Security Case Study
Redline X-ray Threat Image Recognition Training (TIRT)

REDLINE®
ASSURED SECURITY
AN AIR PARTNER CO.

ISS setting the standard with Redline TIRT roll-out

Redline Assured Security was invited to support ISS Australia and New Zealand to optimise the training of their screening officers. The objective for ISS was to introduce a requirement for continuous, monthly threat image recognition training to set the standard not just across the group, but also to drive the regulatory standard in the region.

Client Profile

The Aviation and Transport sector is a core business focus for ISS, with a number of years working across numerous airports and freight facilities across Australia. ISS has worked diligently to build a specialist division of professionals who can seamlessly mobilise key drivers into a robust service solution, aligning with each customer's passenger centric approach which supports making the airports and skies safe.
As a leader in the aviation security industry, ISS provides security, screening and facility services across airports and ports in every state of Australia, screening over 336,000 flights and 45,000,000 passengers a year.

The Challenge

Stemming from a desire to improve the quality of training for screening officers across the organisation, the Senior Management team identified a more robust requirement for threat image recognition training, putting over 2,000 screeners through a minimum monthly continuous training programme. ISS being the first to implement this level of training in Australia.

"I'm able to get a lot of great detail when looking at an individual's performance. I am able to easily look at an individual's overall performance and then go into details which will tell me information such as how much time they have spent completing training in Redline, how long they took reviewing an image, where they thought the threat was, what they thought the threat was, what functions they used and if they viewed the side angle of the image.

I used Redline recently when I completed a Training & Coaching Performance Improvement Plan for an APO that the Supervisors had raised concerns over. Redline was invaluable in providing me with some great statistics and analytics, which I could then show the APO in question. This level of detail has never been captured before and is so valuable to use."
ISS Training & Compliance Manager

The Solution

▶ ISS and Redline are building on current best SeMS practices worldwide by forming a strategic partnership to develop and deliver Redline's SeMS product range in the region to enhance ISS Aviation and Transport security services.

▶ The first stage in the partnership was the adoption of Redline TIRT in Australia which commenced in August 2019. The initial phase started with a study to determine the optimum monthly continuous training period and associated threat detection performance assessments and any remedial training programmes.

▶ The second stage is the rollout of the TIRT continuous training programme to over 2,000 screeners across Australia which commenced in February 2020.

▶ Along with the TIRT roll-out, a strategic programme has been agreed to implement further Redline SeMS quality assurance elements including auditing and covert testing.

The Outcome

Redline TIRT provided dashboard and report based   analytics and statistics that easily enables the team at ISS to see how each site is performing and also provided oversight of any areas for further improvement. As part of the analysis available ISS were also able to see performance against each individual threat type with the ability to automictically assign remedial training (if this was identified).

Redline TIRT also enables the APO to review each x-ray image presented in depth and click on the individual image elements. An image of each threat component, along with all the everyday clutter items presented within the bag enables the APO to 'self learn' in a safe environment.

Maintaining Competence during Covid-19

The impact of COVID-19 across the aviation sector has had a devastaing impact, with many ISS security screeners being temporarily stood down from screening duties. To mitigate the associated skill fade challenges, ISS upheld its' use of TIRT through out this period, enabling screeners to continue practising their skills as professional development. TIRT is also being adjusted to provide a comprehensive return to work training package.

Next Steps

A further stage of the project has been agreed to include:

▶ Wider roll-out of Threat Image Recognition Training (TIRT)

▶ Covert and Overt Testing

▶ Assessments, including Auditing, Inspections, Observations, Checklists

Get in Touch

To find out how we can help your organisation, speak to our team of experts

Phone: +44 (0)1302 288362
Email: info@trustredline.co.uk
Website: www.trustredline.co.uk