

CBP Officer Frequently Asked Questions (FAQ) Reporting for Duty and Training

REPORTING FOR DUTY AND TRAINING

After you have successfully completed the pre-appointment screening process your file will be transferred to the MHC Training and Scheduling Team. Your name will be placed in the pipeline to fill future vacancies. As vacancies occur, applicants in the pipeline will be given firm employment offers.

CBP Officers will be required to attend approximately one (1) month of pre-academy training at their respective duty station prior to attending the basic training at FLETC. Any relocation expenses to the duty station are at the expense of the applicant. Travel expenses for FLETC training will be at agency expense.

Language Ability: At some duty locations, the CBP Officers may be required to be proficient in reading, writing, and speaking a language other than English at the start of employment. For example, Spanish is required for duty locations along the Southwest Border, primarily in Southern California, New Mexico, Arizona, Western and Southwestern Texas, as well as Miami, Florida; and Puerto Rico.

Should you be selected for a position in a duty location that requires proficiency in Spanish, you will be required to either pass a Spanish language proficiency examination or attend a 6-week long Spanish immersion class, which you must pass. The 6-week program may extend your initial basic training at the U.S. Customs and Border Protection Academy at the Federal Law Enforcement Training Center (FLETC) in Brunswick, Georgia. Other locations may also require fluency in Spanish or another language. During the registration process, you will be asked to identify any language(s) in which you are fluent.

Q: What happens after I have successfully completed the pre-employment screening process? Will I immediately be scheduled for entry on duty (EOD)?

A: Upon clearance, your name will be added to an existing pipeline of cleared CBP Officers who are available to fill vacancies as they arise at locations all around the country. Whether you are immediately contacted about an available vacancy depends on the location you chose, the number of people in the pipeline at that location, and the number of vacancies or new positions available at the location. When your name is reached for an available vacancy at a location you chose, the Training and PFT2 Scheduling Team of the Minneapolis Hiring Center will contact you.

Q: What happens if I clear my background investigation, medical examination and drug test and I have not been contacted for a final offer of employment?

A: The background investigation, medical examination and drug test are valid for a pre-determined amount of time. Unfortunately, we are not able to predict the rate at which candidates will be given final offers of employment or placed in training classes. Therefore, for security and safety reasons, we may require that you provide updated background investigation forms and update your medical status prior to receiving a final offer of employment.

Q: Can I change my chosen duty locations after I have been referred over to the Training and Scheduling Unit?

A: No. If you have been referred over to the Training and PFT2 Scheduling Team for an entry on duty date and class schedule, you will not be able to change your duty location choice.

Q: If I decline your final offer of employment, what will happen?

A: If you are contacted with a final offer of employment and you decline, your application will be closed and you will no longer continue on in the hiring process.

Q: If I accept an employment offer, will I have to pay the expenses associated with attending the required training?

A: No. You will not be responsible for costs associated with attending required training, provided the travel arrangements are made by CBP. However, new employees will be required to work for approximately one month at their duty station before attending basic training. Any costs incurred would be at the employee's expense.

Q: If I live in one location and accept an offer of employment for a position in another location, will CBP pay for my move?

A: No. Expenses associated with an applicant moving to the location to which they are initially appointed are not reimbursable.

Q: What if I have a change in address or contact information?

A: Once you have been contacted by the Training and PFT2 Scheduling Team for an EOD date and academy training class date, if you have changes to your address or contact information, you must submit the changes in writing. You may e-mail your changes to scheduling.mhc@dhs.gov.

CBPO 2nd Fitness Test (PFT2)

Once your EOD has been established, you will be scheduled to take the PFT2. The PFT2 will occur no sooner than 30 days prior to your start date.

Q: Where will I take the PFT2?

A: The PFT 2 will take place at the location you selected when you completed your pre-employment forms.

Q: Will transportation be provided to the test location?

A: No. You will be responsible for getting yourself to and from the PFT2.

Q: Will I be reimbursed for any expenses?

A: No. Any expenses incurred in completing the PFT2 will be your responsibility.

Q: What if I don't pass the PFT2?

A: If you do not successfully pass the PFT2, your conditional offer of employment will be withdrawn and you will not continue in the hiring process.

Formal Academy Training

Trainees will be required to successfully pass an approximate 18-week training program at the Federal Law Enforcement Training Center near Brunswick, Georgia.

Q: What is the training like?

A: CBP Officers are trained in basic law enforcement skills, including Anti-Terrorism; Detection of Contraband; Interviewing; Cross-cultural Communications; Firearms Handling and Qualification; Immigration and Naturalization Laws; U.S. Customs Import and Export laws, Defensive Tactics; Arrest Techniques; Baton Techniques; Examination of Cargo;

Bags and Merchandise; Border Search Exception; Entry and Control Procedures; Passenger Processing; and Officer Safety and Survival. Candidates selected for duty locations requiring Spanish may receive an additional 6 weeks of Spanish Language training. For more information on the training, please visit the website at www.fletc.gov. Please refer to the Program title of Bureau of Customs and Border Protection Integrated Training Program (BCBPI).

Q: What are Practical Exercise Performance Requirements (PEPR)?

A: The position of Customs and Border Protection Officer has a formal training program, and you must be able to perform the tasks listed in the PEPR to successfully complete the program. As part of the training program at the academy, you will be required to meet the physical demands of the PEPR including a 1.5-mile run in less than 16 minutes, 30 seconds at the conclusion of the training session in order to graduate. Information on the PEPR's is available at www.cbp.gov.

NOTE: FAILURE TO SUCCESSFULLY COMPLETE THE TRAINING MAY BE GROUNDS FOR MANDATORY REMOVAL FROM THE POSITION.

Q: Can I bring my family to the Academy while I am in training?

A: We respectfully discourage trainees from bringing their family to training. CBP Officer training is rigorous. Off duty hours will be consumed by study and other training-related activities and the additional responsibilities of family life often prove to be too much for new trainees. The training facilities, in addition, only have living accommodations for trainees. This makes it costly to bring family members.

Q: Will I be required to wear a uniform for this position?

A: Yes. CBP Officers will be required to wear an officially approved uniform while in a duty status. Employees will be provided with a uniform allowance to purchase their uniforms.

Q: What is the starting pay for CBP Officer trainees?

A: For information on starting salaries and benefits, please visit the Office of Personnel Management (OPM) website at www.opm.gov.

Q: Who do I contact if I have additional questions about reporting for duty and/or the training process?

A: If you have additional questions in regards to the reporting for duty and training process, contact us at our e-mail address of scheduling.mhc@dhs.gov. Or, you may contact us during normal business hours at (952) 857-2917. Because of the volume of inquiries we receive; we strongly encourage you to contact us by e-mail.