



Training Programme for Security Guards

The Programme topics

- 1: Introduction to the Security Industry
- 2: Basic Security Procedures
- 3: Report Writing
- 4: Emergency Response Preparation
- 5: Effective Communications
- 6: Sensitivity Training
- 7: First Aid

The Programme duration

40 hours

Introduction to the Security Industry

The programme provides a summary of the principal duties and responsibilities necessary to work effectively in the security industry. Security guards will learn to interpret and comply with the legal requirements of their occupation as well as identify job roles and responsibilities.

- Describe and compare the different jobs in the security industry (e.g. private investigation, law enforcement, security services, loss prevention, and patrol services)
- Describe the occupation of a security guard with respect to the knowledge, skills, and abilities needed to perform well
- Describe the job specifications, activities, and demands of a security guard (e.g. travel, off-hours, stress, risks, dangers, etc.)

Basic Security Procedures

Security guards need to respond to changes in their environment, which includes actions such as traffic movement, ensuring the safety of persons between and within locations, monitoring and managing the access and departure of persons and vehicles and observing and monitoring people. Security guards need to be aware of the correct way to deal with these situations. The programme provides security guards with the knowledge and skills to assess the security of physical environments, to apply basic aspects of security in their roles and to assess the impact of drug use in the context of safety for oneself and others.

1. Describe and explain surveillance and address the following surveillance techniques:

- Observing the physical environment
- Attending to environmental details
- Situational awareness

2. Describe the basic elements of security and include the following:

- Access control
- Crowd control
- Vehicle control and legal authority to perform traffic control duties



- Shift handover
- 3. Discuss drug effects, substance abuse and related drug paraphernalia
- Relate signs of substance abuse and withdrawal including physical and psychological consequences

Surveillance

Security guards will be called upon to observe the physical environment for changes and suspicious behaviour. This objective is typically achieved by conducting an in-person or remote surveillance of the physical environment. Security guards are expected to notice and monitor minor changes in order to make sound decisions when devising a plan of action. The programme focuses on:

- ☑ Decision-making
- ☑ Recognizing patterns (situational awareness)
- ☑ Observing minor, yet critical details
- ☑ Recognizing typicality and detecting anomalies
- ☑ Improvising responses
- ☑ Interpreting and adapting to events
- ☑ Prioritizing actions

Observing and monitoring individuals, identifying and responding to potential threats, different types of patrolling and loss prevention will be discussed.

Basic Elements of Security

Security guards are required to manage individuals, vehicles and materials in a safe and polite manner while assessing a situation for threats and incidents. The programme addresses the following basic elements of security:

1. Access control
 - ☑ How to escort people within and between locations in a safe manner
 - ☑ How to prepare for an assignment
 - ☑ Contacting the correct personnel when there is a breach of security
 - ☑ How to inspect baggage, vehicles, etc. for illegal substances
2. Crowd control
 - ☑ How to create a barricade or staging area
 - ☑ How to lock down a facility
3. Vehicle control
 - ☑ Controlling vehicular/pedestrian traffic on company property or on public roads in emergencies
 - ☑ Monitoring traffic movements
 - ☑ Using proper hand signals for directing traffic
 - ☑ Using traffic control equipment
 - ☑ Wearing the appropriate attire
4. Shift handover procedures
 - ☑ How to update the next person on shift

Drug Effects

Security guards may encounter individuals under the influence of drugs or alcohol. They need to be aware of the signs of substance abuse as well as the impact of different drugs on human behaviour (e.g. suspect going through withdrawal) in order to deal with these individuals in a manner that will ensure personal safety as well as that of the suspect. The programme discusses different types of drugs and paraphernalia, the impact of using different drugs on human behaviour and how to address individual behaviour depending on the type of substance abuse.



Report Writing

Security guards are required to complete written reports of occurrences, duties performed, and comprehensive descriptions of their tasks/observances. Security guards will learn how to write reports that are objective and standardized.

1. Discuss the following elements of report writing:

- How to record relevant factual data and circumstances in a notebook
- The different types and purposes of reports
- Recognizing legal implications of reports and confidentiality
- Incorporating who, what, where, when, why and how in report writing
- How to take a statement
- Identifying the appropriate method of communication to report an issue

Security guards are required to write a variety of reports for different audiences. It is imperative that reports are written in a clear, standardized format to ensure information is conveyed accurately and without bias. The programme discusses:

- The importance of using a notebook and the rules and format for taking accurate notes
- Different types of reports depending on the situation (e.g. incident, use of force, witness statements)
- The basic elements of report writing (e.g. date, time, location, actions/behaviours, description of individuals, observations, time of completion, etc.)
- Content of reports (e.g. factual information only)
- The legal implications of reports (e.g. necessary for audits or evidence in court)
- The difference between statements and reports
- How to properly distribute reports (e.g. problems with e-mailing confidential reports)

Emergency Response Preparation

Security guards are expected to respond to emergencies and to minimize the impact caused at a worksite. They may be required to perform a variety of duties during emergency procedures and must understand the importance of scene management. The programme will address the potential roles of a security guard during an emergency and how to effectively complete these tasks.

1. Identify the following criteria of a potential emergency:

- Risk factors
- Fire emergencies
- Bomb emergencies
- Weapon emergencies
- Suspicious packages
- Explosive devices

2. Describe the following emergency response procedures:

- Explain fire emergency response procedures
- Explain bomb emergency response procedures
- Explain weapon emergency response procedures
- Explain suspicious package emergency response procedures
- Explain explosive device emergency response procedures

3. Explain the potential roles of a security guard in emergencies

4. Detail how to implement duty of care



- ☑ Describe legal requirements
- ☑ Detail how to protect and secure a crime scene

Emergency

Security guards may encounter emergencies at a worksite. They will need to accurately identify the risk factors associated with fire threats, bomb threats, weapon emergencies, suspicious packages, and explosive devices and learn how to respond appropriately. A security guard must be familiar with and how to protect individuals and property associated with an assignment (i.e. contain, activate, and evacuate). In addition to emergency responses, the programme includes an overview of the basic principles of prevention and safety.

Emergency Response Procedures

Security guards must be comfortable when responding to emergencies, familiar with different emergency procedures and must coordinate these procedures with organizational requirements and/or other personnel. Understanding the need for emergency response procedures and following the emergency response plan for a given site is vital to the security guard role. Security guards will learn instruction on the following:

- ☑ The different emergency response procedures (e.g. First Aid and CPR)
- ☑ Common tools associated with response procedures (e.g. fire extinguisher, sprinkler systems)
- ☑ Determining the safest and most appropriate response to a threat
- ☑ How to preserve evidence
- ☑ Proper evacuation protocol and knowledge of access routes
- ☑ How to control access for emergency services and provide necessary details.

Potential Roles of a Security Guard during an Emergency

Security guards may be required to fulfil different roles during an emergency. They may have to assist other personnel (including police, fire, and ambulance) or take the lead in responding to the emergency. Security guards must be able to work alongside other personnel and quickly and accurately understand their role in a given situation. They must recognize when an emergency is beyond the scope of their job specifications and requires additional assistance.

Security guards will obtain an overview of the relationships in the security industry, including a matrix with job titles, descriptions, responsibilities and the link between them to help security guards understand when a situation is beyond their scope and who to contact in specific emergencies.

Duty of Care

Security guards need to be familiar with the concept of duty of care (what a reasonable person should do in a particular situation) and be capable of securing and protecting a crime scene until the appropriate personnel arrive. The programme reviews the circumstances that require duty of care and instructs how to secure and protect a crime scene or sentinel event scene.

Evidence Handling Techniques

Security guards protect evidence that may be used in court. The security guards will learn how to collect, preserve, and present admissible evidence in court while preventing the evidence from becoming contaminated. Concepts will include an introduction to the process and protocols for handling evidence, including:

- ☑ The proper procedures for collecting and handling audio/video materials
- ☑ The six core steps for containing evidence:
 - Collect
 - Secure
 - Preserve
 - Identify



- Continuity
- Log

Handling Information

Security guards frequently deal with the collection, storage, dissemination and destruction of information. The programme discusses the procedures and regulations with respect to managing information and explains how to keep information secure.

Effective Communications

Security guards encounter a wide range of situations and are required to act professionally under all circumstances. The programme reviews the interpersonal and communication skills necessary to adapt to different environments/scenarios and to diffuse situations when required. The importance of using communication to one's advantage should be emphasized.

Communication Skills

1. Discuss the following oral and written communication skills:
 - Adjusting a communication style to accommodate an audience or situation
 - Using verbal and non-verbal feedback
 - Using effective and appropriate language in oral and written communication
 - Writing legibly and clearly (e.g. minimal spelling, grammar or typographical errors)
 - Effectively communicating main ideas orally and in writing
 - Avoiding personal bias/opinion when communicating
 - Asking probing questions to obtain information
 - Conveying oral information accurately
 - Writing accurate reports
2. Explain tactical communication
 - Adjusting behaviour/demeanour (e.g. passive vs. aggressive) based on an individual or situation

Interpersonal Skills

3. Discuss the following interpersonal skills:
 - Demonstrating sensitivity/empathy to others (e.g. different cultures, persons with disabilities, human rights issues, mental health issues)
 - Establishing a rapport with a variety of people for the purpose of building trusting relationships
 - Diffusing, avoiding and managing difficult interpersonal relationships and/or potential conflict
 - Being assertive yet professional when interacting with the public

Communication Skills

Security guards must provide clear and concise information. Their position requires them to communicate with a wide array of individuals both orally and in writing and to obtain information from sources that may be unwilling. The programme addresses active listening, effective writing and note taking.

Tactical Communication

Security guards may need to utilize tactical communication during the course of their assignments. They must maintain their composure and adjust their behaviour to suit the individual and situation. The programme explains the principles of tactical communication (both verbal and non-verbal, including posture, tone, assertiveness, spatial distance, eye contact, facial expressions) and de-escalation techniques with progressive intervention steps.



Interpersonal Skills

Security guards often interact with a variety of individuals during the course of their duties. Their conduct is vital to the professional image of the security industry as a whole. The programme describes proper conduct and deportment, how to adapt quickly to different situations and how to perform duties in a culturally appropriate manner. Security guards should be able to scan for potential problems and act in a preventative way to avoid any escalation of events.

Sensitivity Training

Security guards often interact with the public on a daily basis. It is important they approach individuals with respect to avoid any biases that may impact how they interrelate with others. The programme addresses prejudices against ethnic backgrounds, persons with mental or physical disabilities and gender and sexual orientation.

The programme discusses the following issues:

1. Recognizing one's own biases and describing how these can influence situations
2. Recognizing the impact of mental, physical, cultural and sexual differences on situational dynamics

Security guards may be required to interact with diverse groups of individuals on a regular basis. The programme introduces the concept of respect for differences, identifies potential issues that may arise when dealing with a variety of people (e.g. communication difficulties, misinterpretation of gestures) and how to approach individuals in a way that minimizes miscommunication.

First Aid

First aid training is a requirement of the basic training program for security guards.

1. The Programme covers the following topics:

- Emergency Scene Management
- Shock, Unconsciousness and Fainting
- Choking – Adult
- Severe Bleeding
- One Rescuer CPR – Adult.