeguarding federal facilities and their occupants against criminal and terrorist threats.

CHALLENGES

The Federal Protective Service faced the challenge of developing and delivering a standardized, scalable training solution to enhance the operational readiness of its Protective Security Officers (PSOs) nationwide. This required equipping PSOs with the skills to operate and comply with security screening equipment, such as X-ray machines and metal detectors, while effectively detecting and responding to emerging threats like improvised explosive devices (IEDs) and non-metallic weapons. Additionally, the program needed to incorporate adult learning principles, real-world scenarios, and hands-on exercises to ensure practical application. With over 9,000 federal facilities and 16,000 PSOs dispersed across all 50 states and U.S. territories, FPS required highly qualified contractor instructors to supplement their Training and Professional Development (TPD) staff, perform compliance checks, and deliver consistent training while maintaining operational continuity.

SOLUTION

Topsarge Business Solutions deployed a team of highly qualified National Screening Programs/Protective Security Officer Training Instructors to meet FPS's critical training needs. These certified instructors, each with extensive experience in law enforcement and security techniques, were proficient in instructional methods and curriculum development using the ADDIE model. They delivered comprehensive, interactive training sessions that incorporated real-world scenarios, hands-on exercises, and emerging threat detection, including advanced weapons and contraband. Utilizing FPS's Training and Academy Management System (TAMS), TBS ensured seamless delivery of assessments, compliance checks, and Kirkpatrick training validations while providing actionable feedback to improve the curriculum. Instructors were fully prepared to travel nationwide, supporting training across all 50 states and U.S. territories, ensuring consistent, high-quality training delivery that aligned with FPS protocols and mission-critical objectives.

CONCLUSION

TBS provided FPS with a dynamic and impactful training solution, demonstrating its ability to meet the complex demands of federal security training. This case study reflects TBS's dedication to delivering high-quality services that support government missions and protect our nation's critical infrastructure.