



U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
National Policy

ORDER
8000.38L

Effective Date:
4/26/18

SUBJ: Aviation Safety Inspector Credentials Program

1. Purpose of This Order. This order provides guidance and agency policy and criteria for issuance, use, and control of Federal Aviation Administration (FAA) Form 110A, Aviation Safety Inspector's Credential, and numbered badges. It implements Department of Transportation (DOT) Order 1680.3, DOT Identification Media Program, and DOT Manual 1680.3, DOT Identification Media Program Manual. The DOT Identification Media Program defines a credential as a document verifying that a person has a right to exercise official authority. It discusses certain restrictions on the use of FAA Form 8430-13, Request for Access to Aircraft.

2. Audience. This order applies to FAA aviation safety inspectors (ASI), 110A Coordinators, and those employees with credential program responsibilities.

3. Where You Can Find This Order. You can find this order on the MyFAA employee website at https://employees.faa.gov/tools_resources/orders_notices. Inspectors can access this order through the Flight Standards Information Management System (FSIMS) at <http://fsims.avs.faa.gov>.

4. What This Order Cancels. This revision cancels Order 8000.38K, Aviation Safety Inspector Credentials Program, dated April 21, 2017.

5. Authority to Change This Order. The Executive Director of Flight Standards Service is authorized to make changes to this order.

6. Explanation of Policy Changes. Revisions to this order include:

- Updates references to the Aviation Special Activities and Security Division (AFS-1000) to reflect its replacement by the Safety Risk Management Division.
- Updates references to the Emergency Management and Program Support Branch (AFS-1020) to reflect its replacement by the 110A Program Office.
- Updates references to the Director of Flight Standards Service (AFS-1) to reflect its change to Executive Director.
- Adds subparagraph 13g.
- Amends subparagraph 18g(1)(c) to change the absence time before credential surrender.
- Amends subparagraph 18j, Retention of Credentials by Retiring ASIs, to allow any ASI in good standing to request a memento.
- Amends retention of credentials guidance on page 16.

7. Distribution. This order is distributed to the Associate Administrator for Aviation Safety (AVS-1); to the division, branch, and staff levels in the Office of Security and Hazardous Materials Safety (ASH); to the branch level in the Flight Standards Service, the Aircraft Certification Service (AIR), and the Office of Aviation System Standards (AVN); to the branch/staff level in the AIR directorates; to the FAA Academy (AMA) Regulatory Standards Division (AMA-200); to all Safety Assurance offices, Flight Inspection Field Offices (FIFO), and International Field Offices (IFO); and to all Aircraft Certification Offices (ACO).

8. Related Publications and References (current editions):

- FAA Order 1320.1, FAA Directives Management.
- FAA Order 1370.121, FAA Information Security and Privacy Program & Policy.
- FAA Order 1600.25, Federal Aviation Administration (FAA) Official Credentials.
- FAA Order 3750.7, Ethical Conduct and Financial Disclosure.
- FAA Order 8000.75, Aviation Safety Inspector En Route Inspection Procedures.

9. Definitions.

a. Aviation Safety Inspector (ASI). An employee hired into and trained in an 1825 job series.

b. Directive and Guidance Information.

(1) Directive Terms.

(a) “Must” is used to denote mandatory requirements.

(b) “Must not” is used to indicate an action is prohibited.

(2) Guidance Terms. “Should,” “can,” and “may” are used to denote recommendations.

c. FAA Form 110A. FAA Form 110A, Aviation Safety Inspector’s Credential, is the document issued to qualified ASIs by the FAA for use in performance of official duties and presented when credentialed identification is required or requested.

d. Credentials. FAA Form 110A, as issued under paragraph 15 of this order, is considered a credential. Credentials may also include a numbered badge for ASIs assigned to the Flight Standards Service.

e. FAA Form 8430-13. FAA Form 8430-13, Request for Access to Aircraft, is issued to ASIs when required by job functions pursuant to Title 14 of the Code of Federal Regulations (14 CFR) parts 121 and 135 air carriers and part 125 operators.

f. Specialty/Title. The specific ASI assignment based on aviation experience (e.g., Air Carrier Operations, General Aviation Operations, Air Carrier Airworthiness, General Aviation Airworthiness, Cabin Safety, and Aircraft Dispatch).

g. Official Duty. Duties assigned to the ASI applicable to his or her specialty, as determined by the Executive Director.

h. FAA 110A Coordinator. The person designated to administer the FAA 110A program in a Safety Assurance or Safety Standards office for the purpose of processing FAA Form 110A requests.

10. Roles and Responsibilities.

a. Office of Security and Hazardous Materials Safety (ASH). ASH is the Office of Primary Responsibility (OPR) within the FAA for credentialing, and is responsible for the development of the FAA standards and policies which govern design, procurement, issuance, control, and accountability of all FAA credentials.

(1) Office of Security (AIN). AIN is responsible for ensuring the implementation of this order and monitoring compliance with this and other credentialing directives across the agency. AIN will:

(a) Provide FAA-wide guidance and assistance on all matters concerning FAA credentials.

(b) Conduct periodic reviews of this order and other credentialing directives to ensure accuracy.

(c) Issue changes and updates to Order 1600.25 to establish or revise policy, delegate authority, or assign responsibility as necessary to maintain the security and integrity of FAA credentials.

(d) Adjudicate requests for exception to requirements of Order 1600.25 and other FAA credentialing orders and directives.

(e) Evaluate compliance with the requirements of this order (and other DOT/FAA credentialing directives) through regularly scheduled credential program evaluations.

(f) Develop procedures for reporting loss, theft, or misuse of FAA credentials.

(g) Receive and process reports of credential loss, theft, or misuse.

(2) Office of Emergency Operations, Communications, and Investigations (AEO). AEO is responsible for investigations regarding lost or stolen credentials, when needed.

b. Lines of Business (LOB)/Staff Offices (SO) with Approved Credential Programs. LOBs/SOs with approved credential programs are responsible for the overall management and control of their credential program(s) specific to their LOB/SO. This includes the procurement, issuance, recovery, design, and accountability of credentials in accordance with Order 1600.25 and internal credentialing directives. The LOB/SO must document program requirements in a directive generated in accordance with the provisions of Order 1600.25 and Order 1320.1.

c. Flight Standards Service. Flight Standards has the overall responsibility for the management and control of the Flight Standards ASI credentials and badges. This includes the procurement, issuance, recovery, design, and accountability of credentials in accordance with Order 1600.25 and internal credentialing directives. Flight Standards is the certifying authority for all FAA ASI credentials. Flight Standards will:

- (1) Provide FAA-wide guidance and assistance on all matters concerning ASI credentials.
- (2) Conduct periodic reviews of this order and other credentialing directives to ensure accuracy.
- (3) Issue changes and updates to this order to establish or revise policy, delegate authority, or assign responsibility as necessary to maintain the security and integrity of FAA credentials.
- (4) Adjudicate requests for exception to requirements of this order.
- (5) Evaluate compliance with the requirements of this order (and other DOT/FAA credentialing directives) through regularly scheduled credential program evaluations.
- (6) Develop procedures for reporting loss, theft, or misuse of ASI credentials.
- (7) Receive and process reports of credential loss, theft, or misuse.
- (8) Serve as the certifying authority for FAA ASI (non-Flight Standards), Office of Aerospace Medicine (AAM), and Department of Defense (DOD) credentials as well as other credentials that have been identified by other LOB/SO credentialing implementation orders.
- (9) Serve as the certifying authority for Flight Standards ASI credentials.

d. Authorizing Officials. Authorizing officials for FAA official credentials are FAA Government personnel, occupying a position of manager or above, with supervisory responsibility for the credential applicant. Authorizing officials must sign DOT Form 1681, Identification Card/Credential Application, as the sponsor, thereby attesting to the applicant's eligibility for official credentials. The number of designated authorizing officials will be the minimum number consistent with program needs.

e. Certifying Authority.

- (1) Certifying authorities for FAA official credentials must be the Assistant or Associate Administrator or Director of the office or service concerned.
- (2) Each entity within the FAA that issues or uses FAA official credentials must provide an electronic copy of the certifying authority's signature to the issuing office within the LOB/SO or ASH for the credential.

(3) Written notification of a change in certifying authority and an electronic copy of the new certifying authority's signature will be furnished to the issuing office for the credential within 10 business-days of the change.

f. FAA Credentialed Employees. FAA credentialed employees must:

- (1) Comply with all requirements of this order and internal credential policies.
- (2) Use good judgment and reasonable care in handling, safeguarding, and controlling official credentials.
- (3) Have credentials in their possession at all times when performing authorized, official duties for which the credential was issued.
- (4) Never use official credentials for personal business.
- (5) Surrender official credentials and badge/shield in the following cases:
 - (a) When credentials are no longer required in the performance of official duties;
 - (b) When official duties or responsibilities are revoked through disciplinary action;
 - (c) Upon termination of employment, including resignations, retirement, and expiration of appointment;
 - (d) Upon reassignment to a position which does not meet the eligibility requirements contained in paragraph 16; or
 - (e) Upon the request of FAA management.
- (6) Immediately report the loss, theft, or misuse of official credentials to their immediate supervisor and Servicing Security Element (SSE).
- (7) Thoroughly read any document requiring their signature as proof of receipt of official credentials, and be knowledgeable of and understand the rules of use and penalties for misuse.
- (8) Display their credential and badge/shield to verify the identity of the credential holder when necessary in the conduct of official business or when requested by FAA management or an FAA management representative for the purpose of validating credential inventories.
- (9) Ensure the credentials remain in an approved wallet or approved display device.

11. Rules of Use.

- a.** FAA official credentials must not be issued or used for any purpose other than to conduct the official duties for which the credential is issued.
- b.** FAA credentials must never be issued or used to bypass facility security procedures (e.g., at airports).
- c.** Holders of FAA credentials must safeguard the integrity and security of their credentials at all times.

12. Penalties for Misuse. Careless handling, abuse, misuse, or intentional misrepresentation of FAA official credentials may result in disciplinary action up to and including termination of Federal employment, as outlined in the FAA's Human Resources Operation Instructions (HROI) Table of Penalties, in conjunction with the Human Resources Policy Manual (HRPM) Volume 4, Employee Relations, Chapter ER-4.1, Standards of Conduct, and such other penalties as imposed by Title 18 of the United States Code (18 U.S.C.) § 499, Military, Naval, or Official Passes, which states:

“Whoever falsely makes, forges, counterfeits, alters, or tampers with any naval, military, or official pass or permit, issued by or under the authority of the United States, or with intent to defraud uses or possesses any such pass or permit, or personates or falsely represents himself to be or not to be a person to whom such pass or permit has been duly issued, or willfully allows any other person to have or use any such pass or permit, issued for his use alone, shall be fined under this title or imprisoned not more than five years, or both.”

13. Prohibitions.

- a. The use or issuance of any unofficial FAA credential is prohibited.
- b. Any changes to FAA credentials including, but not limited to, the design, issuance, accountability, and/or control procedures, are prohibited without prior coordination and approval by ASH.
- c. It is prohibited to affix or attach any item to an FAA official credential.
- d. Paper and electronic imitations, engravings, photographs, facsimile badges, prints, or impressions in the likeness of any FAA official credential or badge/shield are prohibited under 18 U.S.C. § 701, Official Badges, Identification Cards, Other Insignia, which states:

“Whoever manufactures, sells, or possesses any badge, identification card, or other insignia, of the design prescribed by the head of any department or agency of the United States for use by any officer or employee thereof, or any colorable imitation thereof, or photographs, prints, or in any other manner makes or executes any engraving, photograph, print, or impression in the likeness of any such badge, identification card, or other insignia, or any colorable imitation thereof, except as authorized under regulations made pursuant to law, shall be fined under this title or imprisoned not more than six months, or both.”

- e. No person or organization within the FAA must establish a credentialing program or issue any form of official credential or badge/shield, to include special credentials, without prior coordination and approval by ASH.
- f. Official credentials remain the property of the U.S. Government and the FAA and must be issued for official use only. Improper use, possession, counterfeiting, reproduction, or alteration is subject to penalties under 18 U.S.C. § 1028, Fraud and Related Activity in Connection with Identification Documents, Authentication Features, and Information, and 18 U.S.C. § 701.

g. Pursuant to 18 U.S.C. § 701, an ASI must not manufacture, possess, or duplicate in any manner FAA Form 110A or the associated badge. Additional badges are not authorized by the FAA.

14. Display and Use of Numbered Badge. ASIs may display and use the FAA-issued numbered badge if they decide it is necessary during the official performance of duties as defined by this order.

15. FAA ASI's Credentials Issuance and Retention Process. The inspector's immediate supervisor or manager must approve all requests for the credentials. As part of the credentialing process, the ASI's management must determine that the ASI has met all training requirements (see subparagraphs a(1) and a(2) below) before requesting the issuance of FAA Form 110A. Figure 1, ASI Credentials Issuance and Retention Procedures Process Chart, illustrates ASI credential issuance and retention procedures, followed by explanatory text.

a. Initial Qualification. Office and division-level management evaluate initial qualification requirements upon application for ASI credentials for newly hired and reinstated ASIs. (See paragraph 17 for application procedures.) FAA managers must fully account for all requirements before issuance of the credentials.

(1) Training Requirements. Subject to the determination of the Executive Director, ASIs must complete required string training as applicable to their specialty and defined at <https://avssp.faa.gov/avs/afs500/TNA/New%20Courses/Forms/AllItems.aspx>.

(2) On-the-Job Training (OJT). Requirements pertinent to the ASI's duty assignment, as determined by the ASI's manager or immediate supervisor, must be completed.

(3) Assignment to Official Duties. FAA management assigns the ASI to official duties applicable to his or her specialty as determined by the Executive Director.

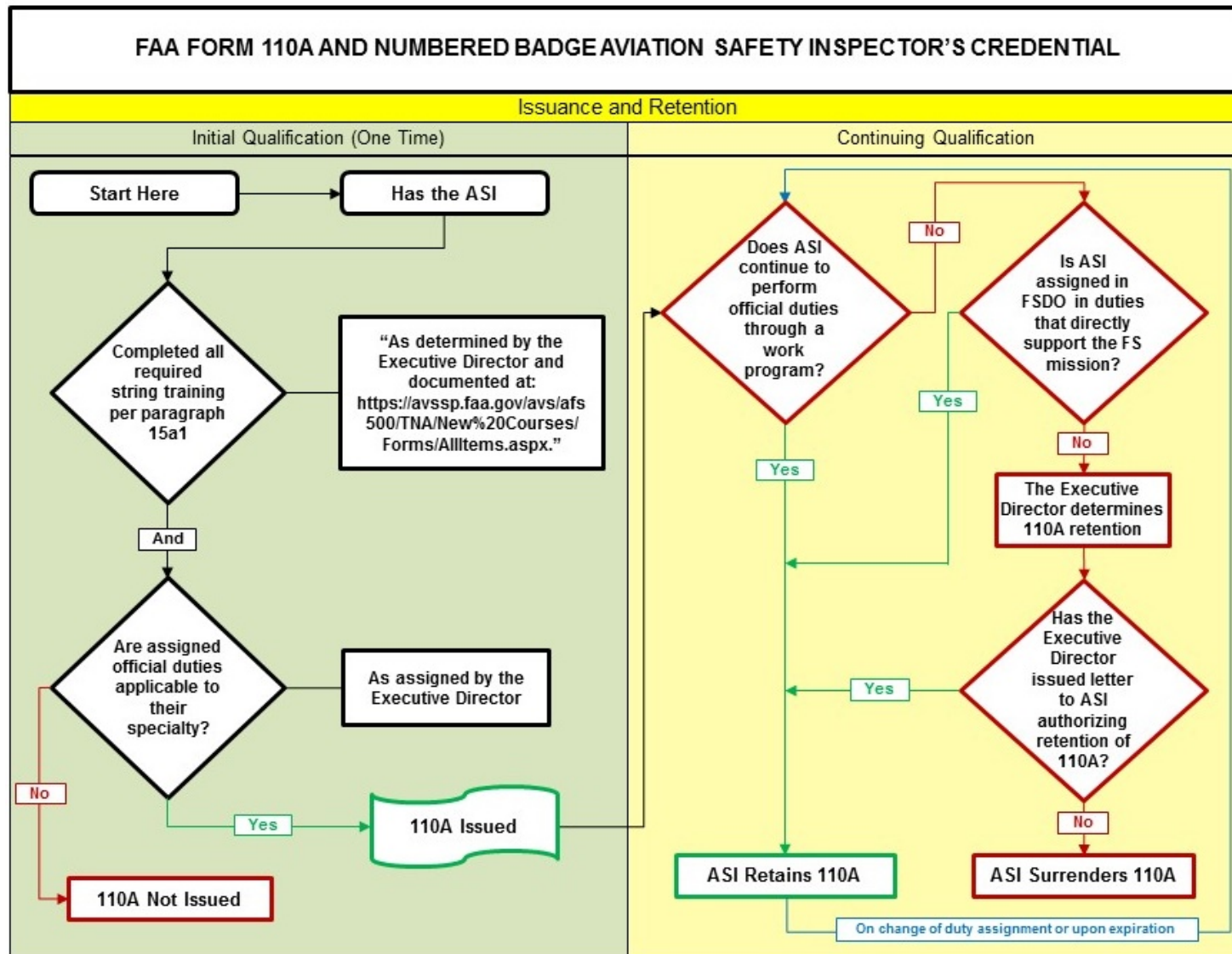
b. Continuing Qualification. The ASI's supervisor evaluates continuing qualification requirements every 5 years for Flight Standards ASIs and every 1 year for non-Flight Standards credential holders. The continuing qualification requirements are:

(1) Work program: if the ASI performs duties or supervises ASIs who perform duties through a Flight Standards work program, the ASI must continue to retain the credentials, subject to renewal every 5 years.

(2) Assignment to a Safety Assurance or Safety Standards office in direct support of the Flight Standards mission, subject to renewal every 5 years.

(3) Determination by the Executive Director, subject to renewal every 5 years, or every 1 year if no longer a Flight Standards employee. Written authorization, by waiver, is required prior to each renewal.

Figure 1. ASI Credentials Issuance and Retention Procedures Process Chart



Refer to <https://avssp.faa.gov/avs/afs500/TNA/New%20Courses/Forms/AllItems.aspx> for the current string curricula.

16. Change of Assignment. When an individual ASI is no longer assigned to a position described in subparagraphs 15a or 15b above, the Executive Director must make a determination whether the ASI will retain his or her credentials. In making this determination, the ASI's manager or immediate supervisor may submit a written justification to the Executive Director requesting the retention of the credentials. The justification must include the following items:

- Role, position, and duration of the assignment.
- Ongoing ASI participation in work groups directly related to the Flight Standards mission.
- Any official duties that require use of FAA Form 110A.

a. The holder's manager submits a request to the manager of the Safety Risk Management Division.

b. The manager of the Safety Risk Management Division concurs.

c. If the Executive Director determines it is appropriate for the ASI to retain his or her credentials, a memo to the ASI authorizing retention of the credentials must be issued under the Executive Director's signature by the Safety Risk Management Division staff.

d. If the Executive Director determines it is not appropriate for the ASI to retain the credentials, the ASI must surrender the credentials to his or her immediate supervisor, who must return them to the division 110A Coordinator. The division 110A Coordinator must then return the credentials to the 110A Program Office via the FAA's contract shipper using an accountable and traceable shipment.

17. Application Procedures. The Safety Risk Management Division issues credentials.

a. **Application Process.** Use the following application process to request an FAA Form 110A Credential.

(1) Complete the FAA Form 110A application containing the requested information. See the office 110A Coordinator for application preparation and submission.

(2) The applicant's manager/supervisor must verify that the applicant has completed the applicable training requirements.

(3) Provide the digital image files (i.e., applicant's photograph and applicant's and manager's signatures).

(4) The Safety Assurance offices must electronically transmit the encrypted and password-protected application to the 110A Program Office through the appropriate division office.

(5) Managers of ASIs assigned to Washington, DC locations must contact the 110A Program Office to complete the application and submit the required digital images.

b. Approval Process.

(1) Flight Standards Service. The applicant's immediate supervisor or manager must approve all requests for issuance of a new or replacement FAA Form 110A Credential.

(2) Other Organizations. The applicant's immediate supervisor or manager must approve all initial requests for issuance of a new or replacement FAA Form 110A Credential. The applicant's directorate and/or division manager must submit a memorandum to the respective service director justifying the need for, and requesting approval of, a new or replacement credential. Upon approval by the service director, the office/organization designee must forward the memorandum to the Executive Director of the Flight Standards Service. Should the waiver be approved, the ASI must contact the nearest office with a 110A Coordinator to present the approved waiver for authorization to complete the application and the required digital image files. The 110A Coordinator will submit the completed application for processing.

18. Responsibilities: Issuance, Reissuance, Cancellation, and Security Measures.

a. Identification of Inspector Function. The 110A Program Office must enter "Aviation Safety Inspector" on FAA Form 110A.

b. Issuance and Control.

(1) The Safety Risk Management Division is responsible for the overall management and control of the ASI Credentials Program within the Flight Standards Service.

(2) The 110A Program Office must review each electronic application based upon the policy contained in this order.

(3) Following a successful review, the 110A Program Office must process the application and send the credential via the FAA's contract shipper to the requesting office.

(4) The supervisor or designee of the requesting office must present the inspector with their credentials within 5 business-days of receipt.

(5) The inspector, in the presence of a management official, must review and physically sign the acknowledgement letters located in Appendix A, Responsibilities and Procedures for Receipt of Aviation Safety Inspector Credentials, and Appendix B, Acknowledgement Letter for Possession of FAA Form 110A Credentials. A signature indicates the ASI understands the responsibilities associated with possessing the credentials. Once signed, provide the inspector with a copy of each form and return the original signed copies to the 110A Program Office within 5 business-days of receipt of the credential.

(6) The 110A Program Office must maintain electronic copies of inspector applications, photographs, and signatures in the ASI credential application database.

(7) The 110A Program Office must also maintain a database log identifying all credentials issued by number, employee's name, Social Security number, date of birth, title, expiration date, office, division, location, specialty, and status of credentials.

c. Reporting Lost or Stolen Credentials and Badges. It is the responsibility of the inspector to safeguard and protect the credentials (both FAA Form 110A and numbered badge) to prevent physical loss, theft, or damage. Inspectors must use care to protect the integrity of all credentials to prevent physical loss and damage.

(1) Immediate notification, not to exceed 24 hours, of suspected loss or theft of his or her badge and/or credential is required. The manager or other responsible official must verbally notify the responsible SSE, issuing office, and the 110A Program Office. The 110A Program Office can be reached at 202-267-4585. If it is after core duty hours or the SSE cannot be reached, notification must be made through the Washington Operations Center (WOC). The WOC is staffed at all times and can be reached at 202-267-3333.

(2) The credentialed employee, their manager, or another responsible official must complete an official detailed incident report, in addition to verbal notification, at <https://incidentreporting.faa.gov>. This person must submit the report within 24 hours of verbal notifications to the responsible SSE and the 110A Program Office. Send a copy of the completed report from the FAA Web Incident Reporting Site to 9-AWA-AVS-AFS110A@faa.gov or fax to 202-267-8677. The report must address the type of incident (i.e., loss, missing, stolen, or presumed stolen credentials) and include a detailed explanation of the circumstances, physical evidence, any police reports, and any other pertinent information surrounding the missing credentials.

(3) The 110A Program Office, upon receipt of a report of a lost or stolen credential, must immediately cancel the credential and update the credential records to reflect the lost or stolen status.

(4) Upon notification of a lost or stolen credential, the responsible SSE must immediately notify AIN and other agencies, as appropriate (i.e., appropriate law enforcement, government, airport, and air carrier authorities).

(5) Upon receipt of a report of loss or theft of an FAA Form 110A Credential, AIN must notify the Washington Operations Center Complex (WOCC). The WOCC must notify the Transportation Security Operations Center (TSOC).

d. Administrative Inquiries.

(1) After the SSE and the 110A Program Office receive the detailed incident report, a manager or other responsible official of the credential holder must initiate an administrative inquiry into the circumstances surrounding the loss or theft and actions taken to recover the items. The manager or responsible officer must complete the inquiry in 30 calendar-days. They must document the results in a written report and submit it to the 110A Program Office no later than 5 business-days after completing the report. At a minimum, the report must include:

- (a) The basis for the inquiry;
- (b) Facts concerning the loss or theft;
- (c) Actions taken in connection with the inquiry;

(d) Any conclusions and recommendations, to include (but not limited to) a recommendation to reissue or not reissue the credential; and

(e) The signature and title of the individual conducting the inquiry.

(2) If the manager or supervisor suspects the inspector of willful noncompliance in following this procedure, the manager or supervisor must take appropriate administrative or disciplinary action in accordance with HRPB chapter ER-4.1, Order 3750.7, and Order 1600.25.

(3) If the manager or supervisor suspects the inspector of negligence or misconduct in the loss, theft, or destruction of the inspector credentials, then the manager must take appropriate administrative or disciplinary action in accordance with HRPB chapter ER-4.1, Order 3750.7, and Order 1600.25.

(4) In concurrence with the 110A Program Office, should the manager or supervisor deem the credential holder's actions require further investigation, then they must forward the report to AIN for review. If AIN determines an investigation is warranted, AIN must forward the report to AEO. If agreed, AEO must conduct and complete the investigation within 60 calendar-days and the results provided to the 110A Program Office.

e. Reissuance of Lost or Stolen Credentials.

(1) The issuance of replacement credentials requires the same application process as an original issuance. The 110A Program Office must issue replacement credentials once the incident report describing the loss or theft and the results of the administrative inquiry with a recommendation to reissue is received.

(2) Replacement of lost or stolen credentials requires issuance of a new badge/credential number, photograph, and signature.

(3) The 110A Program Office must issue new credentials with a replacement credential and badge.

f. Reissuance of Credentials for Other Reasons.

(1) Issuing replacement credentials requires the same application process required as an original issuance.

(2) The 110A Program Office will reissue credentials with the same number when any of the following circumstances exist:

(a) Name change of the holder (Standard Form 50, Notification of Personnel Action);

(b) Mutilation or excessive wear of the credentials;

(c) Change in holder's personal appearance; or

(d) Expiration.

(3) The 110A Program Office must reissue credentials with a new badge/credential number when the credential was reported lost or stolen. (See subparagraph 18c(1) on how to report lost or stolen credentials.)

(4) If the 110A Program Office reissues the credentials for subparagraphs 18f(2)(a) through (d) above, the supervisor must present the new credentials and obtain the inspector's old credentials for destruction. Destruction may be accomplished by:

(a) Overnight return, via the FAA's contract shipper, to the 110A Program Office, 800 Independence Avenue SW, Room 8E-525, Washington, DC 20591. This must include a note explaining the reason for the return of the credentials; or

(b) An office may shred a surrendered credential due to reissuance. A Notification of Form 110A Shredded Credential memo must be submitted to the 110A Program Office by any office certifying the destruction of the surrendered credential within 24 hours of destruction. The 110A Coordinator may email the memo or fax it to 202-267-8677.

(5) A new set of acknowledgement letters, as referenced in subparagraph 18b(5), are to be physically signed and returned to the 110A Program Office within 5 business-days.

(6) If the Safety Risk Management Division determines there has been a loss of more than 5 percent of credentials/numbered badges, or if during an audit the 110A Program Office cannot account for more than 95 percent of issued credentials, Flight Standards must reissue all FAA Form 110A Credentials.

g. Surrender of Credentials (when applicable).

(1) Holders of ASI credentials must surrender their credentials for return to their immediate supervisor under any of the following conditions:

(a) Upon termination of employment, including resignation, retirement, or expiration of appointment.

(b) Upon reassignment to a position which does not meet the eligibility requirements contained in paragraph 16.

(c) Upon an absence of 30 calendar-days or more to include, but not limited to:

1. Military leave,
2. Annual leave,
3. Sick leave,
4. Leave without pay, or
5. Any other extended time away from work.

(d) Upon the request of FAA management, the certifying authority, or a designated FAA Security official.

(2) Badge/credentials to be surrendered must be presented in issued condition; normal wear and tear is acceptable. Surrendered badge/credentials must be returned to the 110A Program Office for cancellation within 10 business-days of the above-referenced actions by the 110A Coordinator.

h. Destruction of Surrendered Credentials. The 110A Coordinator must destroy surrendered credentials as directed in subparagraph 18f(4).

i. Deceased Inspector Credentials. In the case of a deceased ASI, the ASI's manager must make a reasonable effort to recover the credentials for return to the 110A Program Office for cancellation. The 110A Program Office will cancel the credentials and, upon request, return them to the spouse or surviving family member after appropriate processing.

j. Retention of Credentials by Retiring ASIs.

(1) Upon retirement, all ASI credentials must be returned to the ASI's immediate supervisor or manager. The supervisor or manager must then forward the credentials to the 110A Program Office via the FAA's contract shipper. Retention of the FAA Form 110A Credential by a retired employee is not authorized unless the 110A Program Office has invalidated the credentials upon surrender and had the credential mounted on a plaque prior to returning them to the retired employee.

(2) The retiring FAA employee may request, at the time of surrender, Flight Standards to retain the invalidated credentials for return to him or her as a memento if ALL of the following conditions are met:

(a) He or she is an employee in good standing without adverse employee action;

(b) He or she has served as an ASI for a period of at least 5 years; and

(c) He or she has their supervisor's endorsement to indicate their acknowledgement of these prerequisites.

Note: It is very important that the request for retention accompany the credentials; otherwise, the 110A Program Office is obligated to destroy the credentials upon receipt.

(3) With all of the requirements of subparagraph (2) met, the employee may submit a request to the 110A Program Office through their 110A Coordinator for the return of the credentials as a memento. The request must include:

(a) Inspector's name,

(b) Badge number,

- (c) Inspector's office of assignment,
- (d) Date of retirement,
- (e) Forwarding address for shipping the plaque, and
- (f) Phone number of the person receiving the plaque.

(4) Employees who previously served as an ASI within Flight Standards but have transferred out may be eligible to retain their invalidated credentials if the criteria of subparagraph (2) is met.

k. Retention of Credentials of a Deceased Employee. The family of a deceased employee may request the return of the inspector credentials to them as a memento at the time they surrender the inspector credentials. It is very important that the request for retention accompany the credentials; otherwise, the 110A Program Office is obligated to destroy the credential upon receipt. Retention of the FAA credentials by the family of a deceased employees is not authorized unless the credentials have been invalidated and mounted on a plaque as a memento by the 110A Program Office. The 110A Coordinator must provide the following information to the Aviation Security & Special Activities Emergency Management Branch when requesting the return of the credentials as a memento:

- (1) Inspector name,
- (2) Badge number,
- (3) Inspector's office of assignment,
- (4) Date of passing,
- (5) Where to send the plaque, and
- (6) Phone number of the person receiving the plaque.

l. Retention of Credentials. Only retiring FAA employees may request to retain their credential upon retirement.

m. Death of a Credentialed Employee.

(1) In the event that an employee holds an active FAA credential at the time of their death, the manager or other responsible official, upon notification of the employee's death, must immediately notify the 110A Program Office, who must immediately direct the cancellation of the credential in the credential records.

(2) The manager or other responsible official must make a reasonable effort to recover the credential and badge and return them to the 110A Program Office for final disposition within 30 calendar-days of the employee's death.

(3) If the manager or other responsible official has not recovered the credential and badge within 30 calendar-days of the employee's death, the manager or other responsible official must notify the 110A Program Office, in writing, that the credential cannot be recovered.

19. Responsibilities: Managers and Badge/Credential Holders.

a. Managers.

(1) Ensure the credential holder has completed all training requirements, to include, but not limited to, all of string training as referenced in subparagraph 15a(1) and appropriate OJT.

(2) Ensure the safeguarding of the issued credentials which are considered accountable U.S. Government property.

(3) Ensure the credential holder protects the badge/credentials against loss or theft at all times to the best of his or her ability.

(4) Ensure the credential holder only uses the badge/credentials as official identification and for official purposes only.

(5) Ensure all badges/credentials which are lost or stolen are reported immediately, not to exceed 24 hours.

(6) Ensure a manager or other responsible official of the credential holder accomplishes an administrative inquiry into the circumstances surrounding the lost/stolen badge/credential and all actions taken to recover the items.

(7) Ensure the badge/credential is issued to the holder and that the acknowledgement letters are signed and returned to the 110A Program Office within 5 business-days of office receipt (see Appendices A and B). If there is a compelling reason to hold the badge/credential for more than 5 business-days, the manager must store the badge/credential in accordance with subparagraph 21a and must notify the 110A Program Office of the delay. If defined storage is not available, the manager must return the badge/credential to the 110A Program Office for storage until issuance.

b. Badge/Credential Holders.

(1) Immediately physically sign and adhere to the letters in Appendices A and B.

(2) Be accountable for the safeguard of the issued U.S. Government credential at all times.

(3) Protect, to the best of your ability, against loss, theft, and misuse.

(4) Assure the badge/credential is valid for use (within dates).

(5) Report any loss/theft of the credential immediately, not to exceed 24 hours.

(6) Only use the credential while on duty and for official duties.

(7) Understand the penalties for misuse of the credential.

20. Annual Report Requirements and Responsibilities. Each office and division manager is responsible for maintaining current records on all credential holders within their office/division. To comply with the annual report requirements, each office must review the current records on the Aviation Safety Inspector Credential Program website. Division managers must submit any changes or corrections to the 110A Program Office via email or fax them to the 110A Program Office at 202-267-8677. The Safety Assurance and Safety Standards offices must send their corrections to the appropriate Foundational Business point of contact (POC) to consolidate them. Upon written notification by the office, the 110A Program Office must update the FAA Form 110A database to reflect changes to the inspector's profile and pertinent office information (e.g., date of birth, office phone number, office address, or manager). Upon request, inspectors must present their credentials to their 110A Coordinator to verify possession. This requirement will aid program accountability and compliance with Order 1600.25.

21. Safeguarding Requirements.

a. Storing Credential Materials. A General Services Administration (GSA)-approved security container must be used to store unissued or surrendered FAA official credentials that are not in transit (i.e., blank credential stock or surrendered and unissued credentials and badges). The security container must be a Group 1R, changeable, three-position, dial-type combination lock. Combinations must be changed and controlled in accordance with provisions of FAA Order 1600.2, Classified National Security Information (CNSI). The container or separately controlled drawer or a multi-drawer container must be dedicated to storing the credentials and cannot be used/shared for the storage of classified information or other pilferable items due to their inherent value. Failed Group 1R mechanical locks protecting credential materials may be replaced with Group 1R mechanical locks or X-09 locks.

b. Protecting FAA Form 110A Applications. Order 1370.121 covers the handling, storing, and transmitting of completed FAA Form 110A applications.

c. Securing Credential Processing Equipment. All equipment supplied to each office for the purpose of processing credentials must be secured in a locked container with access provided to authorized personnel only.

22. Transmission Requirements. The requester and the issuing office must use the FAA's contract shipper using an accountable, traceable shipment.

23. FAA Form 8430-13.

a. ASI Use of FAA Form 8430-13. ASIs fill out and use FAA Form 8430-13 when accessing aircraft operated by parts 121 and 135 air carriers and/or part 125 operators. An ASI may use FAA Form 8430-13 when requesting access to the flight deck or cabin for official duties only (e.g., en route inspections). Only ASIs who have FAA-issued credentials in their possession, while performing official duties requiring the use of their credentials, may use FAA Form 8430-13.

b. Guidance. Order 8000.75 contains specific guidance regarding FAA Form 8430-13. The ASI's manager must establish necessary procedures:

- To ensure that only those inspectors authorized to use FAA Form 8430-13 are issued them;
- To periodically audit their use; and
- To provide for the physical protection of those FAA Forms 8430-13 not yet issued.

c. Personal Transportation. ASIs must not, under any circumstances, use FAA Form 8430-13 for personal transportation.

24. Use of FAA ASI Credentials to Access Secure Areas of U.S. Airports. As aviation security measures continue to evolve, the FAA and the TSA must continually clarify ASI and related security personnel functions. Proper use of identification credentials, checkpoint procedures, and resolution of misunderstandings with airlines and other government agencies are crucial for the creation of an environment where ASIs can carry out effective inspections and surveillance.

Note: When traveling on a purchased airline ticket, ASIs are not authorized to use their FAA Form 110A.

a. Official Duty. ASIs must only use their credentials for official duties. An inspector's manager or supervisor authorizes these duties. ASIs must use their FAA credentials in accordance with the requirements of this order, their respective inspector guidance, and within the authorization of the respective manager or supervisor.

b. Credential Use in Security Identification Display Areas (SIDA). FAA Form 110A has universal recognition as an ASI's authority for unescorted movement in SIDs to perform official duties. An ASI must prominently display FAA Form 110A on his or her outermost garment. The accompanying badge, in and of itself, does not constitute the authority and privileges of FAA Form 110A and may or may not accompany FAA Form 110A.

c. ASI Interaction with Airport Personnel when Conducting an En Route Inspection. ASIs are not authorized to bypass screening while going to their departure gate. ASIs must present their FAA Form 110A at the following locations:

(1) Air Carrier Ticket Counter. When checking a bag at the ticket counter, an ASI's checked baggage is subject to the same security controls applied to all passenger checked baggage.

(2) Passenger Screening Checkpoint. If an airport has a TSA Pre✓® screening checkpoint, the ASI has the option to use either TSA Pre✓® or the traditional passenger screening process in accordance with the following guidance: If traveling on a carrier-issued boarding pass, use the screening process as identified on the boarding pass and do not use FAA Form 110A to avoid confusion by TSA screening agents who understand that the use of FAA Form 110A generally indicates that the ASI will not be traveling on a boarding pass.

(a) Traditional Passenger Screening Process. When entering the sterile area through a passenger screening checkpoint, an ASI must submit to the screening process. Inspectors must clear security screening in accordance with local security procedures. The TSA will advise its personnel that the FAA credentials authorize an ASI unescorted access to sterile areas as necessary to perform official duties. An inspector approaching a passenger screening point may not bypass screening. Lanes designated for Law Enforcement Officers (LEO) or the Known Crewmember (KCM) lines are not authorized for use by ASIs.

(b) TSA Pre✓®. ASIs who will be conducting an en route inspection or working at an airport on official duty will present their FAA Form 110A Credential to the TSA Pre✓® screening agent if the TSA Pre✓® lane provides access to the carrier or airport area where the ASI will be working. ASIs are reminded that the TSA may incorporate random and unpredictable security measures throughout the airport, and no individual will be guaranteed TSA Pre✓® screening.

(3) Air Carrier Operations and Airport Areas. ASIs may access aircraft or the Airport Operations Area (AOA) through air carrier operations and airport areas. In such cases, the ASI may be subject to random screening at the aircraft boarding gate and should be permitted to board the aircraft at any time.

Note: FAA Form 110A allows for free and uninterrupted access to restricted areas at airports.

d. Access to Secure Areas Without Passing Through Security Screening. ASIs must adhere to the applicable paragraph below when gaining access to a secure area without passing through security screening.

(1) ASIs must continue to obtain and wear specific airport identification credentials at airports where the ASI is normally assigned.

(2) At airports where ASIs are not normally assigned, FAA Form 110A authorizes them to be in secured areas; however, access through physical barriers may, on occasion, require an ASI to seek local assistance for entry through locked doors and gates. The ASI must cooperate with the process in place to gain access. If the process appears unduly restrictive or burdensome, the ASI must inform FAA management so the FAA can take steps to address the issues.

(3) It is the responsibility of the ASI to comply with all local security procedures. ASIs who access the SIDA without complying with local security screening procedures may not, under any circumstance, travel on an aircraft.

e. Encountering Security Personnel. Use of the following procedures will assist an ASI in resolving issues which might otherwise prohibit or delay performing official duties. These procedures will also help depersonalize the dialogue between the ASI and the airline or the ASI and security personnel. By following this guidance, an ASI must demonstrate adherence to established procedures and must avoid having subjective and sometimes adversarial interaction with airline and security personnel.

(1) When entering a SIDA, an ASI must adhere to the following general procedures:

(a) An ASI should properly identify himself or herself by presenting the ASI's credentials to the airline or security person if questioned.

(b) If further resolution is necessary, an ASI should request that the airline or security person contact their supervisor. Once the supervisor arrives, the ASI should present the ASI's credentials.

(c) If the issue is with the TSA, and the supervisor does not resolve the issue, request the TSA Assistant Federal Security Director (AFSD). If the issue is with the air carrier and the supervisor does not resolve the issue, request the air carrier's Ground Security Coordinator (GSC). Either of these supervisory level personnel should be familiar with TSA orders and regulations, which describe the authority of the FAA ASI, signified by the ASI's credentials.

(d) If the AFSD/GSC does not resolve the issue, the ASI should contact the TSA Federal Security Director (FSD) assigned to that airport. Explain the situation to the FSD and ask for assistance in gaining access to the sterile/secure area. When able, ASIs should contact their management to inform them of these types of situations.

(e) If the FSD cannot resolve the issue, the ASI should withdraw from the situation and seek assistance from FAA management. If unable to disengage from the situation and unable to reach FAA management, the ASI should call the FAA Regional Operations Center (see Table 1, FAA Regional Operations Centers) for the region of their assigned office and ask for specific guidance.

(f) Document the facts of the incident in as much detail as possible, and include that information in a Program Tracking and Reporting Subsystem (PTRS) entry.

Table 1. FAA Regional Operations Centers

Region	Telephone Number
HQ	202-267-3333
WSA	425-227-2000
ESA	404-305-5180
CSA	817-222-5006

Note: If an ASI cannot follow the procedures above, the ASI should follow the requests of screening personnel. However, the inspector should collect sufficient information to reconstruct events for reporting and future resolution.

(2) While working within a SIDA, an ASI should be aware of the following:

(a) An ASI is not subject to random screening at the gate. Airline personnel should permit the ASI to board the aircraft at any time, even if general passenger boarding has not

commenced. ASIs that access the SIDA without complying with local security screening procedures may not, under any circumstance, travel on an aircraft.

(b) An ASI must undergo passenger screening when accessing a sterile area via the passenger security screening checkpoint.

(3) An ASI should document any incidents or problems interacting with TSA or security personnel in PTRS for each security issue.

(a) Use the Surveillance/Miscellaneous codes to record these problems:

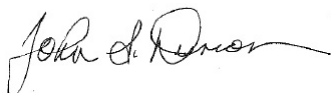
- Operations: 1891,
- Airworthiness: 3891, and
- Avionics: 5891.

(b) Enter "TSAFS" in the "National Use" field (no space, no punctuation).

25. Personal Conduct. In the conduct of their assigned duties, inspectors will have frequent contact with operators, operator personnel, and the general public. Each inspector must continually bear in mind that, in all contacts, he or she officially represents the FAA Administrator. Accordingly, inspectors must use good judgment while maintaining a professional demeanor, reflect FAA policies and practices, and refrain from any action which could give the appearance of embarrassing the FAA. In this regard, inspectors must be familiar with, and at all times be guided in their performance by, the applicable conduct and discipline policy guidelines and procedures. Inspectors should dress in appropriate business attire when conducting official business. Air carriers often prescribe minimum dress and grooming standards for persons occupying a flight deck observer (jump) seat during operation. Inspector attire and grooming standards must meet or exceed the air carrier's standard when on the flight deck.

Note: ASIs may not use FAA Form 110A Credentials to access the TSA Pre✓® lanes while traveling, unless they are on official duty.

26. Directive Feedback Information. Direct questions or comments to the Safety Risk Management Division at 202-267-1555. For your convenience, FAA Form 1320-19, Directive Feedback Information, is the last page of this order. Note any deficiencies found, clarifications needed, or suggested improvements regarding the contents of this order on FAA Form 1320-19. If you urgently need an interpretation, you may contact the Safety Risk Management Division for technical guidance. However, you should also use FAA Form 1320-19 as a followup to the conversation.



John S. Duncan
Executive Director, Flight Standards Service

Appendix A. Responsibilities and Procedures for Receipt of Aviation Safety Inspector Credentials

Subject: Responsibilities and Procedures for Receipt of Aviation Safety Inspector Credentials

Employee Name

Routing Symbol

Credential No.

(Please include name, routing symbol, and credential number)

I hereby acknowledge receipt of the Aviation Safety Inspector (ASI) Credentials (both FAA Form 110A and numbered badge) and agree to comply with the procedures specified below:

- I assume responsibility for safeguarding the issued credentials that is considered accountable U.S. Government property. When not in use, it must be protected, to the best of my ability, against loss or theft. Because credentials are to be used as official identification and for official purposes only, I must not loan, give, or otherwise allow any other person to use it for any purpose.
- If lost or stolen, I must notify the FAA Division Security Office and the 110A Program Office within 24 hours. New credentials must be reissued in accordance with the applicable provisions noted in FAA Order 8000.38L.
- If I am negligent in meeting the prescribed security requirements, I understand that I must be held accountable and subject to administrative or disciplinary action.
- Title 18 U.S.C. § 701 establishes penalties for copying or reproducing U.S. Government identification documents. Therefore, I understand that I must not copy or duplicate the FAA Form 110A issued credential or badge in any manner.

Surrender of FAA ASI Credentials:

- I understand that I am responsible for turning in my credentials to my immediate supervisor or manager upon expiration, or if I retire or terminate employment with FAA, or if I am reassigned to a position that does not meet the eligibility requirements.
- I understand that FAA management may request my credentials if an administrative inquiry indicates that its loss or theft was due, in part or in full, to my negligence or misconduct. I understand that I could face disciplinary action in accordance with FAA's Human Resources Policy Manual (HRPM), Chapter ER-4.1, Standards of Conduct, and FAA Order 3750.7, Ethical Conduct and Financial Disclosure.
- I understand that if I surrender my credentials, they must be returned to my manager or immediate supervisor. The office manager or designee must then notify the Safety Risk Management Division on the inspector status. Deviating from either prescribed method could result in disciplinary action.

Credentials Recipient Signature

Date Signed

Please fax this form to: 110A Program Office, 202-267-8677, within 5 business-days of receipt of credentials.

**Appendix B. Acknowledgement Letter for Possession of
FAA Form 110A Credentials**

Name	Credential No.	Badge No.

Possession of FAA Form 110A Credentials. I understand that the issued FAA Form 110A Credentials are used only to conduct official business in support of the FAA mission.

Penalties for Misuse of Credentials or Badges. FAA management may request the FAA Form 110A Credentials, if an administrative inquiry indicates improper use, abuse, intentional misrepresentation, or misconduct of official credentials. Failure to fully comply with the provisions of this order or related laws and regulations may result in corrective action, including temporary suspension, reassignment, or employee's removal, in accordance with the FAA's Human Resources Policy Manual (HRPM), Chapter ER-4.1, Standards of Conduct, and FAA Order 3750.7, Ethical Conduct and Financial Disclosure.

Reporting Misuses. Report any actual or alleged misuse of FAA Form 110A Credentials to the immediate supervisor, and then to the Executive Director within 24 hours from receipt of the information.

Employees are responsible for seeking advice and guidance through their supervisory chain of command concerning their responsibilities under this and other policies governing employee conduct.

Penalties may be imposed pursuant to law for the improper use of official identification, including:

Title 18 of the United States Code (U.S.C.) § 499, which states that "Whoever falsely makes, forges, counterfeits, alters, or tampers with any naval, military, or official pass or permit, issued by or under the authority of the United States, or with intent to defraud uses or possesses any such pass or permit, or personates or falsely represents himself to be or not to be a person to whom such pass or permit has been duly issued, or willfully allows any other person to have or use any such pass or permit, issued for his use alone, shall be fined under this title or imprisoned not more than five years, or both."

Title 18 U.S.C. § 701, which establishes penalties for copying or reproducing any U.S. Government identification documents.

Title 18 U.S.C. § 1028, which establishes penalties for fraud and related activity in connection with identification documents.

Surrender of Credentials. Upon request, FAA Form 110A Credentials must be returned to the holder's immediate supervisor for return to the Safety Risk Management Division.

By signing this letter, I hereby acknowledge that I have read the information and agree to comply with applicable orders, laws, and regulations.

Recipient Signature

Date Signed

Please fax this form to: 110A Program Office, 202-267-8677, within 5 business-days of receipt of credentials.

Appendix C. Acronyms and Abbreviations

Acronym	Meaning
14 CFR	Title 14 of the Code of Federal Regulations
AAM	Office of Aerospace Medicine
ACO	Aircraft Certification Office
AEO	Office of Emergency Operations, Communications, and Investigations
AFSD	Assistant Federal Security Director
AIN	Office of Security
AIR	Aircraft Certification Service
AMA	FAA Academy
AOA	Airport Operations Area
ASH	Office of Security and Hazardous Materials Safety
ASI	Aviation Safety Inspector
AVN	Aviation System Standards
AVS	Aviation Safety
AVS-1	Associate Administrator for Aviation Safety
DOD	Department of Defense
DOT	Department of Transportation
FAA	Federal Aviation Administration
FIFO	Flight Inspection Field Office
FSD	Federal Security Director
FSIMS	Flight Standards Information Management System
GSA	General Services Administration
GSC	Ground Security Coordinator
HQ	Headquarters
HROI	Human Resources Operation Instructions
HRPM	Human Resources Policy Manual
IFO	International Field Office
KCM	Known Crewmember
LEO	Law Enforcement Officer
LOB	Line of Business
OJT	On-the-Job Training
OPR	Office of Primary Responsibility

Acronym	Meaning
PTRS	Program Tracking and Reporting Subsystem
SIDA	Security Identification Display Area
SO	Staff Office
SSE	Servicing Security Element
TSA	Transportation Security Administration
TSOC	Transportation Security Operations Center
U.S.C.	United States Code
WOC	Washington Operations Center
WOCC	Washington Operations Center Complex



U.S. Department
of Transportation
**Federal Aviation
Administration**

FAA Form 1320-19, Directive Feedback Information

Please submit any written comments or recommendations for improving this directive, or suggest new items or subjects to be added to it. Also, if you find an error, please tell us about it.

Subject: FAA Order 8000.38L, Aviation Safety Inspector Credentials Program

To: Flight Standards Directives Management Officer at 9-AWA-AFB-140-Directives@faa.gov

(Please check all appropriate line items)

☐ An error (procedural or typographical) has been noted in paragraph _____ on page _____.

☐ Recommend paragraph _____ on page _____ be changed as follows:
(attach separate sheet if necessary)

☐ In a future change to this directive, please include coverage on the following subject
(briefly describe what you want added):

☐ Other comments:

☐ I would like to discuss the above. Please contact me.

Submitted by: _____ Date: _____

FTS Telephone Number: _____ Routing Symbol: _____