

MEMORANDUM FOR HUMAN RESOURCES DIRECTORS

FROM: NANCY H. KICHAK, ASSOCIATE DIRECTOR
STRATEGIC HUMAN RESOURCES POLICY

Subject: Competencies for Law Enforcement, Compliance,
Security, Intelligence, and Related Occupations

In April 2007, the Office of Personnel Management (OPM) initiated a Governmentwide survey to identify critical competencies across 21 law enforcement, compliance, security, intelligence, and related occupations. You have identified many of these occupations as mission critical, and we are pleased to provide the attached competency models to support your human capital initiatives.

The competencies identified may be used in workforce planning, training and development, and personnel selection. When used for selection, the competencies must be used in conjunction with the appropriate qualification standard for the covered series. These results support agency efforts to close competency gaps and allow for the recruitment and selection of highly qualified law enforcement, compliance, security, and intelligence personnel.

Thank you for your continued support of this important project. If you have any questions regarding the competency models, please contact Andrea Bright, Manager of the Standards, Competencies, and Assessment Development Group at (202) 606-3600, or e-mail competency@opm.gov.

Attachment

Competency Model for Law Enforcement, Compliance, Security, Intelligence, and Related Occupations

The following tables present the competencies that have been confirmed as appropriate for selection on a Governmentwide basis for the 21 occupations presented below. Agencies may use these competencies to select applicants without additional job analysis for the occupations and grades indicated in the following tables. Agencies are responsible for collecting job analysis information to support the use of competencies for other occupations and/or grades. Please refer to [OPM's Delegated Examining Operations Handbook](#) for more information on conducting a job analysis.

Occupations and Grades with Confirmed Competencies

Occupations	Grades
0018 Safety and Occupational Health Management Series	9, 11, 12, 13
0019 Safety Technician Series	No grade level data available
0080 Security Administration Series	9, 11, 12, 13, 14, 15
0082 United States Marshal Series	7, 9
0083 Police Series	5, 6, 7, 8
0132 Intelligence Series	9, 11, 12, 13, 14
0249 Wage and Hour Compliance Series	12
0360 Equal Opportunity Compliance Series	11, 12, 13
1801 General Inspection, Investigation, and Compliance Series	9, 10, 11, 12, 13, 14
1810 General Investigating Series	7, 9, 11, 12, 13
1811 Criminal Investigating Series	7, 9, 11, 12, 13, 14, 15
1812 Game Law Enforcement Series	No grade level data available
1822 Mine Safety and Health Series	11, 12
1850 Agricultural Commodity Warehouse Examining Series	No grade level data available
1854 Alcohol, Tobacco, and Firearms Inspection Series	No grade level data available
1881 Customs and Border Protection Interdiction Series	No grade level data available
1884 Customs Patrol Officer Series	No grade level data available
1889 Import Specialist Series	11, 12
1890 Customs Inspection Series	No grade level data available
1895 Customs and Border Protection Series	11
1896 Border Patrol Agent Series	11, 12

0018 Safety and Occupational Health Management Series

General Competencies			
Grade 9	Grade 11	Grade 12	Grade 13
<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Perceptual Speed ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Mental Visualization ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Spatial Orientation ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Arithmetic ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Mental Visualization ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Writing
Technical Competencies			
<ul style="list-style-type: none"> ▪ Accident Investigation ▪ Compliance Inspection ▪ Hazardous Materials ▪ Public Safety and Security ▪ Risk Management 	<ul style="list-style-type: none"> ▪ Accident Investigation ▪ Compliance Inspection ▪ Hazardous Materials ▪ Public Safety and Security ▪ Risk Management 	<ul style="list-style-type: none"> ▪ Accident Investigation ▪ Compliance Inspection ▪ Hazardous Materials ▪ Public Safety and Security ▪ Risk Management ▪ Vehicle Operation 	<ul style="list-style-type: none"> ▪ Accident Investigation ▪ Administrative Law ▪ Compliance Inspection ▪ Hazardous Materials ▪ Public Safety and Security ▪ Risk Management

0080 Security Administration Series

General Competencies					
Grade 9	Grade 11	Grade 12	Grade 13	Grade 14	Grade 15
<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Managing Human Resources ▪ Oral Communication ▪ Organizational Awareness ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Oral Communication ▪ Partnering ▪ Perceptual Speed ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Writing

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0080 Security Administration Series (Continued)

Technical Competencies					
<ul style="list-style-type: none"> ▪ Information Assurance ▪ Security 	<ul style="list-style-type: none"> ▪ Information Assurance ▪ Public Safety and Security ▪ Security 	<ul style="list-style-type: none"> ▪ Security 	<ul style="list-style-type: none"> ▪ Public Safety and Security ▪ Risk Management ▪ Security 	<ul style="list-style-type: none"> ▪ Security 	<ul style="list-style-type: none"> ▪ Compliance Inspection ▪ Public Safety and Security ▪ Risk Management ▪ Security

0082 United States Marshal Series

General Competencies	
Grade 7	Grade 9
<ul style="list-style-type: none"> ▪ Accountability ▪ Agility ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Eye-Hand Coordination ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Peripheral Vision ▪ Physical Strength ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Spatial Orientation ▪ Stamina ▪ Stress Tolerance ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Visual Color Discrimination ▪ Visual Identification ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Agility ▪ Attention to Detail ▪ Conflict Management ▪ Customer Service ▪ Decision Making ▪ Depth Perception ▪ Eye-Hand Coordination ▪ Flexibility ▪ Influencing/Negotiating ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Peripheral Vision ▪ Physical Strength ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Spatial Orientation ▪ Stamina ▪ Stress Tolerance ▪ Teamwork ▪ Technical Competence ▪ Vision ▪ Visual Identification ▪ Writing

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0082 United States Marshal Series (Continued)

Technical Competencies	
Grade 7	Grade 9
<ul style="list-style-type: none"> ▪ Ammunition and Explosives ▪ Arrest ▪ Constitutional Law ▪ Criminal Investigation ▪ Criminal Law ▪ Detention ▪ Firearms ▪ First Response ▪ Information Assurance ▪ Legal, Government, and Jurisprudence ▪ Public Safety and Security ▪ Restraint and Self-Defense ▪ Search ▪ Security ▪ Seizure ▪ Surveillance ▪ Vehicle Operation 	<ul style="list-style-type: none"> ▪ Arrest ▪ Constitutional Law ▪ Criminal Law ▪ Detention ▪ Firearms ▪ First Response ▪ Restraint and Self-Defense ▪ Search ▪ Security ▪ Surveillance ▪ Vehicle Operation

0083 Police Series

General Competencies			
Grade 5	Grade 6	Grade 7	Grade 8
<ul style="list-style-type: none"> ▪ Accountability ▪ Agility ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Depth Perception ▪ External Awareness ▪ Eye-Hand Coordination ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Mental Visualization ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Peripheral Vision ▪ Perceptual Speed ▪ Peripheral Vision ▪ Physical Strength ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Spatial Orientation ▪ Stamina ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Visual Color Discrimination ▪ Visual Identification ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Agility ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Depth Perception ▪ Eye-Hand Coordination ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Mental Visualization ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Peripheral Vision ▪ Physical Strength ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Spatial Orientation ▪ Stamina ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Visual Color Discrimination ▪ Visual Identification ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Agility ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Depth Perception ▪ External Awareness ▪ Eye-Hand Coordination ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Mental Visualization ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Perceptual Speed ▪ Peripheral Vision ▪ Physical Strength ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Spatial Orientation ▪ Stamina ▪ Stress Tolerance ▪ Self-Management ▪ Spatial Orientation ▪ Stamina ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Visual Color Discrimination ▪ Visual Identification ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Agility ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Depth Perception ▪ Eye-Hand Coordination ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Peripheral Vision ▪ Physical Strength ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Spatial Orientation ▪ Stamina ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Visual Color Discrimination ▪ Visual Identification ▪ Writing

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0083 Police Series (Continued)

Technical Competencies			
Grade 5	Grade 6	Grade 7	Grade 8
<ul style="list-style-type: none"> ▪ Accident Investigation ▪ Administrative Law ▪ Ammunition and Explosives ▪ Arrest ▪ Constitutional Law ▪ Criminal Investigation ▪ Criminal Law ▪ Detention ▪ Firearms ▪ First Response ▪ Forensics ▪ Hazardous Materials ▪ Legal, Government, and Jurisprudence ▪ Public Safety and Security ▪ Restraint and Self-Defense ▪ Risk Management ▪ Search ▪ Security ▪ Seizure ▪ Surveillance ▪ Vehicle Operation 	<ul style="list-style-type: none"> ▪ Accident Investigation ▪ Administrative Law ▪ Ammunition and Explosives ▪ Arrest ▪ Compliance Inspection ▪ Constitutional Law ▪ Criminal Investigation ▪ Criminal Law ▪ Detention ▪ Firearms ▪ First Response ▪ Forensics ▪ Hazardous Materials ▪ Information Assurance ▪ Legal, Government, and Jurisprudence ▪ Public Safety and Security ▪ Restraint and Self-Defense ▪ Search ▪ Security ▪ Seizure ▪ Surveillance ▪ Vehicle Operation 	<ul style="list-style-type: none"> ▪ Accident Investigation ▪ Administrative Law ▪ Ammunition and Explosives ▪ Arrest ▪ Compliance Inspection ▪ Constitutional Law ▪ Criminal Investigation ▪ Criminal Law ▪ Detention ▪ Firearms ▪ First Response ▪ Forensics ▪ Hazardous Materials ▪ Legal, Government, and Jurisprudence ▪ Public Safety and Security ▪ Restraint and Self-Defense ▪ Search ▪ Security ▪ Seizure ▪ Surveillance ▪ Vehicle Operation 	<ul style="list-style-type: none"> ▪ Accident Investigation ▪ Administrative Law ▪ Ammunition and Explosives ▪ Arrest ▪ Constitutional Law ▪ Criminal Investigation ▪ Criminal Law ▪ Detention ▪ Firearms ▪ First Response ▪ Forensics ▪ Public Safety and Security ▪ Restraint and Self-Defense ▪ Search ▪ Security ▪ Seizure ▪ Vehicle Operation

0132 Intelligence Series

General Competencies				
Grade 9	Grade 11	Grade 12	Grade 13	Grade 14
<ul style="list-style-type: none"> ▪ Attention to Detail ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Learning ▪ Memory ▪ Oral Communication ▪ Partnering ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ External Awareness ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Learning ▪ Memory ▪ Mental Visualization ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Perceptual Speed ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Mental Visualization ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Perceptual Speed ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ External Awareness ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Writing
Technical Competencies				
<ul style="list-style-type: none"> ▪ Research 	<ul style="list-style-type: none"> ▪ Research Security 	<ul style="list-style-type: none"> ▪ Research Security 	<ul style="list-style-type: none"> ▪ Information Assurance ▪ Research Security 	<ul style="list-style-type: none"> ▪ Research Security

0249 Wage and Hour Compliance Series

General Competencies
Grade 12
<ul style="list-style-type: none">▪ Accountability▪ Arithmetic▪ Attention to Detail▪ Conflict Management▪ Creative Thinking▪ Customer Service▪ Decision Making▪ Flexibility▪ Influencing/Negotiating▪ Information Management▪ Integrity/Honesty▪ Interpersonal Skills▪ Learning▪ Mathematical Reasoning▪ Memory▪ Oral Communication▪ Organizational Awareness▪ Perceptual Speed▪ Planning and Evaluating▪ Problem Solving▪ Reading▪ Reasoning▪ Self-Esteem▪ Self-Management▪ Stress Tolerance▪ Teamwork▪ Technical Competence▪ Technology Application▪ Writing
Technical Competencies
<ul style="list-style-type: none">▪ Compliance Inspection▪ Labor Law▪ Legal, Government, and Jurisprudence▪ Vehicle Operation

0360 Equal Opportunity Compliance Series

General Competencies		
Grade 11	Grade 12	Grade 13
<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Math Reasoning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Writing
Technical Competencies		
<ul style="list-style-type: none"> ▪ Administrative Law ▪ Compliance Inspection ▪ Legal, Government, and Jurisprudence 	<ul style="list-style-type: none"> ▪ Administrative Law ▪ Compliance Inspection ▪ Legal, Government, and Jurisprudence 	<ul style="list-style-type: none"> ▪ Administrative Law ▪ Compliance Inspection

1801 General Inspection, Investigation, and Compliance Series

General Competencies					
Grade 9	Grade 10	Grade 11	Grade 12	Grade 13	Grade 14
<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Arithmetic ▪ Attention to Detail ▪ Conflict Management ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Spatial Orientation ▪ Stress Tolerance ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Arithmetic ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Writing
Technical Competencies					
<p>There are no technical competencies for this grade level.</p>	<ul style="list-style-type: none"> ▪ Administrative Law ▪ Compliance Inspection ▪ Vehicle Operation 	<ul style="list-style-type: none"> ▪ Vehicle Operation 	<ul style="list-style-type: none"> ▪ Compliance Inspection 	<ul style="list-style-type: none"> ▪ Compliance Inspection 	<ul style="list-style-type: none"> ▪ Administrative Law ▪ Security

1810 General Investigating Series

General Competencies				
Grade 7	Grade 9	Grade 11	Grade 12	Grade 13
<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Spatial Orientation ▪ Stress Tolerance ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teamwork ▪ Technology Application ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Spatial Orientation ▪ Stress Tolerance ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Writing
Technical Competencies				
<ul style="list-style-type: none"> ▪ Vehicle Operation 	<p>There are no technical competencies for this grade level.</p>	<ul style="list-style-type: none"> ▪ Vehicle Operation 	<p>There are no technical competencies for this grade level.</p>	<p>There are no technical competencies for this grade level.</p>

1811 Criminal Investigating Series

General Competencies						
Grade 7	Grade 9	Grade 11	Grade 12	Grade 13	Grade 14	Grade 15
<ul style="list-style-type: none"> ▪ Accountability ▪ Arithmetic ▪ Attention to Detail ▪ Conflict Management ▪ Customer Service ▪ Decision Making ▪ Eye-Hand Coordination ▪ Flexibility ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Learning ▪ Memory ▪ Mental Visualization ▪ Oral Communication ▪ Organizational Awareness ▪ Peripheral Vision ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Spatial Orientation ▪ Stamina ▪ Stress Tolerance ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Visual Identification ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Agility ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Depth Perception ▪ External Awareness ▪ Eye-Hand Coordination ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Perceptual Speed ▪ Peripheral Vision ▪ Physical Strength ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Spatial Orientation ▪ Stamina ▪ Stress Tolerance ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Visual Identification ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Agility ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Depth Perception ▪ Eye-Hand Coordination ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Peripheral Vision ▪ Planning and Evaluating ▪ Physical Strength ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Spatial Orientation ▪ Stress Tolerance ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Visual Identification ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Eye-Hand Coordination ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Peripheral Vision ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Self-Management ▪ Spatial Orientation ▪ Stress Tolerance ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Visual Identification ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Eye-Hand Coordination ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Managing Human Resources ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Agility ▪ Attention to Detail ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ External Awareness ▪ Eye-Hand Coordination ▪ Financial Management ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Mental Visualization ▪ Oral Communication ▪ Peripheral Vision ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teamwork ▪ Technical Competence ▪ Visual Identification ▪ Writing 	

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1811 General Investigating Series (Continued)

Technical Competencies						
Grade 7	Grade 9	Grade 11	Grade 12	Grade 13	Grade 14	Grade 15
<ul style="list-style-type: none"> ▪ Arrest ▪ Constitutional Law ▪ Criminal Investigation ▪ Criminal Law ▪ Detention ▪ Firearms ▪ Restraint and Self-Defense ▪ Search ▪ Seizure ▪ Surveillance ▪ Vehicle Operation 	<ul style="list-style-type: none"> ▪ Arrest ▪ Constitutional Law ▪ Criminal Investigation ▪ Criminal Law ▪ Detention ▪ Firearms ▪ First Response ▪ Forensics ▪ Legal, Government, and Jurisprudence ▪ Restraint and Self-Defense ▪ Search ▪ Security ▪ Seizure ▪ Surveillance ▪ Vehicle Operation 	<ul style="list-style-type: none"> ▪ Arrest ▪ Constitutional Law ▪ Criminal Investigation ▪ Criminal Law ▪ Detention ▪ Firearms ▪ First Response ▪ Forensics ▪ Legal, Government, and Jurisprudence ▪ Restraint and Self-Defense ▪ Search ▪ Security ▪ Seizure ▪ Surveillance ▪ Vehicle Operation 	<ul style="list-style-type: none"> ▪ Arrest ▪ Constitutional Law ▪ Criminal Investigation ▪ Criminal Law ▪ Detention ▪ Firearms ▪ Legal, Government, and Jurisprudence ▪ Restraint and Self-Defense ▪ Search ▪ Seizure ▪ Surveillance ▪ Vehicle Operation 	<ul style="list-style-type: none"> ▪ Arrest ▪ Constitutional Law ▪ Criminal Investigation ▪ Criminal Law ▪ Detention ▪ Firearms ▪ Forensics ▪ Legal, Government, and Jurisprudence ▪ Restraint and Self-Defense ▪ Search ▪ Security ▪ Seizure ▪ Surveillance ▪ Vehicle Operation 	<ul style="list-style-type: none"> ▪ Arrest ▪ Constitutional Law ▪ Criminal Investigation ▪ Criminal Law ▪ Detention ▪ Firearms ▪ Forensics ▪ Legal, Government, and Jurisprudence ▪ Restraint and Self-Defense ▪ Search ▪ Security ▪ Seizure ▪ Surveillance ▪ Vehicle Operation 	<ul style="list-style-type: none"> ▪ Arrest ▪ Communications and Media ▪ Criminal Investigation ▪ Criminal Law ▪ Firearms ▪ Legal, Government, and Jurisprudence ▪ Restraint and Self-Defense ▪ Search ▪ Surveillance ▪ Vehicle Operation

1822 Mine Safety and Health Series

General Competencies	
Grade 11	Grade 12
<ul style="list-style-type: none"> ▪ Accountability ▪ Agility ▪ Arithmetic ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Depth Perception ▪ Eye-Hand Coordination ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Mental Visualization ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Perceptual Speed ▪ Peripheral Vision ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Spatial Orientation ▪ Stamina ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Agility ▪ Attention to Detail ▪ Conflict Management ▪ Customer Service ▪ Decision Making ▪ Eye-Hand Coordination ▪ Flexibility ▪ Influencing/Negotiating ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Learning ▪ Memory ▪ Mental Visualization ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Peripheral Vision ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Spatial Orientation ▪ Stamina ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Writing
Technical Competencies	
<ul style="list-style-type: none"> ▪ Accident Investigation ▪ Administrative Law ▪ Ammunition and Explosives ▪ Compliance Inspection ▪ Hazardous Materials ▪ Mechanical ▪ Mine Safety and Health ▪ Vehicle Operation 	<ul style="list-style-type: none"> ▪ Accident Investigation ▪ Administrative Law ▪ Ammunition and Explosives ▪ Compliance Inspection ▪ First Response ▪ Mechanical ▪ Mine Safety and Health ▪ Vehicle Operation

1889 Import Specialist Series

General Competencies	
Grade 11	Grade 12
<ul style="list-style-type: none"> ▪ Accountability ▪ Arithmetic ▪ Attention to Detail ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Learning ▪ Math Reasoning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Arithmetic ▪ Attention to Detail ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Math Reasoning ▪ Memory ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Writing
Technical Competencies	
<ul style="list-style-type: none"> ▪ Administrative Law ▪ Compliance Inspection ▪ Legal, Government, and Jurisprudence ▪ Risk Management 	<ul style="list-style-type: none"> ▪ Administrative Law ▪ Compliance Inspection ▪ Information Assurance ▪ Legal, Government, and Jurisprudence ▪ Risk Management

1895 Customs and Border Protection Series

General Competencies
Grade 11
<ul style="list-style-type: none">▪ Accountability▪ Agility▪ Attention to Detail▪ Conflict Management▪ Creative Thinking▪ Customer Service▪ Decision Making▪ Eye-Hand Coordination▪ Flexibility▪ Influencing/Negotiating▪ Information Management▪ Integrity/Honesty▪ Interpersonal Skills▪ Leadership▪ Learning▪ Memory▪ Oral Communication▪ Organizational Awareness▪ Partnering▪ Perceptual Speed▪ Peripheral Vision▪ Problem Solving▪ Reading▪ Reasoning▪ Self-Esteem▪ Self-Management▪ Spatial Orientation▪ Stamina▪ Stress Tolerance▪ Teaching Others▪ Teamwork▪ Technical Competence▪ Technology Application▪ Vision▪ Visual Color Discrimination▪ Visual Identification▪ Writing

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1895 Customs and Border Protection Series (Continued)

Technical Competencies
Grade 11
<ul style="list-style-type: none">▪ Administrative Law▪ Ammunition and Explosives▪ Arrest▪ Compliance Inspection▪ Constitutional Law▪ Criminal Investigation▪ Criminal Law▪ Detention▪ Firearms▪ First Response▪ Hazardous Materials▪ Information Assurance▪ Legal, Government, and Jurisprudence▪ Public Safety and Security▪ Restraint and Self-Defense▪ Search▪ Security▪ Seizure▪ Vehicle Operation

1896 Border Patrol Agent Series

General Competencies	
Grade 11	Grade 12
<ul style="list-style-type: none"> ▪ Accountability ▪ Agility ▪ Attention to Detail ▪ Creative Thinking ▪ Decision Making ▪ Depth Perception ▪ Eye-Hand Coordination ▪ Flexibility ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Memory ▪ Mental Visualization ▪ Oral Communication ▪ Organizational Awareness ▪ Peripheral Vision ▪ Physical Strength ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Spatial Orientation ▪ Stamina ▪ Stress Tolerance ▪ Teamwork ▪ Technology Application ▪ Visual Color Discrimination ▪ Visual Identification ▪ Writing 	<ul style="list-style-type: none"> ▪ Accountability ▪ Arithmetic ▪ Attention to Detail ▪ Conflict Management ▪ Creative Thinking ▪ Customer Service ▪ Decision Making ▪ External Awareness ▪ Eye-Hand Coordination ▪ Flexibility ▪ Influencing/Negotiating ▪ Information Management ▪ Integrity/Honesty ▪ Interpersonal Skills ▪ Leadership ▪ Learning ▪ Managing Human Resources ▪ Memory ▪ Mental Visualization ▪ Oral Communication ▪ Organizational Awareness ▪ Partnering ▪ Perceptual Speed ▪ Peripheral Vision ▪ Planning and Evaluating ▪ Problem Solving ▪ Reading ▪ Reasoning ▪ Self-Esteem ▪ Self-Management ▪ Spatial Orientation ▪ Stamina ▪ Stress Tolerance ▪ Teaching Others ▪ Teamwork ▪ Technical Competence ▪ Technology Application ▪ Vision ▪ Visual Identification ▪ Writing

(Continued)

1896 Border Patrol Agent Series (Continued)

Technical Competencies	
Grade 11	Grade 12
<ul style="list-style-type: none"> ▪ Ammunition and Explosives ▪ Arrest ▪ Constitutional Law ▪ Criminal Law ▪ Firearms ▪ Foreign Language ▪ Legal, Government, and Jurisprudence ▪ Public Safety and Security ▪ Restraint and Self-Defense ▪ Search ▪ Security ▪ Seizure ▪ Vehicle Operation 	<ul style="list-style-type: none"> ▪ Administrative Law ▪ Arrest ▪ Constitutional Law ▪ Criminal Investigation ▪ Criminal Law ▪ Detention ▪ Firearms ▪ First Response ▪ Foreign Language ▪ Legal, Government, and Jurisprudence ▪ Public Safety and Security ▪ Restraint and Self-Defense ▪ Search ▪ Security ▪ Seizure ▪ Surveillance ▪ Vehicle Operation

Competencies for Law Enforcement, Compliance, Security, Intelligence, and Related Occupations

General Competencies

Accountability – Holds self and others accountable for measurable high-quality, timely, and cost-effective results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for mistakes. Complies with established control systems and rules.

Agility – Bends, stretches, twists, or reaches out with the body, arms, or legs.

Arithmetic – Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Creative Thinking – Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.

Customer Service – Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.

Decision Making – Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

Depth Perception – Accurately judges which of several objects is closer or farther away from the observer, or the distance between an object and the observer.

External Awareness – Identifies and understands economic, political, and social trends that affect the organization.

Eye-Hand Coordination – Accurately coordinates one's eyes with one's fingers, wrists, or arms to perform job-related tasks (for example, to move, carry, or manipulate objects).

Financial Management – Prepares, justifies, and/or administers the budget for program areas; plans, administers, and monitors expenditures to ensure cost-effective support of programs and policies; assesses financial condition of an organization.

Flexibility – Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

Influencing/Negotiating – Persuades others to accept recommendations, cooperate, or change their behavior; works with others towards an agreement; negotiates to find mutually acceptable solutions.

Information Management – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Competencies for Law Enforcement, Compliance, Security, Intelligence, and Related Occupations (Continued)

Integrity/Honesty – Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

Leadership – Influences, motivates, and challenges others; adapts leadership styles to a variety of situations.

Learning – Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.

Managing Human Resources – Plans, distributes, coordinates, and monitors work assignments of others; evaluates work performance and provides feedback to others on their performance; ensures that staff are appropriately selected, utilized, and developed, and that they are treated in a fair and equitable manner.

Mathematical Reasoning – Solves practical problems by choosing appropriately from a variety of mathematical and statistical techniques.

Memory – Recalls information that has been presented previously.

Mental Visualization – Sees things in the mind by mentally organizing and processing symbols, pictures, graphs, objects, or other information (for example, sees a building from a blueprint, or sees the flow of work activities from reading a work plan).

Oral Communication – Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Organizational Awareness – Knows the organization's mission and functions, and how its social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules, and regulations of the organization.

Partnering – Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals.

Perceptual Speed – Quickly and accurately sees detail in words, numbers, pictures, and graphs.

Peripheral Vision – Sees objects or movement of objects to one's side when the eyes are focused forward.

Physical Strength – Exerts maximum muscle force to lift, push, pull, or carry objects; performs moderately laboring work.

Planning and Evaluating – Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.

Problem Solving – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Competencies for Law Enforcement, Compliance, Security, Intelligence, and Related Occupations (Continued)

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Self-Esteem – Believes in own self-worth; maintains a positive view of self and displays a professional image.

Self-Management – Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Spatial Orientation – Knows one’s location in relation to the environment; determines where other objects are in relation to one’s self (for example, when using a map).

Stamina – Exerts oneself physically over long periods of time without tiring (which may include performing repetitive tasks such as data entry or coding).

Stress Tolerance – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Teaching Others – Helps others learn through formal or informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks; acts as a mentor.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Technology Application – Uses machines, tools, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.

Vision – Understands where the organization is headed and how to make a contribution; takes a long-term view and recognizes opportunities to help the organization accomplish its objectives or move toward the vision.

Visual Color Discrimination – Accurately matches or detects differences between colors, including shades of color and brightness.

Visual Identification – Accurately identifies people, animals, or objects based on knowledge of their characteristics.

Writing – Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

Competencies for Law Enforcement, Compliance, Security, Intelligence, and Related Occupations (Continued)

Technical Competencies

Accident Investigation – Knowledge of guidelines, regulations, and procedures associated with an accident investigation including preservation of accident scene, root cause analysis, and evidence detection and handling.

Accounting – Knowledge of traditional accounting practices including accrual, obligations, and costs methods.

Administrative Law – Knowledge of state and federal administrative laws, including procedures, regulations, guidelines, and precedents related to case preparation and settlements.

Ammunition and Explosives – Knowledge of ammunition and explosives and their uses, interactions, dangers, production, handling, storage, and disposal.

Architecture – Knowledge of the concepts, principles, theories, and practices used in the planning, design, construction, and maintenance of buildings or other structures, taking into consideration aesthetic and functional concerns.

Arrest – Knowledge of the laws, principles, and procedures used in apprehending a criminal suspect, including policies for pursuit and proper use of force and capture such as Miranda rights.

Building and Construction – Knowledge of materials, methods, and the appropriate tools to construct objects, structures, and buildings.

Communications and Media – Knowledge of the production, communication and dissemination of information and ideas to inform and entertain via written, oral, and visual media.

Compliance Inspection – Knowledge of the guidelines, regulations, and procedures associated with compliance inquiries, including application of compliance rules and criteria and ability to make appropriate decisions and issue citations, fines, or orders.

Computers – Knowledge of circuit boards, processors, chips, and computer hardware and software, including applications and programming.

Constitutional Law – Knowledge of the laws and legal precedents related to the U.S. Constitution.

Contracting/Procurement – Knowledge of various types of contracts, techniques for contracting or procurement, and contract negotiation and administration.

Criminal Investigation – Knowledge of the guidelines, regulations, and procedures associated with criminal investigation, including evidence detection and handling and drawing appropriate factual inferences and conclusions.

Criminal Law – Knowledge of state and federal criminal laws, including procedures, regulations, guidelines, and precedents related to admissibility of evidence and prosecution.

Data Management – Knowledge of the principles, procedures, and tools of data management, such as modeling techniques, data backup, data recovery, data dictionaries, data warehousing, data mining, data disposal, and data standardization processes.

Database Management Systems – Knowledge of the uses of database management systems and software to control the organization, storage, retrieval, security, and integrity of data.

Detention – Knowledge of the policies and procedures for detaining criminal suspects including processing, fingerprinting, detention requests, informing detainee of charges, and transportation.

Economics and Accounting – Knowledge of economic and accounting principles and practices, tax law and practices, the financial markets, banking, and the analysis and reporting of financial data.

Competencies for Law Enforcement, Compliance, Security, Intelligence, and Related Occupations (Continued)

Electronics – Knowledge of electronic theory, circuits, components, and material properties (excluding computers).

Engineering and Technology – Knowledge of engineering concepts, principles, and practices, and of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications.

Firearms – Knowledge of firearm usage and related issues, such as ammunition, range regulations and safety and use of force policies.

First Response – Knowledge of emergency management methods, such as first aid, rescue techniques, and threat assessments.

Foreign Language – Knowledge of sign language or of the structure and content of a foreign (non-English) language, including the meaning and spelling of words, rules of composition, and grammar.

Forensics – Knowledge of procedures of civil, criminal, or administrative hearings, evidence collection, including the delivery and receipt of evidence, classes of evidence, and rules of evidence and legal procedures.

Hardware – Knowledge of specifications, uses, and types of computer or computer-related equipment.

Hazardous Materials – Knowledge of hazardous materials and waste and their uses, interactions, dangers, production, handling, storage, and disposal.

Information Assurance – Knowledge of methods and procedures to protect information systems and data by ensuring their availability, authentication, confidentiality, and integrity.

Information Systems/Network Security – Knowledge of methods, tools, and procedures, including development of information security plans, to prevent information systems vulnerabilities, and provide or restore security of information systems and network services.

Labor Law – Knowledge of state and federal employment laws, regulations, guidelines, and legal precedents related to hiring practices, equal employment opportunity, and wage and hour restrictions.

Legal, Government and Jurisprudence – Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process.

Mechanical – Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance.

Medicine and Dentistry – Knowledge of the diagnosis and treatment of injuries, diseases, and deformities, including preventive health-care measures.

Mine Safety and Health – Knowledge of mine safety and health principles and practices, techniques and procedures, regulations, and standards as they apply to conducting inspections/investigations, identifying and evaluating unsafe conditions, and recommending methods to correct unsafe conditions.

Psychology – Knowledge of the concepts, principles, and theories of human behavior and performance in various contexts, mental processes, or the assessment and treatment of behavioral and affective disorders.

Public Safety and Security – Knowledge of intelligence operations; public safety and security operations; occupational health and safety; investigation and inspection techniques; or rules, regulations, precautions, and prevention techniques for the protection of people, data, and property.

Research – Knowledge of the scientific principles, methods, and processes used to conduct a systematic and objective inquiry; including study design, collection, analysis, and interpretation of data; and the reporting of results.

Competencies for Law Enforcement, Compliance, Security, Intelligence, and Related Occupations (Continued)

Restraint and Self-defense – Knowledge of techniques and methods used to restrain hostile individuals, including the models and guidelines on appropriate level and nature of force for self-defense.

Risk Management – Knowledge of the principles, methods, and tools used for risk assessment and mitigation, including assessment of failures and their consequences.

Search – Knowledge of the laws, principles and methods of conducting searches on personal property such as vehicles, documents, buildings, and items.

Security – Knowledge of the laws, regulations, and guidelines related to securing personnel, facilities, and information, including the requirements for handling, transporting, and protecting classified information and proper reporting of security incidents.

Seizure – Knowledge of the laws, regulations, and procedures for property seizure, including chain of custody requirements and procedures to catalog and secure seized property.

Software Engineering – Knowledge of software engineering design and development methodologies, paradigms, and tools; the software life cycle; software reusability; and software reliability metrics.

Surveillance – Knowledge of surveillance and counter-surveillance techniques, polices, and laws, including overt and covert methods and electronic, optical, and video surveillance methods and tools.

Tax Law – Knowledge of accounting and tax law for individuals, sole proprietorships, partnerships, and corporations.

Telecommunications – Knowledge of transmissions, broadcasting, switching, control, and operation of telecommunications systems.

Vehicle Operation – Knowledge of procedures for operating motor vehicles, including cars, trucks, or watercraft.

Web Technology – Knowledge of the principles and methods of web technologies, tools, and delivery systems, including web security, privacy policy practices, and user interface issues.

Wildlife Biology – Knowledge of the concepts, principles, and theories of wildlife, including classification, taxonomy, population dynamics, distribution, habitat requirements, life histories, reproduction, behaviors, conservation, and care of wildlife.