



# Security Skills Development ( Supervisor level)



1st floor, Incubator Building, Masdar City, Abu Dhabi, UAE



00971-2-6452630



00971-50-6652671



[info@btsconsultant.com](mailto:info@btsconsultant.com)



[www.btsconsultant.com](http://www.btsconsultant.com)

## Table of Contents:

- Why Attend
- Course Methodology
- Target Audience
- Target Competencies
- Course Objectives
- Course Outline





## Why Attend

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 Methodology

This course is highly interactive and includes group discussions, case studies and syndicate work. It also includes practical exercises that allow all participants to use the knowledge they gained to demonstrate their skills in conducting effective security operations.

## Target Audience

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

## Target Competencies

- Conducting risk assessment
- Managing physical security
- Access control systems management
- Patrolling
- Incident management
- Conflict resolution
- Security report writing





## Course Objectives

By the end of the course, participants 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

## Course Outline

- **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
- **Specific duties, skills and responsibilities of a security officer**
  - Crime prevention
  - Access and egress control
  - Patrolling
  - Searching skills
    - Vehicles
    - Premises
    - Persons
  - 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

- **Conflict management**

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

- **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

- **Writing reports and briefs**

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

