



Behavioural Analysis, Passenger Screening and Insider Threat Management

Professional Certificate Course

Delivery: Classroom

Duration: 5 days

This course provides participants with an appreciation of the way in which behavioural analysis techniques can identify people who might threaten the aviation industry, be they passengers or employees. It emphasizes the fact that while technologies are essential tools to both identify and resolve possible threats, the human capability of “thinking outside the box” should also be encouraged and its importance not underestimated. This course can also be delivered in French.

Learning objectives

Upon completing this course, participants will be able to:

- Appreciate the ways in which those employed in the industry can play their part in identifying and resolving threats based on the application of common sense;
- identify suspicious indicators from people’s appearance and behaviour, as well as those contained in their travel documents and baggage;
- recognize the factors which might influence screeners’ decision-making processes;
- ask questions in order to resolve suspicious indicators;
- understand the biology of fear and how we can better identify stress indicators in body language;
- identify lie/deception indicators when conducting a passenger interview;
- decide how and when to escalate a situation (should an imminent threat be identified);
- effect baggage and body searches when a threat is perceived;
- cite case studies illustrating the value of behavioural analysis in screening techniques;
- put in place safeguards to avoid staff members discriminating against people based on their gender, colour, ethnicity or religion;
- recognize how behavioural analysis techniques can aid in the identification of other airport-based criminal activity and in the struggle against human trafficking; and
- demonstrate, through role plays, an understanding of behavioural analysis techniques and the way in which questioning can resolve such threats.

Target audience

- Airport managers and personnel with security and facilitation responsibilities
- Airline managers and personnel with security and facilitation responsibilities



- Civil aviation regulators
- Governmental agency staff responsible for passenger screening
- Security trainers
- Screening personnel

Course content

- Security Concept
- Passenger Profiles and Terrorist Modus Operandi
- Travel Documentation
- Behavioural Analysis & the Biology of Fear
- Suspicious Signs
- Questioning Techniques
- Security Channelling
- Search Techniques
- Identifying Insider Threats, Human Trafficking & Unruly Passengers
- Exercises and Role Play Scenarios