Security Officer Academy

Although turnover is high and the work is often less than challenging, the job function is critical to a corporation's overall security. On a daily basis, guards and security officers are the eyes and ears that alert the security department to any suspicious activity. They are usually the first responders to any incident onsite, and in an emergency, they become the voice of the security department, communicating emergency procedures and shepherding employees to safety.

Good training for entry-level employees is the cornerstone of a successful security staff. Not only does it improve the quality of the service that security officers and surveillance personnel provide, it also acts as a jumping-off point for job growth and further training, and allows management to identify talented employees and promote them through the ranks. Rather than revolving door.

By initial training at the beginning of employment there is a greater chance to reduce liability for the client, the security company, and officer. This training can reduce field training time, which can put the officer immediately into assignment and instill confidence for the position. Students will receive certifications in many of the academics offered in this program, this gives students pride and ownership into their new career.

Professional Protection Institute with the partnership of MCC Blue River - Public Safety Institute will provide quality training at a facility designed for public safety training, as the training will be held at and endorsed by MCC Blue River - Public Safety, located 20301 MO-78, Independence, MO 64057. For students who reside outside the Metropolitan there many hotels in close proximity to the campus. The cost for this academy is $1,500.00 per student which includes all training manuals, and Carry Concealed Weapon (CCW) qualification.

Week One:

Candidates must successfully complete our thorough screening process as a condition of being admitted. Security Officer Introduction training includes:

Day 1	**Role of Security Officer** Class Time 2 hours	**Diversity & Policies** Class Time 4 hours	**Values and Ethics** Class time 2 hours
Day 2	**Legal Powers & Limitations** Class Time 8 hours	**Legal Powers & Limitations** Continued	**Legal Powers & Limitations** Continued
Day 3	**Communications & Public Relations** Class Time 2 hours	**Managing Aggressive Behavior** Class time 6 hours	**Managing Aggressive Behavior** Continued
Day 4	**Dealing with EDP** Class Time 1 hour	**Hazardous Communications** Class time 1 hour	**Terrorism Threat Awareness & Response** Class Time 6 hours

Each segment will be tested and evaluated to gauge the student's comprehension of the material presented. A passing grade is required before advancing to week two.

Week Two:

Focuses on career development and includes specific training for field work. Program topics include:

Day 1	**Professional Image & Teamwork** Class time 2 hours	**Report Writing** Class Time 3 hours	**Suspicious Activity** Class time 3 hours
Day 2	**Fire Safety** Class Time 2 hour	**Crowd Control/ Bomb Threats** Class time 3 hours	**Defensive Tactics/handcuffing** Class time 3 hours
Day 3	**Safe weapon handling** Class time 2 hours	**Basic shooting principles** Class time 3 hours	**Use of force continuum** Class time 3 hours
Day 4	**Tactical Clearing** Class time 2 hours	**Cover and Concealment** Class time 4 hours	**Warrior Mindset** Class time 2 Hours
Day 5	**Range and qualification** 4 hours	**Total certifications 5** **Total hours of instruction 68**	

Block 1 Security Officer's Role

Security officer's need to respond to changes in their environment, which includes actions such as traffic movement, ensuring the safety of persons between and within locations, monitoring and managing the access and departure of persons and vehicles and observing and monitoring people. Security officer's need to be aware of the correct way to deal with these situations. They should have the knowledge and skills required to assess the security of physical environments

Objectives:

The duties and responsibilities of a security officer vary from site to site. Security officer's must be well attuned to changes and developments within the industry and the expectations and obligations that are owed to the client, the public, and/or their employer.

It is the role of a security officer to protect people, property and information.

This may involve but is not limited to:

- Ensuring premises and property are protected in an appropriate and effective fashion against a variety of natural and man-made threats.
- Preventing, detecting and reacting appropriately to the commission of criminal and quasi-criminal actions on or against the property of the client.
- Interacting with law enforcement officials and the justice system, where necessary, such as apprehending and detaining someone who has committed a criminal offence. Security may be able to supplement the efforts of police by securing crime scenes until the police can arrive. Security personnel may also be a valuable source of information to the police.
- Providing leadership and direction in emergencies and assisting emergency personnel in times of crisis, e.g. directing fire fighters to the easiest/best way to get to the scene of the fire.
- Controlling access to a site, including monitoring entrance & gate passage, escorting people & valuables, inspecting bags.
- Controlling or restoring order to a crowd.
- Preventing work accidents by being aware of potential dangers, reporting safety hazards and following directions to minimize the risk posed to others.

While there can be no doubt that some situations will involve physical intervention, the majority of tasks assigned require a security officer to **observe, deter, record and report**

Block 2: Diversity

In Cultural Diversity, interactions between peace officers and various racial, ethnic, religious and cultural groups are discussed. Officer's sensitivity to issues of gender and preferences are examined. Officers are encouraged to examine their own biases and those of communities in light of need to be responsive to the needs of diverse population.

OBJECTIVES:

The student will be able to:

- Identify how citizens' pre-set attitudes or stereotypes can influence an

encounter with police.

- Identify at least four of the common perceptions or stereotypes citizens have of police.
- Identify at least four major cultural or ethnic groups in their community.
- Identify each group with its approximate population and ratio in their community.
- Identify at least two of the common myths or stereotypes about the groups cited.
- Identify the 4 critical dimensions of non-verbal communication/culture
- Define "stereotype" as it was presented in the lecture.
- List three of six elements of the verbal communications process.

Block 3: Values and Ethics

This regulation defines what kind of behavior is appropriate or inappropriate for security officer to display while they are working. Security officer will find that respecting the Code of Conduct is, in most cases, a matter of common sense – security guards are expected to treat members of the public in a respectful and professional manner. For instance, security guards must.

Objectives:

- Act with honesty and integrity
- Comply with all federal, provincial and municipal laws
- Treat all persons equally (without discrimination)
- Avoid using profanity or abusive language
- Avoid using excessive force
- Not be under the influence of alcohol or drugs while on duty.

Block 4: Legal Powers & Limitations

Our legal system attempts to strike a balance between the rights of persons and private organizations to protect lives and property from outside interference and the rights of private citizens to be free from the power or intrusions of others. The attempt to balance competing and conflicting interests is nowhere more apparent than in the field of private security. In order to perform effectively, private security personnel must, in many instances, walk a tight-rope between permissible protective activities and unlawful interferences with the rights of

private citizens. The precise limits of the authority of private security personnel are not clearly spelled out in anyone set of legal materials.

Objectives:

Define RSMO **Execution of public duty.** 563.021

Define RSMO **Justification generally.** 563.026

Define RSMO **Use of force in defense of persons.** 563.031

Define RSMO **Use of physical force in defense of property.** 563.041

Define RSMO **Private person's use of force in making an arrest.** 563.051

Block 5: **Communications & Public Relations**

 Security Officers are often the first company employee people see when they enter a commercial establishment, thus making them the face of the company. Therefore, how security officers communicate and interact with the general public can hugely influence consumers' attitudes toward that particular company.

Objective:

- Importance of Human Relation
- Basic Human relation
- Active Listening
- Displaying Empathy

Block 6: Managing Aggressive Behavior

There is a fine line between Law Enforcement, Government or Corporate Management.
Part of the function of a Manager or Leader is to Maintain Order, the acronym C.O.P. is defined as, Conservator Of Peace, In most stressful situations it is natural to look to a Peace Officer or Manager for Leadership. As security officers it is our duty to keep calm in stressful situations. In this module we will discuss ways to maintain calm during chaos.

Objectives:

- Tactical Communication
- Defuse the situation
- Professional presentation and self-control
- Levels of Control
- L.E.A.P.S.
- Conflict
- Ethnic Differences
- Language Barriers
- Pace of speech

Block 7: Dealing with Emotionally Disturbed Person

In recent years, law enforcement officers and security officers have experienced an increase in the number of encounters with persons who have mental health issues. Because of limited access to mental health services, peace officers often witness individuals' behavior degenerate into criminal violations that require an arrest or detainment to be made.

Objective:

- Facts About Mental Illness and Violence
- The link between mental illness and violence
- Dispelling the Myth of Violence and Mental Illness
- Inaccurate beliefs about mental illness
- The link between mental illness and violence is promoted by the entertainment and news media.
- Crisis Intervention Team

Block 8: Hazardous Communications

Depending on the duty assignment security officer may encounter hazardous materials or be responsible to maintain perimeter control of a spill, leak, or intentional release of a harmful substance. This block is to educate students on the importance of placards and determine their meaning.

Objective:

- Product identifier

- Pictogram

- Signal word

- Hazard statement(s)

- Precautionary statement(s)

Block 9: Terrorism Threat Awareness & Response

The public health infrastructure must be prepared to prevent illness and injury that would result from biological and chemical terrorism, especially a covert terrorist attack. As with emerging infectious diseases, early detection and control of biological or chemical attacks depends on a strong and flexible public health system at the local, state, and federal levels. In addition, primary health-care providers throughout the United States must be vigilant because they will probably be the first to observe and report unusual illnesses or injuries.

Objective

- preparedness and prevention;
- detection and surveillance;
- diagnosis and characterization of biological and chemical agents;
- response; and
- communication.

Block 10: Professional Image & Teamwork

It may seem somewhat unfair to judge an individual by appearance and behavior rather than exclusively on performance; but in most business environments, judgments are made about people based on the professional image they display as a result of appearance and behavior. This occurs before the individual's level of competence or performance is determined. Judgments are made about people both internal and external to the organization as they interact with people. Consequently, the significance of professional image can be substantial in

the business world, and you should be aware of this as you develop your personal standards for appearance and behavior.

Objective:

- standards of appearance
- personal appearance
- Appropriate personal behavior.
- Effective communications
- Level of customer and client interaction
- Clothing care and maintenance
- Know how to avoid teamwork pitfalls
- Absence of Trust
- Overcoming Conflict
- Lack of Commitment
- Peer Accountability

Block 11: Report Writing

Security reports are referenced for several reasons and potentially by several people. Your supervisor might want a rundown of the events you encountered the night before, clients may want to know about incidents that affected their businesses, and law enforcement may need your report to help with an investigation. It's vital that your report is well-written so all the facts are covered and there is no confusion that renders it useless.

Objectives:

The basic rules of report writing sets the foundation for an effective report. Reports must be organized in a chronological manner and aim to answer the five W's and one H:

Who, was involved   Why, it happened

What, happened   How, it happened

When, date and time it happened

Where, the incident happened

Block 12: Suspicious Activity

Often proprietary and contract security personnel are tasked with watching for activities that may indicate criminal activity or even worse, terrorist activities. The fact that a terrorist organization will most likely conduct surveillance on a facility to evaluate its potential for targeting is commonly understood; but the training on the characteristics of those activities is not taught enough. In most companies' security comprises only a small segment of the overall

employee population. Yet it is the security personnel that are expected to detect suspicious activities alone.

Suspicious people may often be identified by their behavior. While no one behavioral activity is proof that someone is planning to act inappropriately (and many of the following behavioral indicators are perfectly consistent with innocent behavior), these factors can help you assess whether someone poses a threat

Objectives:

- How to identify suspicious behavior
- How to identify suspicious person
- How to identify suspicious packages or mail
- Reporting Procedures for Suspicious Persons and Activities
- Procedures for I.E.D.

Block 13: Fire Safety

Fires are usually unexpected and can be devastating. It is essential to have a fire safety plan in place. A comprehensive plan not only provides information regarding the procedures to follow in case of an emergency, but also informs your employees and occupants of your commitment to their safety.

Objective:

Elements of your plan should include, but not be limited to:

- The appointment and organization of designated supervisory staff by position, with related duties and responsibilities during an emergency.
- Instructions for building occupants and staff on fire prevention methods and what to do in case of fire.
- The method of training supervisory staff for fire emergencies.
- The method and frequency of conducting fire drills.
- The control of fire hazards throughout the building.
- Detailed maintenance procedures for fire protection systems and building facilities.
- The identification of alternate fire safety measures in the event of a temporary shutdown of fire protection equipment or systems so that occupant safety can be maximized.
- Floor plans that feature the type, location and operation of fire protection systems, access for firefighting and all exit facilities.
- Detailed instructions for supervisory staff on the use of any emergency equipment, such as the voice communication system, the fire alarm system, smoke control system or emergency power supply system.
- Established procedures for assisting the fire department in accessing the building and locating the fire. For large facilities, it is recommended that floor plans showing exit locations be posted on each floor.

Block 14: **Crowd Control/ Bomb Threats**

Crowd control is a public security practice where large crowds are managed to prevent the outbreak of crowd crushes, affray, fights involving drunk and disorderly people or riots. Crowd crushes in particular can cause many hundreds of fatalities. Crowd control can involve privately hired security officers as well as police officers. Crowd

control is often used at large, public gatherings like street fairs, music festivals, stadiums and public demonstrations

Objectives:

Officers trained in crowd control will be able to:

- Manage peaceful crowds effectively.
- Recognize the difference between an unlawful assembly and a constitutionally protected gathering of people.
- Apply defensible arrest tactics when facing active resistance or passive resistance and be prepared to recognize the difference.
- Demonstrate defensible subject control and wooden baton techniques.
- Make tactically sound arrests, which are prosecutable.
- Perform classic crowd control formations, cross bow movements, and operate as an effective field force under stress.
- Have some grenadiers available trained in the deployment of chemical munitions and impact munitions.
- Recognize the type of crowd they are facing.
- Identify dangerous behaviors in a crowd.
- Implement their role in the department's plan.
- Be a presence, not just present, when working a crowd.

Block 15: Defensive Tactics/Handcuffing

Assaults against on-duty security officer/law enforcement officers have steadily increased, and every officer is faced with the prospect of being seriously assaulted. Because of this ever-present threat, you need a valid, defensible system for controlling hostile subjects and, at the same time, protecting yourself against assault.

Objective:

- Weapon retention
- Fight from the ground
- Ideal stance and balance
- Wrist lock
- Certification in handcuffing

Block 16: Safe weapon handling

This course provides students with the basic knowledge and proficiency skills needed to safely handle and shoot a handgun (revolver or semiautomatic pistol). Along with extensive educational material on firearms safety and the mechanical operation of firearms

Objective:

- IDENTIFY THE PRINCIPLE PARTS OF THE HANDGUN AND TYPES OF AMMUNITION

- DEMONSTRATE THE ABILITY TO SAFELY HANDLE FIREARMS

- DEMONSTRATE THE ABLILITY TO SAFELY LOAD AND UNLOAD:

  - REVOLVER
  - SEMI AUTOMATIC
- 4.   CITE, EXPLAIN AND KNOW THE VALUE OF GUN SAFETY RULES

Block 17: Basic shooting principles

At the completion of this lesson, the student should be able to:

- Acquire a proper grip with a handgun.
- Obtain sight alignment with a handgun.
- Obtain sight picture with a handgun.
- Pull/squeeze the trigger until the handgun discharges (trigger control).
- Release pressure on the trigger until the trigger reengages (trigger reset).
- Follow through after the cartridge is fired.
- Assume an appropriate shooting position with the handgun from behind cover
- Identify shooting stances to use when shooting a handgun.
- Shoot a handgun while using a flashlight.
- Identify techniques for shooting a handgun while using a flashlight

Block 18: Use of force continuum

Most agencies have policies that guide their use of force. These policies describe a escalating series of actions an officer may take to resolve a situation. This continuum generally has many levels, and officers are instructed to respond with a level of force appropriate to the situation at hand, acknowledging that the officer may move from one part of the continuum to another in a matter of seconds.

Objectives:

- Officer Presence — No force is used. Considered the best way to resolve a situation.
- Verbalization — Force is not-physical.
- Empty-Hand Control — Officers use bodily force to gain control of a situation.
- Less-Lethal Methods
- Lethal Force

Block 19: Tactical Clearing

The urban warfare faced by our soldiers in Iraq and Afghanistan demonstrated the need for effectively searching a building with the fewest number of soldiers possible. The outcome of this need is a proven Close Quarters Battle (CQB) technique currently in use by many tactical units to more safely and effectively enter a room.
The principle is kept simple by design and is built upon five principles to be followed every time a room is entered.

Objective

Five Rules of Room Clearing
- through the door.
- clear your near corner
- run your wall
- collapse your sector
- communicate.

Block 20: Cover and Concealment

Stories abound throughout the law enforcement community of officers injured or killed while standing mere feet from an object that if used correctly, would have stopped incoming projectiles. Equal in number are those where tragedy occurs because cover was unnecessarily abandoned prior to the threat being neutralized or where officers mistook concealment for cover. It is not sufficient for trainers to instruct their students in how to use cover (proper techniques) without addressing what actually constitutes cover and when to use it**.**

Block 21: Warrior Mindset

We are arguably in the most violent times in peacetime history. The murder rate is being held down by medical technology, but the aggravated assault rate, the rate at which we are trying to kill or seriously injure each other, might be at the highest

levels in peacetime history. This is true in almost every major industrialized nation in the world, and yet violence still occurs at an incredible rate.

Since police officers, private security officers and soldiers move toward the violence, intentionally moving into this domain where other human beings will try to hurt or kill them, it is vital that they understand that realm and understand combat

Block 22: Range

HANDGUN QUALIFICATION AND REQUALIFICATION COURSE OF FIRE	
Entire Qualification/Requalification is completed with two B-34 targets or B-29 reduced targets	
Stage 1: Two-Handed High Point From Holster - 3 yd	**Stage 2: High Point From High-Ready - 3 yd**
2 rounds CENTER MASS in 4 seconds (SCAN & HOLSTER) 2 rounds CENTER MASS in 4 seconds (SCAN & HOLSTER) 2 rounds CENTER MASS in 4 seconds MANDATORY RELOAD (SCAN & HOLSTER)	• 3 rounds CENTER MASS in 3 seconds (Two-Handed) (SCAN & HOLSTER) • 3 rounds CENTER MASS in 3 seconds (Two Handed) MANDATORY RELOAD • 3 rounds on L/TGT using **strong hand ONLY** in 20 seconds • 3 rounds on R/TGT using **support hand ONLY** in 20 seconds
TOTAL: 6 ROUNDS	**TOTAL: 12 ROUNDS**

Stage 3: Two-Handed High Point From Holster - 7 yd	Stage 4: Two-Handed High Point From Holster - 7 yd
3 rounds center mass in 5 seconds (SCAN & HOLSTER) 3 rounds CENTER MASS in 5 seconds **TOTAL: 6 ROUNDS**	• 2 rounds **center mass,** in 7 seconds • 2 rounds center mass, in 7 seconds • 2 rounds **center mass,** in 7 seconds Fire on command between strings **TOTAL: 6 ROUNDS**

Stage 5: Two-Handed High Point From Holster - 15 yd	Stage 6: Two-Handed High Point From Holster - 15 yd
6 rounds CENTER MASS in 40 seconds MANDATORY RELOAD 6 rounds CENTER MASS in 40 seconds **TOTAL: 12 ROUNDS**	• 2 rounds on CENTER MASS in 10 seconds • 2 rounds on CENTER MASS in 10 seconds • 2 rounds on CENTER MASS in 10 seconds • Fire on command between strings **TOTAL: 6 ROUNDS**