SGS SCANNER SERVICES

BAGGAGE AND PALLET
SCREENING TRAINING SOLUTION

ADAPTED TRAINING

X-ray scanners are used worldwide to inspect baggage and cargo for hidden and prohibited items. However scanners by themselves cannot identify suspicious images; only appropriately trained and skilled operators can do so.

SGS can help you to respond to these challenges:

- How do you determine that all operators have the appropriate skill level?
- How can you assess their performance?
- How do you improve their skills?
- How do you select the right operators?
- Can you afford to have even one operator who is not up to standard?
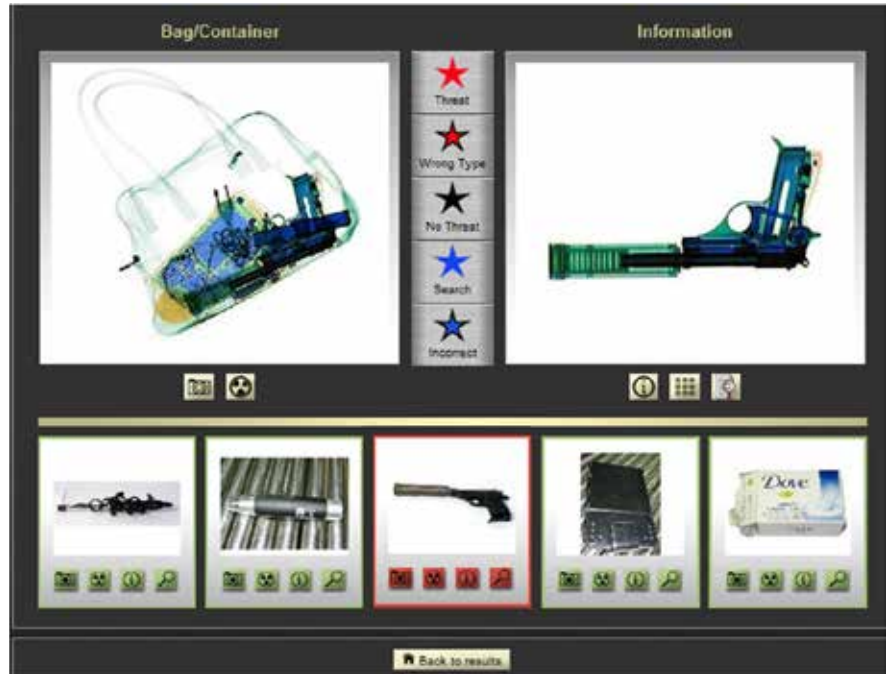
SGS has lengthy and established experience in scanner operations including image analysis. For that reason, SGS has been able to develop a complete range of training sessions and is regularly mandated by different governments, Customs departments, international organisations, civil aviation, border security and other institutions worldwide to perform capacity building on their behalf.

SGS SOLUTION

SGS proposes different training solutions based on the level of the operators and the needs of the customers.

Assessment

Training represents an important and valuable investment in human resources. However, before making any investment, it is wise to make the necessary preparations to ensure that the investment will return the maximum benefit possible.

Through some established tests, SGS can assess candidates prior to training, as some people are naturally more suitable for detailed and analytical work than others. This assessment can be made for existing staff that are being considered for such a position, or during the recruitment of new staff.

This first assessment would also be the basis to measure the level of progress made by each trainee, post courses and observation period.

Initiation Training / 101 Awareness Level

This training is intended for beginner and presents the different methodologies to interpret radioscopic images and make the differentiation between several materials, objects and threats.

It also introduces the operator to the methods to correctly and safely use a scanner to its maximum potential and to fully understand how the equipment functions. Awareness training also covers:

- X-ray properties
- Radiation safety basics
- X-ray scanner fundamentals

Threat Recognition Training / 102 Advance Level

Before an officer can be expected to identify a threat object, it is essential that the officer is aware of what the threat objects are, what they look like and how to recognize and distinguish them on an X-ray image.

To achieve this, SGS demonstrates how to recognize the signature of a threat such as:

- Explosives
- Firearms
- Knives and martial arts weapons
- Prohibited items

Once the theory content has been covered, officers will then be trained and evaluated with the SGS 'hands on' Computer Based Training (CBT) for threat detection.

SGS

Intensive Image Analysis Training / 103 Expert Level

This training specifically focuses on the identification of threats in dense and complicated cargo and/or passenger baggage. Intended for well experienced operators, the expert training enhances the detection of threats, in particularly difficult conditions, and exposes the operators to a large quantity of threats of a different nature and size.

Refresher Training

In order to assess and maintain the skills of the operators, regular training sessions should be provided. SGS refresher training can be provided in classroom or online to refresh all the techniques learned in the basic and advanced image analysis trainings and includes several tests and evaluations to monitor the progress and experience gained by the operator. Reports on the performance of each officer and the number of training and testing sessions successfully attended are submitted to the Client's management.

SGS continuous training complies with EU directives and regulation regarding the provision of refresher training for image analysts.

ADVANTAGES

- Third party evaluation and validation of the operators
- Specific training for the recognition of prohibited items, including firearms, explosives, dangerous goods, weapons, narcotics, concealment methods
- Multiple image databases, training tutorials and tests available to ensure that trainees will not see repetitive images during a training session
- At the end of the training session, SGS delivers a certificate to the trainees who passed the final test

SGS TRAINING CREDENTIALS

- Compliant with EU Commission Regulation No. 185/2010; Detailed measures for implementation of common Aviation Security Standards for Baggage X-ray system Operators and Image Analysts

NOVICE **AWARE** **ABLE** **EXPERT**

- Compliant with EU Commission Regulation No. 300/2008; Requirement for implementation of continuation of refresher training for all Image Analysts operating Baggage X-ray systems, in force and compulsory since April 2010
- ICAO Annex 17, 3.4.3
- ICAO-Manual on Human Factors in Civil Aviation Security Operations (Doc 9808)
- ICAO Human Factors Training Manual (Doc 9683), Part 1, Chapter 4, and Appendix 6, Appendix 32
- ICAO Security Manual for Safeguarding Civil Aviation Against Acts of Unlawful Interference, Doc 8973, Chapter 4, I-4-45

SGS METHODOLOGY

Classroom training using scanner simulators that reproduce the functions of the X-ray scanners allowing our clients:

- To train the staff without disrupting daily operations of the equipment
- To train several students in practical skills at the same time on separate equipment
- To assess the trainees on general or specific subjects (drugs, explosives, weapons, liquids, etc.)
- To design training based on trainees need
- To measure the trainees progress before, during and after the training session

CBT SUPPORT

The SGS training academy is structured around baggage/pallet scanner simulator software that replicates the image analysis functions of the baggage scanners, as if the users where operating the equipment in real time. The advantage of the simulator is that the users can be introduced to and trained in the recognition of multiple types of threats that they may have never seen before, independent of the scanner operational equipment, and their level of comprehension can be developed and assessed, using different category of difficulties, allowing a clear identification of the competence of each individual among a group and recognizing their particular requirements for any additional training.

SGS uses a Computer Based Training simulator which includes an exhaustive database of image objects allowing the trainer to build different bags for different training topics such as explosives detection. The weapons, explosives or any prohibited items can be placed in various positions and rotated inside the bag to make them more difficult to be detected.

For more information, please contact SGSSCANNER@SGS.COM.

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WHEN YOU NEED TO BE SURE