



NATIONAL SAFE SKIES ALLIANCE

Program for Applied Research in Airport Security

PARAS 0053 Project Summary

Project Title:	Practices and Considerations for Alternate Languages in the Airport Credentialing Process
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BACKGROUND

The workforce at airports is becoming increasingly diverse, and English is not the primary language for many badge applicants. Airports are beginning to consider how to better assist these applicants during and after the credentialing process. However, this presents challenges in ensuring content is effectively presented and properly understood and applied in the badge holder's daily activities at the airport. Comprehensive guidance is needed to assist airports in understanding and evaluating strategies and implications for including alternate languages in their credentialing processes, to ensure informed decision making and minimize potential impacts to the airport's overall security posture.

OBJECTIVE

The objective of this research is to create practical guidance to assist airports with addressing alternate language needs in their credentialing processes. At a minimum, the guidance should include options, strategies, and considerations for the following:

- Determining need
- Developing content, including:
 - Ensuring accuracy
 - Aviation-specific terms
 - Location-specific needs (e.g., dialects)
- Training strategies
- Testing and comprehension
- Compliance after training/testing, including:
 - Role of companies and authorized signatories
 - Auditing
- Relevant forms, documentation, and signage
- Applicable regulations and legal implications, including federal laws, state laws, and local rules and ordinances
- Job position and access needs
- Cost and resources
- Leveraging available technologies
- Lessons learned from international organizations and non-aviation entities
- Support for English language learners

The resulting guidance should be scalable to airports of all sizes and resource levels.