



Basics of Supervising Security Operations & Functions



Table of Contents:

- Introduction
- This course will highlight
- Who should attend?
- Course Objectives
- Course Outline



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



00971-2-6452630



00971-50-6652671



info@btsconsultant.com



www.btsconsultant.com





Introduction:

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 highlights are:

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

Who Should Attend?

Security Directors and Managers, Security Supervisors, Security Officers, Facility Supervisors, Facility Officers, Facilities Directors and Managers, Health and Safety, Fire personnel, Fire Managers, HSE Officers, Security Personnel and CCTV Operators, Loss Prevention Engineers, Control Center Operators and Supervisors, Emergency Personnel, Emergency Dispatchers, Security Personnel and CCTV Operators, HSE Officers, HSE Engineers & Personnel, HSE Professionals, Emergency Response Team Members, HSE Managers and Auditors, HSE Professionals, Inspectors, Advisors, Auditors, Laboratory Personnel, Process Control Engineers and Technicians, Process Control Designers and Systems Engineers, Instrumentation and Control System Engineers, Plant Engineers, Maintenance Personnel, Maintenance Engineers and Supervisors, Electrical and Instrumentation Supervisors and Technicians, Procurement and Supply Chain Managers, Engineers and Maintenance Personnel, HR and Administrative Supervisors responsible for security.

Course Objectives:

By the end of this course, delegates 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
- 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
- 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

