

The background of the slide is composed of several overlapping, semi-transparent green geometric shapes, primarily triangles and quadrilaterals, creating a modern, abstract design. The colors range from a light lime green to a darker forest green.

# Chapter 1 - IFPO - CPO

## The Security Officer of the 21<sup>ST</sup> Century

# “Security Officer”

A “security officer is a person called upon to assist in a time of crisis, medical emergency, or he/she may be checking individuals entering a building or area.

## Security Officer vs. Law Enforcement

The major difference is that security officers usually protect a specific property or location while law enforcement officers protect all people, property and locations within their jurisdiction in addition to also enforcing laws.

Generally speaking, law enforcement officers are more *REACTIVE* while security officers are more *PROACTIVE* in the protection of people and property.

## Methods of Training

Training can be administered in three (3) ways:

1. Classroom
2. On the Job (OTJ)
3. On-line

# The Importance of Training

Training must be provided that accomplishes the following:

- ▶ Provides new security personnel with the knowledge to let them accomplish their core job functions.
- ▶ Increases or refreshes a security officer's knowledge of industry trends, technology and concepts.
- ▶ Provides a standardized method to attain professional certification which gives more credibility to the certification holder.

# Classroom Training

- ▶ Traditional style of training which uses lecture, demonstration, use of audiovisuals and practical exercises to transfer knowledge.
- ▶ Positives:
  - ▶ Numerous topics can be covered in a classroom setting.
  - ▶ Controlled training environment.
- ▶ Negatives:
  - ▶ Can cause scheduling issues for employers.
  - ▶ Expensive to hire personnel who specialize in training.
  - ▶ Does not help fill vacant positions.

# On-the-Job Training

Takes place at the trainee's jobsite and allows the trainer or supervisor to watch the students put their knowledge to work.

- ▶ Positives:

- ▶ Real-world environment
- ▶ Numerous topics can be covered

- ▶ Negatives:

- ▶ Removes experienced offers from their normal duties to conduct the OJT and monitor the student.

# Online Training

A relatively new method for training in the security industry.

- ▶ Positives:

- ▶ Training occurs wherever a PC or laptop is available.
- ▶ Learning proceeds at the student's pace.
- ▶ Can be done anytime/anywhere.
- ▶ Extremely cost-effective.

- ▶ Negatives:

- ▶ Cannot provide “hands-on” learning.

# Training Into the 21<sup>st</sup> Century

- ▶ Security professionals must be in a constant “learning mode” to stay current on new trends or challenges in the security industry.
- ▶ All security professionals will need to be adaptable and have the ability to anticipate change and determine the needs of the future by gathering information, analyzing data and studying crime trends (Fay & Patterson, 2018).

## Writing Reports

**Formal Report:** Written immediately after an investigation is opened.

**Progress Report:** Prepared according to a schedule or to important developments.

**Final Report:** Includes all facts, describes evidence, identifies people involved, makes conclusions and recommends corrective actions.

**Supplemental Report:** Reports post-case facts such as the firing of an employee, any court actions, etc.

# Use of Robots

- ▶ Robots currently perform real-time patrols. Highlights of their features are:
  - ▶ 360 degree video feeds to a security operations center.
  - ▶ Thermal imaging for identifying fires and gauging proper environmental temperature settings.
  - ▶ License plate recognition
  - ▶ Intercom and broadcast capabilities to relay messages or alert security or law enforcement.