



Basic Security Guard Training Practice Quiz

Section 1

- 1) What vital services can a security guard provide?
 - A. They provide protection of facilities, assets, and people to clients
 - B. They provide services through means of intimidation with the physical environment
 - C. They provide services like a police force can including having their powers
 - D. They provide no service and are a waste of a client resources

- 2) What type of benefits do businesses and communities receive by hiring the service of a security personnel?
 - A. They receive no benefits
 - B. They receive only physical benefits
 - C. They receive physical and financial benefits
 - D. They receive happy benefits

- 3) Why has demand for security personnel increased?
 - A. Due to lack of security company choices
 - B. Due to people more concerned of their residential and commercial properties
 - C. Due to growth of more security personnel and their services
 - D. None of the above

- 4) What is the job of a security personnel while on duty?
 - A. To conduct patrols and have a visual presence with the physical environment
 - B. To identify and prevent problems in the workplace, home and community before they happen
 - C. To provide exemplary customer service to anyone
 - D. All of the above

- 5) What does private sector security place strong emphasis on?
 - A. Arrest and detain
 - B. Protect and Serve
 - C. Crime prevention and deterrence
 - D. None of the above

6) What traits and abilities will help a security guard diffuse potential problems such as an angry patron?

- A. Responding well
- B. Recognizing cultural and psychological diversity
- C. Hold people to high standards
- D. All of the above

7) When requested to show their security licence, the security guard can:

- A. Decline showing their security licence
- B. Take out their security licence and show the front part
- C. Take out their security licence and hand it over to them to see it
- D. Ask them why

8) What has the **Shand Inquest** entailed for the security industry?

- A. It entailed the making of the Private Security and Investigate Act, 2005 (Bill 159)
- B. It entailed the making of the Private Security and Investigate Act, 2004 (Bill 159)
- C. It entailed the Private Investigators & Security Guards Act did not need any changes
- D. It entailed strict reversions of the Private Investigators & Security Guards Act

9) What two licences does a security guard need in order to work at a casino?

- A. They need a Private Investigators & Security Guards Act and a Casino Licence
- B. They need a Private Security and Investigate Act and a Casino Licence
- C. They need a Private Security and Investigate Act and a Gaming Control Act Licence
- D. They need only need a Gaming Control Act, 1992 licence as they only work in a Casino

10) What is the purpose of a security guard wearing a security uniform?

- A. It is designed to have a visual impact in order to deter crime and loss
- B. It is designed to have a visual impact in order to prevent and arrest
- C. It is designed to have a visual impact in order to promote structure and stability
- D. It is designed to have a visual impact in order to appease and look cool

11) What emergency situations could occur to a security guard while working on site?

- A. Small fires
- B. Major disasters
- C. Hazards both natural or man made

D. All of the above

12) What can a security guard do to reduce the risk and danger of the job?

- A. They can stay in a secure room to prevent being hurt by hostiles
- B. They can learn as much of the site as possible to detect anomalies
- C. Both B and D**
- D. They can be constantly on the lookout for threats to themselves and the property they are protecting

13) What is the Code of Conduct (Ontario Regulation 361/07)?

- A. Outlines the standards for the industry so that businesses know how to perform their duties in a professional way
- B. Outlines the standards for the security guards in how to act and what to say
- C. Outlines the standards for the industry so that business and individuals perform their duties in a professional, honest and respectful way**
- D. All of the above

14) The Code of Conduct (Ontario Regulation 361/07) has a 100% intolerance for the following:

- A. Discrimination
- B. Racism
- C. Negligence and unlawful conduct
- D. None of the above**

15) How are private investigators different from security guards?

- A. They are more hands on in deterring criminals from their site
- B. Their work consists primarily of conducting investigations in order to provide information**
- C. Their work consists primarily of conducting interrogations in order to provide information
- D. Their work consists primary of conducting surveillance just because they can

16) What can security personnel be exposed to in terms of workplace violence?

- A. Angry customers and clients
- B. Harassment and threats
- C. Suspicious packages
- D. All of the above**

17) Why are private investigators and loss prevention personnel not required to wear uniforms?

- A. It is due to the covert nature of their activities
- B. They have a security licence that allows them to not wear uniforms
- C. Their client allowed them too
- D. So they do not have to be called security guards

18) What are the strict requirements to becoming a licensed security guard?

- A. Have solid character references
- B. Comply to government legislation
- C. Not have a criminal record
- D. All of the above

19) As a security guard you have been tasked to watch over an industrial accident scene awaiting the government investigator when a member of the media approaches you for a comment. What is the best way to handle this?

- A. Say, "no comment" then tell them they are trespassing
- B. Ignore them
- C. Provide them with the contact person who is authorized to provide information
- D. Serve them with trespass notice and remove them off the property

20) What are the three things that a security guard protects?

- A. People, property, money
- B. People, information, items,
- C. Property, information, money
- D. People, property, information

21) Who is covered under the category of 'protection of people'?

- A. Clients
- B. Tenants
- C. Your partner(s)
- D. All of the above

22) What other jobs are part of a security industry?

- A. Private investigator
- B. Loss prevention

- C. A and B
- D. None of the above

23) One of the primary duties of loss prevention would be to

- A. Prevent shoplifting and packages
- B. Arrest and prosecute
- C. Deter with presence
- D. All of the above

24) An example of a fixed post would be a security guard

- A. Work at the front desk
- B. Go on foot patrol
- C. Patrol the underground parking garage with mobile
- D. All of the above

25) A security guard is being observed by the public

- A. At the beginning of their shift
- B. At the end of their shift
- C. Always
- D. Never, as people do not like security

26) Deportment is defined as

- A. The review of daily reports
- B. The behaviour or the bearing of a person
- C. Escorting a trespasser out of the venue
- D. None of the above

27) A security guard must

- A. Be courteous and friendly
- B. Be calm and composed at all times
- C. Exercise restraint
- D. All of the above

28) While working as a security guard working on a private property, on whose authority are you enforcing the rules on the site?

- A. Federal and Provincial Law
- B. Local police forces
- C. Trespass to property act
- D. As an agent of the owner of the company

Section 2

29) What act regulates the security industry?

- A. Criminal Code of Canada
- B. Private investigators and Security Guards Act, 1966
- C. Private Security and Investigate Services Act, 2005
- D. Labours Relations Act

30) What are some examples of a type of security work?

- A. Bouncers
- B. Bodyguards
- C. Any service to prevent the loss of property through theft or sabotage in an industrial, residential or retail environment
- D. All of the above

31) Security guards must not only carry their licence at all times, but they also must:

- A. Have their first aid at all times
- B. Have training in baton and handcuff usage
- C. Wear a security hat with logo on it
- D. Wear ID that has either their name or their licence number

32) Applicants apply for licences through:

- A. Ministry of Community and Social Services
- B. Ministry of Community Safety and Correctional Services
- C. Ministry of Government and Customer Services
- D. Ministry of Intergovernmental Affairs

33) What is not a mandatory licensing requirement applicants are needed to obtain a security licence?

- A. Must have a clean criminal record
- B. Have CPR level A before applying for a security license**
- C. Be eligible to work in Canada
- D. Must have successfully completed training and testing

34) The Registrar performs the following duties:

- A. Administers and enforces the PSISA 2005 and its regulations
- B. Maintains records on registered businesses
- C. Conducts quasi-judicial hearings to determine eligibility for licensing
- D. All of the above**

35) The registrar is appointed by:

- A. The Prime Minister of Canada
- B. Governor General
- C. Premier of Ontario
- D. Lieutenant Governor of Ontario**

36) What ways can someone get a security license application forms and instructions?

- A. Pick up a copy of the information located at Service Ontario
- B. Pick up a copy of the information located at the Private Security and Investigate Branch at 777 Bay Street 3rd floor, Toronto, Ontario
- C. You can download a copy online from the Ministry of Community Safety and Correctional Services website
- D. B and C**

37) One of the requirements during the licensing process is to submit a passport quality photograph. The photograph is good for:

- A. 4 years
- B. 5 years**
- C. 6 years
- D. 2 years

38) When you apply to the Registrar for a licence or licence renewal besides providing your Ontario mailing address and paying the required fee, you will also need to:

- A. Provide an up-to-date declaration listing
- B. Provide consent for the Registrar to collect information on any matter mentioned in the list of the declaration
- C. Your consent for the Registrar to conduct or have local police conduct a background check, including information about convictions and finding of guilt
- D. All of the above

39) Which of the following would not apply in the Registrars opinion to decline the issuing of a security licence to an applicant?

- A. The applicant has no high school diploma
- B. The applicant, an employee or agent of the applicant makes a false statement or provides a false statement in an application for a licence or for a renewal of a licence
- C. The past conduct of the applicant or of an interested person in respect of the applicant affords reasonable grounds to believe that the applicant will not carry on business in accordance with the law and with integrity and honesty
- D. A ground exists that is prescribed as a ground for which an application for the issuance or renewal of a licence may be refused

40) Every licensee under the PSISA must provide which of the following information to the Registrar within five business days following a change?

- A. Licensee's mailing address for service
- B. The mailing address of every branch office of the licensee
- C. The street address of the licensee's office and branch offices, if different from the mailing address
- D. All of the above

41) Which role does a security guard need to wear a security uniform by regulations?

- A. Acting as a bodyguard
- B. Acting as a mobile officer
- C. Acting as a loss prevention officer
- D. None of the above

42) The security licence is property of?

- A. The person who applied for the security licence
- B. Lieutenant Governor of Ontario
- C. Registrar
- D. CSIS

43) No private investigator, security guard, or person who engages in the business of selling the services of private investigators or security guards shall use the following term for variation:

- A. Officers
- B. Police
- C. Law enforcement
- D. All of the above

44) Working as a security guard without a valid security licence is a penalty of

- A. A fine of no more than \$25,000
- B. A fine of no more than \$250,000
- C. Imprisonment of not more than one year
- D. A and C

45) Security guards must notify the registrar within _____ days of being convicted or found guilty of anything prescribed under Ontario Regulations 360/07

- A. 3
- B. 8
- C. 1
- D. 5

46) Licensed agencies must carry at least _____ in general liability insurance

- A. \$2,000,000
- B. \$1,500,000
- C. \$3,000,000
- D. \$1,000,000

47) What year did the Code of Conduct come into effect?

- A. 2005
- B. 2006
- C. 2007
- D. 2008

48) Who can form a public complaint on a security guard/security company?

- A. A patron
- B. A security
- C. A police officer
- D. Anyone

49) What complaints will be received and reviewed by the Registrar?

- A. Any licensee that has breached the Code of Conduct
- B. Any licensee that has failed to comply with the Act or its regulations
- C. Any licensee that has breached a condition
- D. All of the above

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50) Security guards who fail to maintain safety can be held civilly liable by the courts

- A. True
- B. False
- C. Unknown
- D. Situational

51) As a security guard if you are rude to members of the public you are in violation of?

- A. PSISA Code of Conduct
- B. Police Act
- C. Humans Rights Code
- D. Criminal Code

52) What is the minimum age to be licensed in Ontario as a Security guard?

- A. 16
- B. 18
- C. 19
- D. 21

53) If a business entity is found to be in violation of the PSISA and/or the Code of Conduct they could be subject to the following fine of:

- A. \$300,000
- B. \$250,000
- C. \$200,000
- D. \$150,000

54) New provisions under the PSISA would include:

- A. Security industry workers must be licensed, including some that were not licensed previously

- B. The security guard carries their own licence
- C. Changes to training, standards to uniforms, equipment, vehicles, licence eligibility, use of force reporting and conduct
- D. All of the above

55) Anyone wanting to work as a Security Guard needs to complete the Ministry's Basic Security Guard program which consists of

- A. 40 hours of security training
- B. 32 hours of security training and 8 hours of CPR Level A training
- C. 33.5 hours of security training and 6.5 hours of CPR Level A training
- D. None of the above

56) Your security licence is valid for

- A. 1 year
- B. 2 years
- C. 3 years
- D. 4 years

57) If a member of the public wants to file a complaint against a security guard they have _____ days to file that complaint in writing to the Registrar

- A. 5 days
- B. 31 days
- C. 90 days
- D. 365 days

58) What is the legal age of an adult in Canada?

- A. 18
- B. 19
- C. 16
- D. 21

59) If a security guard needed to escort a large group of people through a high risk area, where should the security guard position themselves?

- A. In front
- B. In behind
- C. In the middle of the group

D. Doesn't Matter

60) Who is allowed to see the security guards licence?

- A. Anyone who asks
- B. The client
- C. Your supervisor
- D. The police

Section 3

61) What are some methods used to observe suspicious behavior and the physical environment for changes?

- A. In person
- B. Alarm sensors
- C. Remote (CCTV)
- D. A and C

62) The tangible, external surroundings and conditions in which something exists can be defined as

- A. Physical Reality
- B. Physical Environment
- C. Environmental Perspective
- D. Property Location

63) What is the job of security in regards to the physical environment?

- A. To observe the physical environment
- B. To detect changes and hazards
- C. To report the observable
- D. All of the above

64) Why is understanding the typical pattern in the physical environment crucial to a security guard?

- A. To being recognized by everyone
- B. To recognize changes and effectively respond to them
- C. To assume everything is well if the typical pattern is carried out
- D. None of the above

65) You are security patrolling the environment when you see a patch of ice. What condition would you consider it?

- A. An immediate condition
- B. A potential condition
- C. An acceptable condition
- D. A non-immediate condition

66) You are security patrolling when you come across leaky pipes near furniture or landscaping. What condition would you consider it?

- A. An immediate condition
- B. A potential condition
- C. An acceptable condition
- D. A non-immediate condition

67) What should you familiarize yourself with in order to be an effective security guard for your client?

- A. Understanding the visions and goals of the client
- B. Understand the clients products, service and history
- C. Be fully versed with policies, procedures, rules and regulations along with client personnel
- D. All of the above

68) What is an advantage in knowing your area well while on site?

- A. Able to respond to emergencies faster and more effectively
- B. Know how to assist public with instructions/locations
- C. Knowing where all equipment is located
- D. All of the above

69) Why should you check all equipment before beginning your shift?

- A. To see if it works
- B. To see if there is any damage so it can be reported
- C. To see if anything is missing/not accounted for
- D. All of the above

70) What is not considered an asset?

- A. Property
- B. People

- C. Ideals
- D. None of the above

71) How does a security guard prevent loss?

- A. Observing vulnerabilities, risk, and threats
- B. Lookout for weaknesses and flaws that can be exploited to bring harm or loss to a business or organization
- C. Record information in notebooks to create reports
- D. All of the above

72) What does a security guard gain by being observant?

- A. Memory of events/situations
- B. Able to recognize inconsistencies in patterns associated with their environment
- C. Safety
- D. All of the above

73) What should you be aware of when using your sense of sight during security work?

- A. Distances of objects/people relevant to your location
- B. Hazards that affect your safety/others
- C. Changes to the pattern of the physical environment
- D. All of the above

74) What should you be aware of when using your sense of hearing during security work?

- A. Loud voices which could indicate fighting, yelling etc.
- B. Alarms such as a fire alarm or a car alarm
- C. Sounds of machine and tools not consistent with the physical environment
- D. All of the above

75) What should you be aware of when using your sense of smell during security work?

- A. Gasoline
- B. Rotten eggs (natural gas)
- C. Smoke
- D. All of the above

76) What should you be aware of when using your sense of touch during security work?

- A. Textures
- B. Hazards that can cut/hurt you
- C. Temperature of an object relevant to the physical environment
- D. All of the above

77) What should you be aware of when using your sense of taste at work?

- A. Unknown liquids
- B. Unknown gases
- C. Temperature and textures
- D. You should never be using your sense of taste

78) What is an example of a security guards notes being requested?

- A. They prove and show evidence that the job was completed
- B. They will be used for official record and to handle cases involving liability
- C. They show information of witness statements and/or description of witnesses of suspicious people that might be useful
- D. All of the above

79) What is the purpose for security to conduct patrols?

- A. To detect criminal or unauthorized activity
- B. To respond to emergencies
- C. To act as a compensatory measures during system outages
- D. All of the above

80) What is a good strategy when conducting a patrol?

- A. Having a time guideline and patrolling during specific times
- B. Having a time guideline and patrolling in random intervals during those guidelines
- C. Conduct patrols whenever you feel like it
- D. All of the above

81) What is the first action you should take when you note a breach of security while on routine patrol of a site?

- A. Disregard it because was someone probably on a previous shift
- B. Immediately notify your supervisor of your location and the nature of the breach

- C. Call the police and look down the site
- D. Search the building after calling for back up

82) Which of the following would not be considered a regular access control point

- A. Door
- B. Window
- C. Turnstiles
- D. Gate

83) What are post standing orders?

- A. Written orders that set out all emergency procedures
- B. Written rules which may include but are not limited to operational, procedural, and administrative matters
- C. A list of things to do before you start your shift as a security guard
- D. They are a set of orders included in the emergency measures plan

84) What is the common form of physical access control?

- A. Lock and key
- B. Parameter control
- C. Field alarm
- D. Slide card

85) Condition Yellow refers to a state of mind in which you

- A. Have gone into survival mode
- B. Are alert and aware of your surroundings
- C. Detect possible troubles
- D. None of the above

86) Some basic fundamentals that never change regardless of the type of patrols or surveillance you are required to conduct would include

- A. Safety
- B. Observation
- C. Recorded Notes
- D. All of the above

87) Access control can be defined as

- A. The control of a person's freedom of movement through a designated area while taking away the freedom of movement of unauthorized people attempting to gain entry
- B. The allowance of access to any person entering a given premise
- C. The allowance for movement of authorized people and materials through protected areas, while detecting, delaying, and/or preventing the movement of unauthorized people or materials
- D. A system of randomly controlling the number of people entering a premise at the sole discretion of the security guard

88) What are some ways/tools we can use to control crowds?

- A. Stanchions
- B. Caution tape
- C. Retractable posts
- D. All of the above

89) Which of the following would a security guard NOT use when conducting traffic control?

- A. White gloves
- B. Whistle
- C. Reflective vest
- D. Handcuffs and baton

90) Security needs to be aware of the signs of substance abuse as well as the impact of different drugs on human behavior due to

- A. Personal safety
- B. Medical assistance
- C. Customer assistance
- D. All of the above

91) People under the influence of drugs and alcohol should be treated with

- A. Moderate caution
- B. Ease
- C. Extreme caution
- D. All of the above

92) Should someone who is under the influence of drugs and/or alcohol become unconscious you are to:

- A. Start First Aid procedures
- B. Contact 911 and request for medical assistance
- C. Call out to anyone for assistance
- D. All of the above

93) Drug paraphernalia falls under which two categories?

- A. First time users and long-time users
- B. User specific and dealer specific
- C. Inhalation specific and injection specific
- D. None of the above

94) As a security guard working outside an establishment licensed to serve liquor under the Liquor Licence Act of Ontario you witness someone leaving the establishment and they appear to be intoxicated. What should you do?

- A. Arrest them for public intoxication
- B. Call the police
- C. Leave them be
- D. Ask them if they have a safe ride home

95) You are performing access control at the front desk and a contractor who had been working earlier in the day returns because he said he forgot some equipment upstairs. What should the security guard do?

- A. Let him go upstairs
- B. Escort him upstairs and wait until he retrieves his items then escort him back to the front desk and document the incident
- C. Ask him to leave return during the appropriate hours of operation
- D. Leave him alone at the front desk and go retrieve the items for him

96) You are checking the roof and find a contractor working. You were unaware that contractors would be working there today. What steps should the security guard follow?

- A. Tell him to stop working. If he continues to work, arrest him under the Trespass to Property Act
- B. Ask for identification and verify the contractor's presence with your supervisor. Have the contractor stop their work under the supervisor returns with an answer. If the contractor is allowed to work, leave the area and document the incident fully.

- C. Allow them to continue, they look to have the proper identification
- D. Continue on with your patrol but be sure to ask your supervisor about it when you get back to the security desk

97) While doing access control at a site, a crowd starts gathering at your front entrance. What should you do?

- A. Call for back-up, observe the actions of the crowd, take detailed notes but do not engage until back up arrives.
- B. Go outside and yell at them to move away from your main entrance.
- C. Identify the leader in the group and ask them to break up the crowd.
- D. Arrest them all for causing a disturbance.

98) While you are working at the security desk a woman tells you that she has just been sexually assaulted by someone known to you. What should you do to help her?

- A. Listen to her patiently then suggest she call the police. Document the incident
- B. Call the police on her behalf and relay the story to them
- C. Do a search of the site until you find the person who assaulted her then assist her to make an arrest
- D. Find a private area where she can write her report, and keep her safe until the police arrive

99) A security guard receives a dispatch from a remote monitoring company that indicates an intrusion alarm was received. What steps should the security guard take?

- A. Ask the dispatcher for all relevant information. When you arrive approach cautiously and investigate the apparent cause of the alarm. Call the police if necessary. Submit a report.
- B. Call the police and wait till they arrive
- C. Do not enter as you are not insured as a security guard
- D. Send another security guard for back up.

100) What are some examples of motion sensors/detectors?

- A. Infrared, ultrasonic, microwave
- B. Keys, locks, deadbolt
- C. Dampened, mercury sensor, inertia sensor, vibration sensor
- D. Foil fine wire, glass breaker, shatter

101) What should be a security guard's first step if a criminal offense happened to them while on site?

- A. Arrest the person using only as much force as necessary
- B. Wait until the end of the shift and write a report about the incident
- C. Call your supervisor and have the supervisor arrest the subject
- D. Report the incident to the police immediately

102) What is the most important role of a security guard while performing traffic enforcement on private property?

- A. Issue traffic tickets under the Highway Traffic Act
- B. Issue parking tickets but only if the guard has received the training to become a Municipal Law Enforcement Officer on their site
- C. Directing traffic on a private roadway or parking facility and monitor pedestrian safety
- D. Ensuring that cars are road safe and that pulling over any cars that have excessive rust or dents

Section 4

103) What is a good trait for a well written security point?

- A. Biased
- B. Information conveyed clearly
- C. Inaccurate
- D. First person

104) What essential equipment should you have when it comes to writing a report?

- A. Two pens
- B. A notepad
- C. A watch
- D. All of the above

105) What is not an example of different types of a security reports

- A. Occurrence report
- B. Health report
- C. Daily activity report
- D. Daily log report

106) Incident reports are written when

- A. Irregular/unusual situation happens
- B. Threatening situation happens
- C. Single serious event
- D. All of the above

107) What is the purpose of a vehicle log?

- A. To maintain information of when it was taken out, taken in
- B. Maintenance issues
- C. Inspections
- D. All of the above

108) Material control passes/logs are used to

- A. Monitor and control material
- B. Record party information
- C. Authorization
- D. All of the above

109) When should a use of force report be written?

- A. When you arrest someone and place handcuffs on them
- B. When you are defending yourself from an assailant
- C. When your security dog runs off and attacks someone
- D. All of the above

110) What are some of the keys while filling out the Who, What, Where, When, Why and How of a report?

- A. Give your opinion of the events taking place you observed
- B. Give your opinion of the events taking place you did not observe
- C. Record all relevant and factual information
- D. Record all theories and speculations to the situation

111) What is not a rule in writing good notes?

- A. Be systematic, sequential and chronological
- B. Erasing errors and mistakes
- C. Write in simple, clear English

- D. Do not leave spaces

112) What is a general rule for writing notes of a person's description?

- A. Never assume their gender whenever possible
- B. Always write in detail when applicable
- C. Always focus on the little details as that can set apart one individual from another
- D. All of the above

113) What requirement makes the report as evidence in a court of law not admissible?

- A. The record must be made in the usual and ordinary course of business
- B. The record must be made in pen and/or pencil at the time of the event
- C. The record must be created at or near the time of the event it is recorded
- D. The observation and recording must have been done through a business obligation

114) An incident happens when you arrive to the location and you come across a witness who advises they saw everything. How do you take their statement?

- A. Record all information from the witness word for word
- B. Make clear the statement is in your note taking is from the witness
- C. Have the witness verify the information given and then sign their statement on the memo book
- D. All of the above

115) What purpose is a security guard's notebook?

- A. To add additional information on potential suspects collected during your shift
- B. To keep track of people, stolen property, details of person you believe are future suspects
- C. A daily record of arrests and covert activities during a shift
- D. A daily record of factual events and activities during a shift

116) Security guard daily incident reports may go to several departments but ultimately the information is collected for

- A. The Police
- B. The Courts
- C. The Client
- D. The Site Supervisor

117) When a security guard is issued a notebook, who owns it?

- A. The security guard
- B. The company who issued it
- C. The provincial court
- D. No one can own a security notebook

118) When you make a mistake in your notebook how should you correct it?

- A. Tear the page out and start over
- B. Use a pen and scribble out the error until it can't be seen
- C. Draw one line through the mistake and initial it
- D. Get a new notebook from the company

119) What would NOT be a likely result of writing a detailed and concise report as a security guard?

- A. An accurate record of events would be created
- B. The police could have enough evidence to lay a charge based on the details
- C. The security guard would be reprimanded for unprofessional reporting of an incident
- D. A client could become aware of an ongoing problem relating to the site

120) What of the following would NOT be a reason to write a report as a security guard?

- A. To pass on important information
- B. To describe how much force was used in an arrest
- C. To describe details of a critical incident on site
- D. D. To describe why you require days off in the future

Section 5

121) What is the Occupational Health and Safety Act (OHSA)?

- A. Ontario's legislation for federal health and safety
- B. Ontario's legislation for workplace health and safety
- C. ~~Canada's legislation for federal health and safety~~
- D. Canada's legislation for workplace health and safety

122) What is the Workplace Hazardous Materials Information System (WHMIS)?

- ~~A. It's an international hazard communication standard focusing on cautionary labelling of containers of controlled products, the provision of material safety data sheets, and worker education and training programs~~
- B. It is a system used to relay information from one company to another of hazardous material
- C. It is a comprehensive plan that provides information on the safe use of hazardous materials in the workplace
- D. None of the above

123) What is the Transportation of Dangerous Goods Act (TDG)?

- A. It is a federal act that governs the handling and transportation of dangerous goods throughout Canada
- B. It is a provincial act that governs the handling and transportation of dangerous goods throughout Ontario
- C. It is a federal act that governs the handling and transportation of goods throughout Canada
- D. It is a provincial act that specializes in the handling, transportation, distribution and danger of goods throughout Ontario

124) What is a security guard/workers right that the Occupational Health and Safety Act does not support?

- A. The right to disobey a direct order from a supervisor/superior
- B. The right to refuse unsafe work
- ~~C. The right to participate in health and safety programs~~
- D. The right to know

125) A security guard can refuse the right to work based on what following belief?

- A. Any machine, equipment or tool that the guard/worker is using or is told to use is likely to endanger himself or herself or another guard/worker
- B. The physical condition of the workplace or workstation is likely to endanger himself or herself or another guard/worker
- C. Any machine, equipment or tool that the worker is using, or the physical condition of the workplace, contravenes the Act or regulations and is likely to endanger himself or herself or another guard/worker
- D. All of the above

126) What is the Hazardous Products Act?

- A. It provides all information of hazardous products entering and exiting Canada

- B. It protects the health and safety of consumers by prohibiting or regulating the sale, advertising of hazardous consumer products
- C. It protects the health and safety of everyone by giving in great detail all known hazardous material and how to protect from it
- D. None of the above

127) Under the Occupational and Safety Act what are one of the duties and obligations security guard must not follow?

- A. Must report missing or defective equipment or protective safety devices
- B. Must report workplace hazards to the employer or supervisor
- C. Must not report any mislabeled or unlabeled containers at their sole discretion
- D. Must use and/or wear the equipment protective devices or clothing the employer requires

128) What is a Material Safety Data Sheet (MSDS)?

- A. Document that contains information on the potential health effects of exposure to chemicals, or other potential dangerous substances
- B. Document that contains information of safe working procedures when handling chemical products
- C. Document that contains information on safety procedures of the workplace
- D. A and B

129) What part of the WHMIS supplier label that security guards should be looking for?

- A. WHMIS hatched border
- B. Product identifier: name of product
- C. Supplier identifier: supplier name and address
- D. All of the above

130) When security guards check MSDS they should note that the sheets are to be updated every:

- A. 3 years
- B. 4 years
- C. 5 years
- D. 6 years

131) What factors should you not be aware of as a security guard working on site with hazardous material?

- A. Route of entry into the body
- B. Length of exposure
- C. Toxicity of the chemical
- D. None of the above



132) What does this symbol represent?

- A. Flammable and combustible material
- B. Oxidizing material
- C. Compressed gas
- D. Bio hazardous infectious material



133) What does this symbol represent?

- A. Poisonous and infectious material
- B. Corrosive material
- C. Dangerously reactive material
- D. Oxidizing material



134) What does this symbol represent?

- A. Poisonous and infectious material
- B. Corrosive material
- C. Dangerously reactive material
- D. Oxidizing material

135) Why should a security guard be aware of the hazards present within their site?

- A. In the event of an emergency
- B. In the event they need to move the material if it spills
- C. In the event they need to know which way to evacuate
- D. A and C



136) What does this symbol represent?

- A. Dangerously reactive material
- B. Oxidizing material
- C. Flammable and combustible material
- D. Poisonous and infectious material



137) What does this symbol represent?

- A. Materials causing immediate and serious toxic effects
- B. Compressed gas
- C. Dangerously reactive material
- D. Corrosive material



138) What does this symbol represent?

- A. Radioactive material
- B. Biohazardous infectious material
- C. Oxidizing material
- D. Dangerously reactive material

139) How do you put out a Class A fire?

- A. Water
- B. Gas
- C. Fabric
- D. All of the above

140) How do you put out a Class B fire?

- A. Water
- B. Dry chemical and halon extinguishing agents
- C. Foam
- D. B and C

141) How do you put out a Class C fire?

- A. Water
- B. Gas
- C. Foam
- D. Baking soda



142) What does this symbol represent?

- A. Oxidizing material
- B. Biohazardous infectious materials
- C. Dangerously reactive material
- D. Poisonous and infectious material

143) You are working at an industrial site that works with lots of toxic chemicals. When you are patrolling you notice a container in the warehouse that is leaking fluid. What steps should you follow?

- A. Dip your finger into it and smell it. If the smell is strong leave the area.
- B. Leave the area immediately and check the site's MSDS. Then tell the client.
- C. Cordon off the area immediately. When it is safe to do so, follow WHMIS guidelines, check the site's MSDS, and call the company who is responsible for the product for safe handling procedures
- D. Evacuate the facility. Call the police

Section 6

144) What is the first and foremost priority when encountering any emergency situation?

- A. Preservation of your colleagues life
- B. Preservation of public lives
- C. Preservation of the sites property
- D. Your life

145) What is not an example of an emergency situation security personnel can encounter?

- A. Bomb Threat

- B. Weapons emergency
- C. Missed patrol**
- D. Suspicious packages

146) The Anti-Terrorism Act defines terrorist activity as?

- A. An act of non-omission that is committed in whole part or in part for a political, religious or ideological purpose, objective or cause
- B. An act of omission inside or outside Canada in whole part with the intention of intimidating the public, or a segment of the public, with regard to its security, or compelling a person, a government or a domestic or an international organization to do or to refrain from doing any act, whether the public or the person, government or organization is inside or outside Canada
- C. An act of omission inside or outside Canada in whole part or in part for a political, religious, or ideological purpose, objective or cause
- D. B and C**

147) Under Bill 159, security guards are required

- A. To respond to medical emergencies**
- B. To respond to bomb threats in disarmament of the bomb
- ~~C. To respond to threats in a proactive physical response~~
- D. To conduct their job in however seems fitted

148) In responding to a fire, a security guard must first

- A. Know how to confine a fire
- B. Know how to alert occupants to a fire
- C. Know the signs to a fire
- D. All of the above**

149) In order to reduce explosion risk when it comes to hazardous areas where dangerous substances are present, a security guard must

- A. Be aware of the areas of the site that house hazardous materials
- B. Be familiar with the properties of the hazardous materials
- C. Be aware of safe handling procedures
- D. All of the above**

150) Security should view a suspicious package as

- A. An unknown object that should not be touched or moved
- B. An unknown object that should be scanned to know the content
- C. An unknown object that should be taken to loss and found
- D. An unknown object that should not be taken serious

151) What are the three essentials needed in order for a fire to start and grow

- A. Fuel, helium and heat
- B. Fuel, oxygen and nitrogen
- C. Oxygen, heat and carbon dioxide
- D. Oxygen, heat and fuel

152) What is not a basic fire safety tip security personnel should follow?

- ~~A. Stay upwind of fires~~
- B. Make sure to enter an unknown area to fight the fire with an extinguisher
- C. Heat rises; stay low.
- D. Check fire extinguishers are ready to be used before emergencies happen

153) What is the purpose of an improvised explosive device (IED) that all security personnel should be aware of?

- A. To prevent tampering
- B. To cause massive destruction
- C. To prevent detection
- ~~D. All of the above~~

154) What component does an improvised explosive device (IED) have to have?

- ~~A. Container (backpack, clothing, pipes)~~
- B. Explosive charge
- C. Fusing system (detonator and ignition system)
- D. All of the above

155) What is a risk factor when it comes to dealing with an emergency situation in security?

- A. The unknown factor
- B. Your safety
- ~~C. Miss-communication~~
- D. All of the above

156) You receive a call from an unknown person who states there is a bomb on site. What is your first priority as a security guard?

- A. Contacting the police
- ~~B. Asking specific questions in relations to the description, location etc.~~
- C. Keep them on the phone as long as possible
- D. All of the above

157) Upon being notified of an emergency, a security guard must make a determination on the best course of action. Why is security guard safety top priority?

- A. Emergency responders will be looking to the security guard for information and direction
- B. Security guards are the primary contact person and controller of all emergency responses
- C. They are a public figure other people will identify for needs of direction and guidance
- D. All of the above

158) If there is a fire alarm on your site, what would be your best course of action?

- ~~A. Evacuate everyone in an orderly fashion~~
- B. Call the fire department to confirm they are attending
- C. Refer to your emergency measures plan
- D. See if you can schedule your lunch break so you can watch all the fire trucks arrive

159) In most office towers and apartment buildings what would cause elevators to automatically go to the lobby?

- A. An intrusion alarm
- B. A fire alarm
- C. Smoke
- D. A terrorist attack

160) On a site, how to deal with a bomb threat would be addressed in

- A. Post standing orders
- B. Emergency measures plan
- C. Employee pension plan
- D. None of the above

161) When using a fire extinguisher you should always aim the nozzle

- A. At the flames directly
- B. At the flames indirectly
- C. At the top of the flames
- D. At the base of the flames

162) As a security guard which of the following would NOT be covered under the sites Emergency Measures Plan?

- A. Dealing with a bomb threat
- B. Fire procedures
- C. Earthquake evacuation procedures
- D. Night time door closing procedures

163) When using a fire extinguisher a simple way is to learn the PASS system. PASS stands for

- A. Pull, aim, squeeze, sweep
- B. Pull, arm, squeeze, sweep
- C. Pull, alarm, squeeze, sweep
- D. None of the above

164) A manual fire alarm can be activated by

- A. Using a "pull station"
- B. Calling 911
- C. A large amount of smoke
- D. Breaking the glass of a fire extinguisher casing

165) Bomb threats are serious; what fundamental reason can validate this statement?

- A. Danger of human injury/death due to explosion or panic
- B. Damage to physical structure of the targeted premise or facility
- C. Total cost of a bomb threat includes idle work time, reduced productivity, uneasiness and anxiety
- D. All of the above

166) The three primary effects of an explosion are

- A. Blast, fragmentation, incendiary/thermal
- B. Blast, earthquake, incendiary/thermal

- C. Fragmentation, pulse, blast
- D. None of the above

167) Which of the following statements would be relevant when dealing with a suspicious package?

- A. Do not open the item
- B. Do turn off air handling equipment in the area of the item and possibly the building
- C. Do not place the item in water or any other liquid
- D. All of the above

168) Security guards should be _____ from engaging with an individual who has a weapon

- A. Encouraged
- B. Discouraged
- C. Excited
- D. None of the above

169) What does a security guard have to do when dealing with a crime scene?

- A. Do not touch anything
- B. Secure the area and call the police
- C. Let no one in except for the proper authorities
- D. All of the above

170) Should you need to touch and move evidence you should do which of the following?

- A. Document where it was located, and where it is located now
- B. Wear gloves
- C. None of the above
- D. All of the above

171) What should a security guard NOT do when at a crime scene?

- A. Securing the area
- B. Noting and recording everything
- C. Smoking a cigarette
- D. None of the above

172) While doing a floor by floor patrol of the site the security guard comes across a small, controlled fire contained in a wastebasket. What should be the security guards next step?

- A. Pour a large glass or bottle of water on the fire
- B. Use a blanket or a tarp to smother the fire
- C. Use a fire extinguisher with the appropriate agent
- D. Do nothing. Security guards are not firefighters

173) A security guard is working alone and comes across an unconscious, unresponsive person. The security guard does not have a radio or a cell phone in order to call emergency services. What should the security guard do?

- A. Leave the person and go find a telephone to call for help
- B. Pull the fire alarm
- C. Tell someone in the crowd to go and call emergency services and report back to you. Stay with the person to render aid.
- D. Do nothing. Security guards need consent before they render aid.

Section 7

174) What best describes Chain of Custody

- A. Destruction of evidence
- B. Continuity of evidence
- C. Storing of old evidence
- D. A suspect taken into custody

175) The highest court in Canada is called

- A. Court of Queen's bench
- B. Supreme Court of Canada
- C. Superior Court
- D. None of the above

176) A witness who is giving testimony is giving what type of evidence

- A. Direct
- B. Trace
- C. Similar fact
- D. Circumstantial

177) What is the six core steps to containing evidence

- A. Collect, secure, preserve, identify, ensure continuity, log
- B. Collect, secure, preserve, store, ensure continuity, log
- C. Collect, secure, preserve, identify, ensure continuity, court
- D. ~~Collect, package, preserve, identify, ensure continuity, log~~

178) When giving testimony in court a security guard may, with permission

- A. Read details directly from their incident report for accuracy
- B. Refer to their notes only to refresh memory
- C. ~~Read from their notebook to make sure nothing is missed~~
- D. None of the above

179) Who determines what evidence will or will not be admitted in court

- A. Judge
- B. Prosecutor
- C. Defense council
- D. The accused

180) Canada Criminal Law is

- A. Municipal
- B. Provincial
- C. Federal
- D. None of the above

181) What is the best definition of 'admissible evidence'?

- A. Relevant evidence to a proceeding that has not been excluded by a judge
- B. Evidence that the defense wishes to have tossed
- C. Best evidence rule
- D. None of the above

182) Under the Youth Criminal Justice Act a 'Young Person' can be charged with a Criminal Offence from the ages of?

- A. 12-17 years of age
- B. 11-16 years of age
- C. 7-18 years of age

D. 5-15 years of age

183) What is documentary evidence?

- A. Phone records
- ~~B. Any document which is presented and allowed as evidence~~
- C. Any NSF cheque
- D. All of the above

184) What could be a result of, after collecting and storing evidence, the "Chain Of Custody" being broken?

- ~~A. Evidence may no longer be admissible in court~~
- B. The accused could walk free
- C. Professionalism would be in question
- D. All of the above

185) In court, the person that usually hears bail applications, arrangements, and traffic court is called a

- A. Prosecutor
- B. Court reporter
- C. Justice of the Peace
- ~~D. Judge~~

186) When a security guard appears in court to testify he/she must

- A. Always tell the truth
- B. Dress professionally
- C. Bring notes and any evidence relating to the case
- D. All of the above

187) If an accused is acquitted of a criminal offense this means

- A. He has been found not guilty of the offense
- B. Sentenced to probation
- C. A new trial date must be set
- ~~D. None of the above~~

188) Which below would be considered covert surveillance

- A. Conducting surveillance from a place hidden from view
- B. Opening following someone in plain view
- C. Sitting outside a house on the street in plain view
- D. None of the above

189) Which of the following would not be a level of court in Ontario?

- A. Ontario Court of Justice
- B. Provincial/Territorial Superior Courts
- C. Ontario Court of Appeal
- D. Court of Queen's Bench

190) Minor criminal offences are heard in

- A. Superior Court
- B. Provincial Court
- C. Court of Queen's Branch
- D. None of the above

191) The basic role of Courts in Canada is to

- A. Help people resolve disputes unfairly and with justice, whether the matter is between the individuals or between individuals and the state
- B. Help people resolve their issues so they can continue to contribute taxes to Canada
- C. Help people resolve disputes fairly and with justice, whether the matter is between the individuals or between individuals and the state
- D. None of the above

192) The four levels of court are:

- A. ~~Supreme Court of Canada, Provincial/Territorial Superior Courts, Provincial/Territorial Courts, Queen's Branch Court~~
- B. Superior Court of Canada, Provincial/Territorial Superior Courts, Provincial/Territorial Courts, Queen's Branch Court
- C. Supreme Court of Canada, Province/Territorial Superior Courts, Provincial/Territorial Courts, and Courts of Appeal
- D. None of the above

193) Which of the following is not part of the six core steps containing evidence?

- A. Secure

- B. Log
- C. Discard**
- D. Preserve

194) Which of the following would be considered a type of evidence?

- A. Real
- B. Documentary
- C. Testimonial
- D. All of the above**

195) According to the Canadian and Ontario Evidence Act, pictures, business records, and electronic records are considered

- A. Not admissible
- B. Admissible**
- C. Situational
- D. None of the above

196) What material would a security guard need in order to prepare for court?

- ~~A. Notebook~~
- B. Reports
- C. Bar notices and issuances
- D. All of the above**

197) It is the defense council's job to discredit any witness including a security guard's testimony

- A. True**
- ~~B. False~~
- C. Situational
- D. Unknown

198) What word(s) can sum up your conduct in the courtroom?

- A. Deportment
- B. Communication
- C. Preparation
- D. All of the above**

199) Laws which municipalities are permitted to pass are called

- A. Mis-laws
- B. Provincial-Laws
- C. Bylaws
- D. All of the above

200) Why should security guards be familiar with common bylaws?

- A. They will encounter situations in their position where they will need to know the bylaws and also know where to locate this information
- B. So they can use that knowledge in a superior and advantageous way
- C. So they can feel like they are one step closer to becoming a bylaw officer
- D. All of the above

201) Where would a security guard find answers to questions regarding the correct handling of evidence?

- A. Canada Evidence Act and Ontario Evidence Act
- B. Criminal Code of Conduct
- C. ~~Forensics Act~~
- D. Police Services Act

202) While working as a security guard, what authority must be given priority?

- A. Federal and Provincial Law
- B. Trespass to Property Act
- C. ~~The security company policy and guidelines~~
- D. The client's demands

203) On your site, a witness comes forward to give a statement about an assault that occurred. The subject submits the report but it is written in purple ink. Can it be considered a legal document?

- A. No. Make the subject write it again in black ink and capital letters
- B. No. It must be in Blue, Black, or Red ink
- C. Yes. It can be submitted as a legal document
- D. Yes, but only if the person has signed it in the presence of a Public Officer

204) What is the MOST important reason a security guard would cordon off the scene of an emergency?

- A. ~~To protect evidence~~
- B. To control unauthorized access
- C. To protect the people in the surrounding area
- D. To stay busy while the police investigate

205) According to the Ontario Courts, what are the three types of evidence?

- A. Real, false, hearsay
- B. Contradictory, real, hearsay
- C. Real, documentary, testimony
- D. Paper, metal, plastic

Section 8

206) Upon a person's arrest or detention section 10 (a) of the Charter Of Rights And Freedoms requires a person

- A. To be informed promptly of the reasons
- B. To retain and instruct counsel without delay and to be informed of that right
- C. Not to be compelled to be a witness
- D. To be presumed innocent until proven guilty

207) The Criminal Code is

- A. Municipal Law
- B. Provincial Law
- C. Federal Law
- D. All of the above

208) The physical acts by which a criminal offence is committed

- A. Mens Rea
- B. Actus Rea
- C. Res Judicata
- D. None of the above

209) When a security guard makes an arrest for theft what federal law gives them the authority to make this arrest

- A. The Charter of Rights and Freedoms
- B. The Liquor Control Act
- C. The Criminal Code of Canada
- D. ~~Section 9 of the Trespass to Property Act~~

210) Under Section (1) of the Trespass to Property Act which of the following would not be a method of giving notice

- A. Posted sign
- B. In writing
- C. Verbally
- D. None of the above

211) What is the legal drinking age in Ontario?

- A. 19
- B. 18
- C. 20
- D. 21

212) If a person was charged with an indictable offense in Canada they would be entitled to

- A. Be heard by a Judge sitting alone
- B. Be heard by a Judge and Jury
- C. A preliminary hearing
- D. All of the above

213) What provincial act deals with discrimination in the workplace

- A. Canadian Charter of Rights and Freedoms
- B. Human Rights Code
- C. Occupational Health and Safety
- D. None of the above

214) Freedom of Information and Protection of Privacy is

- A. ~~Federal~~
- B. Provincial

- C. Municipal
- D. International

215) You are security on patrol and you see person smoking marijuana on the property outside the east doors. What would be the best course of action?

- A. Arrest the male, seize the marijuana and call your police
- B. Take the marijuana from the male and turn over it over the police
- C. You have no authority to arrest for or seize the drugs. You should ask the person to leave the premises for conducting prohibited activity.
- D. Contact the police and await for a search warrant

216) Under the Trespass to Property Act which are the following reasons can you remove a person off private property as a property owner, agent, or occupier

- A. ~~Failing to leave when asked to do so~~
- B. Unauthorized activity
- C. Entering the property when prohibited
- D. You can't remove anyone only arrest

217) Under the Criminal Code of Canada, to justify the use of force what would be required?

- A. ~~You must decide if the person my escape~~
- B. You must be acting on reasonable grounds
- C. A security guard can decide
- D. The person keeps using profanity

218) The Trespass to Property Act is

- A. ~~Federal~~
- B. Provincial
- C. Municipal
- D. None of the above

219) PIPEDA Personal information Protection and Electronic Documents Act

- A. Protects personal information
- B. Protects sensitive information
- C. Is federal legislation
- D. All of the above

220) Under the Criminal Code of Canada the statutes of limitation for a summary conviction from the date of the offence are?

- A. 3 months
- B. 1 year
- C. 6 months
- D. Unlimited

221) Section 494 (1) of the Criminal Code deals with

- A. Citizen arrest authority
- B. Trespass on private property
- C. Regulates conduct of a security guard
- D. None of the above

222) Principles of procedural fairness in the Canadian legal system are referred to as?

- A. Due process
- B. ~~Legal rights~~
- C. Men's Rea
- D. High treason

223) Under the Trespass to Property Act an 'Occupier' includes

- A. A person who is in physical possession of premises
- B. A person who has responsibility for and control over the condition of premises or the activities there carried on
- C. A person who has control over persons allowed to enter the premises
- D. All of the above

224) Section 7 of the Charter of Rights and Freedoms deals with

- A. Search or Seizure
- B. Life liberty and security of person
- C. Detention or imprisonment
- D. Arrest or detention

225) Upon a person's arrest or detention section 10 (b) of the Charter of Rights and Freedoms requires a person

- A. To be informed of the right to retain and instruct council without delay
- B. To be tried within a reasonable time
- C. Not to be denied reasonable bail
- D. ~~None of the above~~

226) Which of the following is NOT a fundamental freedom as stated Under Section 2 of the Charter of Rights and Freedoms?

- A. Freedom of conscience and religion
- B. Freedom of thought
- C. ~~Freedom of association~~
- D. Freedom to travel

227) Under the Criminal Code of Canada, when a fire is deliberately set, what is the name of the offense called?

- A. Theft
- B. Mischief
- C. Arson
- D. None of the above

228) Upon an arrest of an individual a security guard or a citizen must

- A. Take a cautioned statement
- B. Handcuff the individual
- C. Search the individual for weapons
- D. Turn the individual over to the police

229) What is a tort?

- A. Bad evidence in a criminal proceeding
- B. Non-contractual civil wrong
- C. Hair and fiber evidence
- D. None of the above

230) What section of the criminal code protects a private person making a lawful arrest?

- A. Sec 26
- B. Sec 25
- C. Sec 27
- D. None of the above

231) Under what section of the Charter of Rights and Freedoms gives a person the right to join an organization?

- A. Section 10 (a)
- B. Section 2 (d)
- C. Section 494(1)
- D. ~~Section 9~~

232) Personal information may not be disclosed without consent unless?

- A. On reasonable grounds, it could be useful in an investigation of a crime against the Laws of Canada
- B. It is used in respect to an emergency that effects life, health, or security of an individual
- C. It is used for statistical, scholarly study or research
- D. ~~All of the above~~

233) Which of the following is not governed by the Employment Standards Act?

- A. Hours of Work
- B. Wages
- C. Uniform
- D. All of the above

234) In general the only time that Security Guards will be engaged in enforcement activities that fall under the Provincial Offenses Act is when they are licensed under specified municipalities to assist in the enforcement of parking violations

- A. True
- B. False
- C. Situational
- D. Unknown

235) What is the purpose of the Residential Tenancies Act?

- A. Provide protection for residential tenants from unlawful rent increases and unlawful evictions
- B. To establish a framework for the regulation of residential rents
- C. To balance the rights and responsibilities of residential landlords and tenants
- D. All of the above

236) Under the Liquor Licence Act no person shall keep for sale, offer for sale or sell liquor, except under the authority of a license permit to sell liquor or under the authority of a manufacturer's licence

- A. True
- B. False
- C. Situational
- D. None of the above

237) Under the Trespass to Property Act how does someone become a trespasser?

- A. Fails to leave when directed
- B. Enters where entry is prohibited
- C. Engages in prohibited activity
- D. All of the above

238) If a private citizen arrests someone without warrant they must deliver that person to a

- A. By Law Officer
- B. Peace Officer
- C. Security Guard
- D. Private Investigator

239) Tort Law is commonly referred to as

- A. Criminal Offence
- B. Common Law
- C. Lawyers Law
- D. Petty Law

240) Section 8 of the Charter of Rights and Freedoms deals with

- A. Detention
- B. Search or Seizure
- C. Arrest
- D. Freedom of the press

241) What is the difference between covert surveillance and overt security surveillance?

- A. Covert surveillance is done with a vehicle, overt surveillance is done outside.

- B. Covert surveillance is done at night and overt surveillance is done during the day
- C. Covert surveillance is where the security guard is in obvious presence in uniform while, overt surveillance is performed when the security guard isn't immediately visible to the subject or public
- D. Covert surveillance is where the security guard isn't immediately visible to the subject or public, while overt surveillance is performed when the security guard is an obvious presence in uniform

242) What is the purpose behind Smartserve?

- A. Assist the security guard to determine how much force to use on someone who appears to be intoxicated
- B. Train a security guard how to prevent incidences of intoxication on our property
- C. As a substitute for the Liquor License Act
- D. To determine which alcoholic beverage someone would prefer

243) What is the best definition of the term 'Duty of care'?

- A. Police Officers, firefighters, and paramedics have a duty to respond to all emergency situations
- B. Soldiers and reservist must do anything in their power to protect the country that they are serving
- C. Private citizens are only expected to help when they have acquired all the necessary training and are comfortable dealing with emergency situations
- D. A person must act towards others with care and thought than a reasonable person would employ in the circumstances

244) Under the Liquor License Act, as an agent of the owner, what does a security guard have the right to do if someone appears drunk or intoxicated?

- A. Use force to remove the person because they are dangerous to themselves and others
- B. Ask the person to leave and/or refuse to allow the person to enter the premises
- ~~C. Tell the bartender to not serve them anyone and escort them to the washroom~~
- D. Follow them around the bar like a bodyguard and if they do anything dangerous, arrest them

245) What are the signs of someone who is intoxicated?

- A. Fumbling, Changes in speech, Slurred speech
- B. Red eyes, excessive sweating, decreased alertness
- C. Stumbling or weaving, noticeably shallow breathing, sleepiness
- D. All of the above

246) A security guard observes someone exhibiting the signs of being intoxicated as they are stumbling towards them slowly. How should they proceed?

- A. Arrest them for being intoxicated
- B. Contact the police and give them your location along with the details of the intoxicated individual
- C. Note not to assume they are intoxicated and ask them if they need any medical assistance
- D. All of the above

247) What could happen if a landlord enters a tenant's unit in violation of the Residential Tenancies Act?

- A. The landlord would have to pay for a heavy fine which would go to the tenant
- B. After filing a complaint to the board, the tenant would receive an abatement of rent
- C. A landlord is exempt from any fines or penalties and does not have to give reasons why he entered
- D. None of the above

Section 9

248) 10 Code for back in service is

- A. 10-6
- B. ~~10-19~~
- C. 10-8
- D. 10-1

249) The purpose of tactical communication is

- A. To defuse a potential situation from escalating
- B. To have better radio communications
- C. So others can't monitor securities radio frequency
- D. None of the above

250) 10 Code to repeat message

- A. 10-9
- B. ~~10-4~~

- C. 10-5
- D. 10-7

251) 10 Code for location is

- A. 10-18
- B. 10-2
- C. 10-21
- D. 10-20

252) 10 code for transmission is poor

- A. 10-2
- B. 10-1
- C. 10-6
- D. 10-33

253) 10-code for acknowledgement

- A. 10-2
- B. 10-4
- C. 10-7
- D. 10-8

254) 10-code for back in service

- A. 10-6
- B. 10-19
- C. 10-8
- D. 10-1

255) Security is very aware that good communication takes place on which level?

- A. Verbal
- B. ~~Paralanguage~~
- C. Body language
- D. All of the above

256) What body part is considered the most powerful in channeling non-verbal communication?

- A. Face
- B. Hands
- C. Arms
- D. Chest

257) How should your transmission be when communicating via radio?

- A. Long and descriptive
- B. Passionate and sharp
- C. Brief and professional
- D. All of the above

258) What is the radio code for the letter E

- A. Easy
- B. Echo
- C. Eating
- D. Eel

259) What is the first procedure to follow while transmitting via radio

- A. Talk very clearly and coherently
- B. Talk very loudly
- C. Transmit immediately when you need to make a call
- D. Listen before transmitting and ensure there is no traffic in progress over the radio

260) What is the radio code for the letter A

- A. Apple
- B. Alpha
- C. August
- D. Allow

261) What is the 10-code for emergency – all units stand by?

- A. 10-52
- B. 10-14
- C. 10-39
- D. 10-33

262) What essentials should you have when answering the phone at your site?

- A. Have a pen and notebook with you at the phone
- B. Great the caller along with identifying yourself and the company
- C. Smile as you pick up the phone
- D. ~~All of the above~~

263) What does the communication acronym TACTFUL stand for?

- A. Think before you speak, apologize quickly when you blunder, converse don't compete, time your comments, focus on behavior not personality, uncover hidden feelings, listen for feedback
- B. Think before you speak, apologize except when you blunder, converse don't compete, time your comments, focus on behaviour, uncover hidden feelings, listen for feedback
- C. Think before you speak, apologize quickly when you blunder, compete don't converse, time your comments, focus on behaviour not personality, uncover hidden feelings, listen for feedback
- D. None of the above

264) What terms best describe para-verbal Communication?

- A. Intonation, intention, body language
- B. Tone, volume, cadence
- C. Tune, pitch, octave
- D. Smile, nod, wave

Section 10

265) The Canadian Charter of Rights and Freedoms came into force on April 17 of what year?

- A. ~~1967~~
- B. 1979
- C. 1982
- D. 1983

266) What provincial act deals with discrimination in the work place?

- A. Canadian Charter of Rights and Freedoms
- B. Human Rights Code
- C. Occupational Health and Safety

D. None of the above

267) What is the best definition of the word 'prejudice'?

- A. A preconceived belief, opinion, or judgment made without ascertaining the facts of a case
- B. Calling someone names
- C. Making up lies about a person not knowing what they are really like
- D. None of the above

268) What would not be an example of 'Stereotyping'?

- A. All homeless people are dangerous
- B. Kids in school on the lunch program are poor
- C. People that get into financial trouble do so because they are irresponsible people
- D. People that drive over the speed limit are more likely to cause an accident

269) While on patrol in come across a person who is disabled having problems with their wheelchair. What action should you take?

- A. Advise the person they ought to buy a new wheelchair
- B. Push them off to the side to protect them from injury
- C. Walk the other way so that you do not get sued
- D. Offer assistance to the person

270) While on the job, one of your co-workers continuously tells sexist jokes. He only does this when men are present. You know other co-workers have told him that the jokes are inappropriate on several occasions. What is the most appropriate course of action?

- A. Quit your job immediately
- B. Inform a supervisor that the co-worker is telling sexist jokes
- C. Keep it to yourself to protect your co-worker
- D. None of the above

271) What's the best way to describe the activity of a group of people who are sympathetic to a cause and have gotten together in front of a property to voice their concerns without violence?

- A. Peaceful demonstration
- B. Political rally
- C. Violent political unrest
- D. Executive protest

272) What terms would best describe the most effective way to retain or memorize information?

- A. Look, listen, feel
- B. Sympathy, empathy, apathy
- C. Concentration, association, repetition
- D. Remove, replace, report

273) What actions are appropriate to take when dealing with a person with a mental illness?

- A. Being honest with a person
- B. Not using humour or sarcasm with the person
- C. Both of the above
- D. None of the above

274) Based on The Body Language of Proxemics, what is the best position a security guard can be in when communicating with someone for maximum communication and sensitivity?

- A. In their personal space
- B. In the public space
- C. Just outside their personal space in the social space
- D. In their intimate space

275) Under the Canadian Human Rights Act, how many grounds of discrimination are prohibited?

- A. ~~10~~
- B. 11
- C. 15
- D. ~~8~~

276) What are steps to take when harassment occurs?

- A. Never ignore harassment and always report incidents of harassment
- B. Tell the harasser his or her actions are unwelcome
- C. Document everything. Create a written record of the incidents, including times, places and the names of those who witnessed the incident
- D. All of the above

277) Who can be a harasser?

- A. A supervisor
- B. A security guard
- C. A client
- D. Anyone

278) What is cultural sensitivity?

- A. Begins with a recognition that there are differences between cultures
- B. The differences with cultures that are reflected in the ways that different groups communicate and relate to one another
- C. It is more than an awareness that there are differences in culture in order to interact effectively
- D. All of the above

279) Everyone should treat everyone equally based on

- A. Race
- B. Age
- C. Sex
- D. All of the above

Section 11

280) Section 26 of the Criminal Code deals with

- A. Trespass
- B. Theft
- C. Excessive Force
- D. Breach of the Peace

281) Which of the following would not be a "Peace Officer"

- A. Police
- B. Customers Officer
- C. Special Constable
- D. Security Guard

282) Positional asphyxia may occur when a person is being physically restrained. The condition can cause:

- A. Injury
- B. Death
- C. Violent behavior
- D. All of the above

283) Which of the following would NOT be a way to protect yourself from allegations of excessive use of force

- A. Keep good notes
- B. Maintain a high level of professionalism
- C. When questioning persons always stand in their personal space
- D. Use techniques that are authorized by law

284) Which of the following would NOT be an example of “use of force” during an arrest

- A. Placing a suspect in a choke hold
- B. Slapping a non-compliant suspect in the head to get his attention
- C. Pushing a suspect because he is not moving fast enough
- D. None of the above

285) What is arresting?

- A. Depriving them of their freedom. When a person is arrested he/she is under the mental control of another
- B. Capturing with the intent to imprison
- C. Depriving them of their freedom. When a person is arrested he/she is under the physical control of another
- D. None of the above

286) What course of action is arresting someone?

- A. First
- B. Second
- C. Last
- D. Third

287) What should be completed after using use of force on your site in security?

- A. Use of Force form
- B. Incident Report
- C. Notebook
- D. All of the above

288) The five stages of the use of force model are

- A. Officer Presence, Verbal Communication, Physical Control, Extreme weapons, Lethal force
- B. Verbal Communication, Physical Control, Officer Presence, Extreme weapons, Lethal force
- C. Officer Presence, Verbal Communication, Extreme physical control, Intermediate weapons, Cautioned force
- D. Officer Presence, Verbal Communication, Physical Control, Intermediate Weapons, Lethal Force

289) What is considered physical control?

- A. Any physical gesture used to control a subject that does not involve using a weapon
- B. Any physical gesture used to control a subject that involves using an intermediate weapon
- C. Procedure used when arresting someone
- D. None of the above

290) Which of the following is not a guiding principal of the National Use of Force Framework?

- A. Preserve and protect life
- B. Hold people down on the ground
- C. Ensure public safety
- D. Ensure guard safety

291) What is the Use of Force Framework?

- A. The Situational Circle, the Subject Behaviour Circle, Perception and Tactical Considerations Circle and the Use of Force Options
- B. The Situational Circle, the Perception and Tactical Consideration Circle, the Use of Force Options
- C. The Subject Behaviour Circle, Perception and Tactical Consideration Circle, the Use of Force Options, and the Arrest Circle
- D. None of the above

292) Every situation requires the guard to go through a three step process which is

- A. Decision/force/report
- B. Analyze/procrastinate/retreat
- C. Assess/plan/act
- D. Act/think/formulate Facts

293) According to the Use of Force Framework, communication is considered a

- A. Use of Force option
- B. Intimidate option
- C. Psychological option
- D. ~~Officer presence option~~

294) If security encounters a subject that refused to comply with their directions but did not do anything to physically harm you, the subject would be

- A. Assaultive
- B. Cooperative
- C. Active resistant
- D. Passive resistant

295) Excited delirium is a serious medical condition that can occur in people from either substance abuse or psychiatric illness and it can cause the body to stop

- A. True
- B. False
- C. Situational
- D. Not relevant in the security field

296) According to National Use of Force guidelines what is the first response option?

- A. Presence of a security guards
- B. Tactical communications
- C. Baton
- D. Call the police

297) If a security guard has been authorized to carry handcuffs with their security company, when would the security guard use them?

- A. They are not allowed to use them as security guards
- B. To protect the guard
- C. If the security guard has made an arrest
- D. Only after the security has used their baton

298) According to the National Use of Force framework, the use of a baton would fall under what use of force option?

- A. Intermediate weapons
- B. Communications
- C. Active resistant
- D. Physical control-soft

299) What is the definition of positional asphyxia?

- A. When the position of the body interferes with its ability to breathe
- B. When someone faints and falls to the ground
- C. When the position of the body doesn't allow the subject to move freely
- D. When it becomes difficult to breathe

300) What is an impact factor?

- A. An excuse that is used to justify excessive use of force in the course of duties
- B. A condition unique to a person and situation which will affect what decision is made while responding with force
- C. A justification for any use of force under any condition
- D. All of the above

301) A provincially funded service for those who need assistance from a lawyer is called

- A. Welfare
- B. Legal aid
- C. Social Funding
- D. Legal fund of lawyers

302) When defence counsel wishes to question a crown witness on the stand this is called

- A. Examination in chief
- B. Cross examination

- C. Direct examination
- D. Re-direct

303) Employers who are aware that domestic violence may occur in the workplace must take every precaution reasonable in the circumstances to protect a worker at risk of physical injury

- A. True
- B. False

304) An Injunction is an order of the court requiring a party to perform some act or refrain from some conduct

- A. True
- B. False

305) Real evidence is

- A. Physical evidence
- B. A baseball bat
- C. A gun
- D. All of the above

306) 10 code for receiving signal poorly

- A. 10-2
- B. 10-1
- C. 10-10
- D. 10-3

307) A person is not trespassing under the Trespass to Property Act if the owner or occupier cannot give a valid reason why they should leave

- ~~A. True~~
- B. False

308) 10 code for requesting an ambulance

- A. 10-67
- B. 10-4
- C. 10-10

D. 10-52

309) A Security guards duties can include the collection of unpaid accounts for clients

- A. True
- B. False

310) Which of the following would not be an example of a physical disability

- A. Poor vision
- B. Nerve damage
- C. Dyslexia
- D. Poor English language skills

311) What are post standing orders?

- A. Written orders that set out all emergency procedures
- B. Written rules which may include but are not limited to operational, procedural and administrative matters
- C. A list of things to do before you start your shift as a Security guard
- D. They are a set of orders included in the emergency measures plan

312) Security needs to be aware of the signs of substance abuse as well as the impact of different drugs on human behaviour due to

- A. Personal Safety
- B. Medical Assistance
- C. Customer Assistance
- D. All of the above

313) Using tactical communications can prevent situations where force may have to be used

- A. True
- B. False

314) While patrolling a mall as a Security guard you come across an elderly woman who appears lost. As you approach the woman you realize that the woman is holding a white cane. What would this indicate to you

- A. The woman had purchased a discount cane from a store in the mall
- B. The woman may have limited vision and perhaps got disoriented
- C. The woman appears to prefer white canes
- D. None of the above

315) The offence of theft under the Criminal Code is a hybrid offence

- A. True
- B. False

316) The maximum fine, if convicted, under the PSISA for a security guard is

- A. \$2000
- B. \$10,000
- C. \$25,000
- D. \$350,000

317) WHMIS Class "B" Includes

- A. Compressible gas
- B. Flammable and combustible liquids
- C. ~~Oxidizing material~~
- D. Poisonous and infectious material

318) The maximum fine under the Trespass To Property Act is

- A. \$4000
- B. \$25,000
- C. \$2000
- D. \$100

319) Class "C" Fires Involve

- A. Flammable liquids
- B. Poisonous and infectious material
- C. Ordinary combustibles
- D. Electronic equipment

320) Evidence that relates to a series of facts other than the particular fact sought to be proved

- A. Circumstantial evidence
- B. Similar fact evidence
- C. Documentary evidence
- D. None of the above

321) What is a main objective of a security guard patrolling a property or premises?

- A. To establish a presence to deter potential offenders
- B. To get out of the Security office and avoid dozing off
- C. To comply with notebook protocol making an entry every 20 minutes
- D. To let the client see they are getting their money's worth

322) What is a main objective of a Security guard patrolling a property or premises?

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323) Which of the following is NOT an offence under section 2 of the Trespass To Property Act

- A. Enters on premises when entry is prohibited
- B. Engages in an activity on premises when the activity is prohibited
- C. Does not leave the premises within 10 minutes after he or she is directed to do so by the occupier of the premises or a person authorized by the occupier

324) What is the minimum age to be licensed in Ontario as a Security guard

- A. 16
- B. 18
- C. 19
- D. 21

325) As a Security guard you are given a list of names and phone numbers by a client to call to see if you can get them to pay their outstanding bills owed to the client's company. As a Security guard is this a task you would be allowed to perform under the P.S.I.S.A.

A. Yes

B. No

326) "The Best Evidence Rule" refers to the best evidence available such as an original document over a copy

A. True

B. False

327) The RCMP are

A. Provincial police

B. Federal police

C. Municipal police

D. Regional police

328) People on certain drugs can be unpredictable and feel little or no pain in a physical confrontation.

A. True

B. False

329) Once you receive your security licence you will be allowed to carry both handcuffs and a baton

A. True

B. False

330) A witness who testifies as to the habits and reputation of another person is giving what type of evidence

A. Circumstantial evidence

B. Character evidence

C. Trace evidence

D. Conscripted evidence

331) A class "B" fire involves

- A. Vegetable oils or fats
- B. Ordinary combustible materials
- C. Electrical equipment
- D. Flammable liquids

332) While searching a subject you could potentially encounter a needle that could be a threat to your life if pricked

- A. True
- B. False

333) In court, the person that usually hears bail applications, arraignments, traffic court is called a

- A. Prosecutor
- B. Court reporter
- C. Justice of the Peace
- D. Judge

334) As a Security guard what is the purpose for Patrol

- A. To keep yourself awake during an 8 hour shift
- B. To establish a presence and to deter potential offenders
- C. So the client thinks you are actually doing something
- D. To see if other Security guards are violating the PSISA code of conduct

335) Once you receive your Security License you will be allowed to carry both handcuffs and a baton

- A. True
- B. False

336) The word "stereotype" refers to a commonly held public belief about specific social groups, or types of individuals

- A. True
- B. False

337) In a hybrid offence, the Crown prosecutor has the choice to proceed by summary conviction or by indictment

- A. True
- B. False

338) The term "in house security" means

- A. The security guard will be guarding a dwelling house
- ~~B. The security guard is a direct employee of the business~~
- C. The security company is your employer but you are loaned to the business for a period of time as a permanent post
- D. It is considered a promotion in the security profession

339) 10 code for stop transmitting

- A. 10-3
- B. 10-6
- C. 10-7
- D. 10-8

340) WHMIS Class "F" Includes

- A. Compressible gas
- B. Dangerously reactive material
- C. Oxidizing material
- D. None of the above

341) Minor criminal offences are heard in

- A. Superior court
- B. Provincial court
- C. Court Of Queen's Bench
- D. None of the above

342) A security guards duties can include the collection of unpaid accounts for clients

- A. True
- B. False

343) Approximately what percent of communication is verbal?

- A. 1%
- B. 14%
- C. 7%
- D. 35%

344) Non-compliance to a lawful request or direction using verbal defiance would be defined as

- A. Passive resistance
- B. Combative
- C. Cooperative
- D. Passive

345) Everyone who is authorized by law to use force is criminally responsible for any excess thereof. What section of the Criminal Code deals with "excess force"?

- A. Section 26 Criminal Code
- B. Section 34 Criminal Code
- C. Section 41 Criminal Code
- D. None of the Above

346) It is an employee's responsibility to report violations of workplace safety

- A. True
- B. False

347) Remember most fire alarms are false and should be treated as such

- A. True
- B. False

348) Placing a choke hold on an individual you have arrested because you have a feeling he may escape could be excessive use of force

- A. True
- B. False

349) WHMIS Class "D" Includes

- A. Compressible gas
- B. Flammable and combustible liquids
- C. Oxidizing material
- D. Poisonous and infectious material

350) A police officer, or the occupier of a premises, or a person authorized by the occupier may arrest without warrant any person he or she believes on reasonable and probable grounds to be on the premises in contravention of section two of the Trespass To Property Act

- A. True
- B. False

1.	A	2.	C	3.	B	4.	D
5.	C	6.	D	7.	B	8.	A
9.	C	10.	A	11.	D	12.	C
13.	C	14.	D	15.	B	16.	D
17.	A	18.	D	19.	C	20.	D
21.	D	22.	C	23.	A	24.	A
25.	C	26.	B	27.	D	28.	D
29.	C	30.	D	31.	D	32.	B
33.	B	34.	D	35.	D	36.	D
37.	B	38.	D	39.	A	40.	D
41.	B	42.	C	43.	D	44.	D
45.	D	46.	A	47.	C	48.	D
49.	D	50.	A	51.	A	52.	B
53.	B	54.	D	55.	C	56.	B
57.	C	58.	A	59.	B	60.	A
61.	D	62.	B	63.	D	64.	B
65.	B	66.	A	67.	D	68.	D
69.	D	70.	C	71.	D	72.	D
73.	D	74.	D	75.	D	76.	D
77.	D	78.	D	79.	D	80.	B
81.	B	82.	B	83.	B	84.	A
85.	B	86.	D	87.	C	88.	D
89.	D	90.	D	91.	C	92.	D

93. B	94. D	95. B	96. B
97. A	98. D	99. A	100. A
101. D	102. C	103. B	104. D
105. B	106. D	107. D	108. D
109. D	110. C	111. B	112. D
113. B	114. D	115. D	116. C
117. B	118. C	119. C	120. D
121. B	122. C	123. A	124. A
125. D	126. B	127. C	128. D
129. D	130. A	131. D	132. C
133. D	134. B	135. D	136. C
137. A	138. D	139. A	140. D
141. D	142. B	143. C	144. D
145. C	146. D	147. A	148. D
149. D	150. A	151. D	152. B
153. C	154. D	155. D	156. D
157. D	158. C	159. B	160. B
161. D	162. D	163. A	164. A
165. D	166. A	167. D	168. B
169. D	170. D	171. C	172. C
173. C	174. B	175. B	176. A
177. A	178. B	179. A	180. C
181. A	182. A	183. D	184. D
185. C	186. D	187. A	188. A

189. D	190. B	191. C	192. C
193. C	194. D	195. B	196. D
197. A	198. D	199. C	200. A
201. A	202. A	203. C	204. B
205. C	206. A	207. C	208. B
209. C	210. D	211. A	212. D
213. B	214. B	215. C	216. D
217. B	218. B	219. D	220. C
221. A	222. A	223. D	224. B
225. A	226. D	227. C	228. D
229. B	230. B	231. B	232. B
233. C	234. A	235. D	236. A
237. D	238. B	239. B	240. B
241. D	242. B	243. D	244. B
245. D	246. C	247. B	248. C
249. A	250. A	251. D	252. B
253. B	254. C	255. D	256. A
257. C	258. B	259. D	260. B
261. D	262. B	263. A	264. B
265. C	266. B	267. A	268. D
269. D	270. B	271. A	272. C
273. C	274. C	275. B	276. D
277. D	278. D	279. D	280. C
281. D	282. D	283. C	284. D

285. C	286. C	287. D	288. D
289. A	290. B	291. A	292. C
293. A	294. D	295. A	296. A
297. C	298. A	299. A	300. B
301. B	302. B	303. A	304. A
305. D	306. B	307. B	308. D
309. B	310. D	311. B	312. D
313. A	314. B	315. B	316. C
317. C	318. C	319. D	320. A
321. A	322. A	323. C	324. B
325. B	326. A	327. B	328. A
329. B	330. B	331. D	332. A
333. C	334. B	335. B	336. A
337. A	338. C	339. A	340. B
341. B	342. B	343. C	344. A
345. A	346. A	347. B	348. A
349. D	350. A		