

SUPERVISORY SKILLS IN INDUSTRIAL SECURITY

SEC009

COURSE DESCRIPTION

This course will provide security operatives, officers and managers with the fundamentals of conducting effective security operations. It will address a wide variety of topics to enable all participants to understand and practice the skills required to carry out day-to-day security functions. Participant will gain practical skills and techniques that can be implemented immediately back in to the workplace.

COURSE GOAL

To enhance the participants' knowledge, skills, and abilities necessary for conducting effective security operations.

COURSE OBJECTIVES

By the end of this course, participant will be able to:

- Demonstrate and explain the skills and duties of a confident security officer
- Explain the relevant legislation/law that impacts the work of a security officer
- Explain the importance of emergency procedures within the workplace
- List the safety principles, procedures and policies, which are required within the workplace
- Apply good communication, customer care and negotiating skills
- Apply searching, patrolling and scene preservation skills
- Describe the use of access and egress control within the security officer role

WHO SHOULD ATTEND

Security officers, managers, team leaders and other individuals who require the skills and duties to perform or manage security roles within the workplace.

COURSE DURATION

5 Working Days

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COURSE OUTLINES

1. Introduction to the duties and skills of a security officer

- Roles and responsibilities of a security officer
- Health and safety
- Awareness of the law
- Emergency procedures
- Fire safety
- Security procedures and policy

2. Specific duties, skills and responsibilities of a security officer

- Crime prevention
- Access and egress control
- Patrolling
- Searching skills
- Surveillance
- Children, vulnerable people and disabled people safety
- Drugs awareness
- Counter-terrorism
- Licensing
- Scene preservation
- Risk assessments
- Threat assessments
- Electronic and physical protection systems
- Crowd management and control

3. Conflict management

- Communication skills
- Introduction to conflict management skills
- Emotional responses
- Preventing conflict situations
- Managing conflict situations
- Learning from conflict situations

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4. Physical intervention

- Physical barriers, lighting, protection, scanning equipment
- Medical considerations
- Legal considerations
- Law and self-defense (use of force)
- Disengagement skills
- Escorting skills
- Holding and positioning skills
- Walk drills
- Physical defense skills

5. Writing reports and briefs

- Introduction to incident investigation
- Basic patrol reports
- Notebooks, log books, equipment registers and record keeping

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