



**Division of Criminal
Justice Services**

8 Hour Pre-Assignment Training Course for Security Guards

10/10/202

4

Lesson Objectives

Upon completion of this section, the student, without reference to notes, will be able to:

1. Describe the training requirements prior to obtaining a security guard registration card.
2. Describe the training requirements after obtaining a security guard registration card.
3. Describe the modules of instruction in the 8 Hour Pre-Assignment Training Course for Security Guards.

Overview

A. Security Guard Act of 1992

1. Security industry enforces the rules, regulations and procedures of employers and clients.
2. Screening, hiring and training of security guards is a matter of state concern.
3. Uniform standards created.

Overview

B. Security guards must complete:

1. 8 Hour Pre-Assignment Training Course before being registered (by Dept. of State).
2. 16 Hour On-The-Job Training Course within 90 days of obtaining the first job as a Security Guard.

Once a security guard has completed the above courses, they are not required to complete them again, even if they change employers.

Overview

B. Security guards must annually complete:

3. 8 Hour Annual In-Service Course every calendar year thereafter.

Overview

C. Holders of a *Special Armed Guard Registration Card* must complete the following courses:

1. 47 Hour Firearms Training Course for Armed Security Guards.
2. Eight Hour Annual Firearms Training Course for Armed Security Guards every calendar year thereafter.

Overview

D. Exemptions and Waivers

1. Certain categories of NYS law enforcement officers may be exempt from, or eligible for a waiver of, the training requirements of the Security Guard Act.

For specifics contact DCJS staff at (518) 457- 2667
or visit our website at:

<http://www.criminaljustice.ny.gov>

8 Hour Pre-Assignment Training Course for Security Guards

Unit 1 Introduction (1/4 hour) - Provides an overview of the Security Guard Act of 1992, Chapter 336, and explains the objectives of the course.

Unit 2 Role of a Security Guard (1 1/4 hours) - Provides an overview of the security industry and defines duties typically performed.

8 Hour Pre-Assignment Training Course for Security Guards

Unit 3 Legal Powers and Limitations (2 hours) - Defines the differences between security guards and law enforcement officials, and explains custody and arrest procedures.

Unit 4 Emergency Situations (1 hour) - Provides an overview of different types of emergencies and methods of response.

Unit 5 Communications and Public Relations (1 hour) - Explains the communication process and identifies how perceptions affect interactions.

Unit 6 Access Control (1/2 hour) - Identifies the elements of access control, identification and defines three types of access control.

8 Hour Pre-Assignment Training Course for Security Guards

Unit 7 Ethics and Conduct (1 hour) - Defines and explains the importance of the Code of Ethics for Security Guards.

Unit 8 Review and Examination (1 hour).

Summary

Upon completion of this section, the student, without reference to notes, will be able to:

1. Describe the training requirements prior to obtaining a security guard registration card.
2. Describe the training requirements after obtaining a security guard registration card.
3. Describe the modules of instruction in the 8 Hour Pre-Assignment Training Course for Security Guards.

Unit Two:

Role of the Security Guard

Lesson Objectives

Upon completion of this section, the student, without reference to notes, will be able to:

1. Identify the functions of a security guard and the responsibilities that accompany the position.
2. Define detect, deter, and report.
3. List and describe the duties performed by security guards.

Functions of a Security Guard

A. Public Relations.

1. Security Guards are the face of the organization they serve.
2. Conduct and appearance are essential to positive public image.
3. All contact should be courteous and professional.

Functions of a Security Guard

B. Character.

1. Honest.
2. Well disciplined.
3. Loyal to the organization they serve.
4. Must perform duties, no matter how routine.

Functions of a Security Guard

C. Attitude.

1. Courteous and considerate.
2. Firm, not belligerent.
3. Non-threatening.
4. Show a genuine interest in duties.

Functions of a Security Guard

D. Appearance.

1. Hard approach.
 - a. Police style uniform and paramilitary training.
2. Soft approach.
 - a. Civilian style clothes – shirt, tie, blazer.

Functions of a Security Guard

E. Knowledge of the Job.

1. Security guards are always learning.
2. A security guard should be familiar with:
 - a. Facilities.
 - b. Patrol routes.
 - c. People.
 - d. Employer policies and procedures / changes or Updates.
 - e. Local laws and rules.
 - f. Emergency procedures.

Primary Directives

- A. Detect** - proactive observation and perception, including patrols.
- B. Deter** - (prevent crimes from occurring) maintain high visibility, vary patrol routes / times.
- C. Report** - report and record (both written and verbal) all observations and contacts per employer policy.

Primary Directives

Detect

Deter

Report

Primary Directives

2. Proactive vs. Reactive.

Proactive - prevents a crime from occurring.

Reactive - motivated by an incident in progress.

Security Guard Duties

B. Security Guards Must Have Knowledge of the Facilities Being Protected, such as:

1. Policies and procedures of the employer/client, post assignments and the security guard operation.
2. Demographics and layout of the facilities and hours of operation.
3. Safety and fire regulations.

Security Guard Duties

- B. Security Guards Must Have Knowledge of the Facilities Being Protected, such as:
 - 4. Alarm and fire fighting procedures.
 - 5. Notification procedures for Police/Fire/EMS response.

Security Guard Duties

DIVISION OF CRIMINAL JUSTICE SERVICES

Security Guard Duties

C. General Tasks of Security Guards.

1. Escort service.
2. Alarm response.
3. Crime prevention.
4. Constant localized patrol.
 - a. Mobile.
 - b. Foot.
 - c. Bicycle.
 - d. Fixed.
 - e. Closed circuit television.

Security Guard Duties

C. General Tasks of Security Guards.

5. Crowd control.
6. Traffic control.
7. Customer/client service.
8. Basic investigations (information gathering).
9. Any others, as assigned.

Security Guard Duties

D. Site Specific Tasks of Security Guards.

1. Theft (by outsiders).
2. Substance abuse.
3. Employee theft.
4. White collar crime.

Security Guard Duties

E. Emergency situations.

1. Fires & Explosions.
2. Terrorism.
 - a. Weapons of mass destruction (WMD).
 - 1) Chemical dispersal.
 - 2) Biological dispersal.
 - 3) Radiological
 - 4) Nuclear.
 - 5) Explosives.

Security Guard Duties

E. Emergency situations.

3. Bomb threats.
4. Riots.
5. Civil disturbances.
6. Strike/picket actions.
7. Hazardous material incidents.
8. Natural disasters accidents.

Security Guard Duties

E. Emergency situations.

9. Medical emergencies.
10. Evacuations (where applicable).

Security Guard Duties

- F. Must be able to handle all situations.
- G. Must know legal limitations.
 - 1. Acting as security guards, not police or peace officers.
- H. Must know policies and procedures of organizations they serve.

Summary

Upon completion of this section, the student, without reference to notes, will be able to:

1. Identify the functions of a security guard and the responsibilities that accompany the position.
2. Define detect, deter, and report.
3. List and describe the duties performed by security guards.

Unit Three

Legal Powers and Limitations

Lesson Objectives

Upon completion of this section, the student, without reference to notes, will be able to:

1. Describe the origin of a security guard's arrest authority and the liability for their action or lack thereof.
2. List the factors supporting an arrest.
3. Define a felony and a misdemeanor.
4. Describe circumstances when arrest without a warrant is authorized by a security guard.

Lesson Objectives

Upon completion of this section, the student, without reference to notes, will be able to:

5. Describe proper procedures for taking persons into custody who have been detained by security guards.
6. List the circumstances when a security guard is authorized to use physical force.
7. List the circumstances when a security guard is authorized to use deadly physical force.
8. List procedures to follow upon arrest of a suspect.

Overview

- A. Security guards provide a safe and secure environment.
 - 1. May require guard to take legal action against those who have committed a crime.
 - 2. Security guard may be liable for action taken/not taken.
 - 3. Security guards are civilians and **do not** have the same authority as police or peace officers.
 - 4. New York State law and employer policy should dictate procedure for arrest and detention by security guards.

Origin of Security Guard Arrest Authority and Liability

- A. U.S. Federal, state and local laws - based on English Common Law, a traditional body of unwritten legal precedents.
 - 1. In America, these rights include protection from unlawful searches and seizures and self incrimination.
 - 2. These rights are the first ten amendments to the U.S. Constitution - referred to as the Bill of Rights.

Origin of Security Guard Arrest Authority and Liability

B. Authority from NYS law and Common Law.

1. A police officer, subject to certain limitations as to location, may arrest a person without a warrant for:
 - a. Any offense when he has reasonable cause to believe that such person has committed such offense in their presence; and
 - b. A crime when he has *reasonable cause* to believe that such person has committed such crime, whether in his presence or otherwise.

Origin of Security Guard Arrest Authority and Liability

B. Authority from NYS law and Common Law.

2. A security guard, like any other citizen, may arrest another person, subject to certain limitations, without a warrant (PL 143.30):
 - a. for a felony when the latter has *in fact committed* such felony and
 - b. for any offense when the latter has *in fact committed* offense in his presence.

Origin of Security Guard Arrest Authority and Liability

B. Authority from NYS law and Common Law.

3. A security guard must act within the guidelines imposed by their employer.
4. A security guard should seek direction from a supervisor when determining the classification of a crime or offense.
 - a. Proving that a crime took place is extremely difficult.
 - b. Liabilities may be imposed on the security guard for improper conduct.

Origin of Security Guard Arrest Authority and Liability

B. Authority from NYS law and Common Law.

4. (cont.)

- c. A security guard who exceeds their authority may be subject to a civil lawsuit and criminal prosecution.
 - 1) Civil lawsuits may seek money damages from both the company and the security guard.
 - a) “Respondent Superior”.
- d. A security guard who does not act properly could be subject to reprimand and/or loss of employment.
 - 1) A security guard may be accused of negligence by both the company and the person suing.

Origin of Security Guard Arrest Authority and Liability

B. Authority from NYS law and Common Law.

4. (cont.)

- e. Compensatory damages, which can be assigned, involve payment to a person for injuries sustained because the security guard acted or failed to act.
- f. Punitive damages are awarded for several reasons, including fraud, oppression, malice, or wanton conduct. Punitive damages are damages having the character of punishment or penalty.

Origin of Security Guard Arrest Authority and Liability

C. Possession of Firearms or Other Weapons.

1. Security Guards *may* carry firearms **only** with clear and direct permission of employer.
2. Armed Guards must possess valid:
 - a. NYS Pistol License (Penal Law 400.00).
 - b. NYS Armed Security Guard License.

Origin of Security Guard Arrest Authority and Liability

C. Possession of Firearms or Other Weapons.

2. Armed Guards must possess valid: (cont.)

c. Must have successfully completed:

- 1) 47 Hour Firearms Training Course for Security Guards (initial firearms training).
- 2) 8 Hour Annual In-Service Training Course for Armed Security Guards (annual firearms training).

Origin of Security Guard Arrest Authority and Liability

C. Possession of Firearms or Other Weapons.

3. Security Guards may use Aerosol Subject Restraint devices (Pepper Spray), designed for civilian use, for defensive purposes only.
4. Security Guards are *not* permitted to possess or use impact weapons - including, but not limited to: Metal Knuckles, chukka sticks, billy-clubs, blackjacks, bludgeons, police batons (PR-24s, straight, or expandable).

Factors Supporting an Arrest

A. Physical Evidence.

1. Chain of custody.

B. Confessions.

1. Written, signed, witnessed.

C. Fingerprints and photographs.

1. Readily discernable.

Factors Supporting an Arrest

- D. Identification of the defendant.
 - 1. Keep person making identification present.
- E. Personal observation by security guard.
- F. Information from police sources.

Factors Supporting an Arrest

G. Information from other than police sources.

1. Use caution.
2. Must demonstrate:
 - a. Reliability of person making identification.
 - b. Informant's basis for knowledge of the crime.

Definitions

- A. Offense** – (NYS Penal Law §10.00(1)) conduct for which a sentence to a term of imprisonment or a fine is provided by any law of this state, local law, or ordinance of a political subdivision of the state, or by any order, rule, or regulation of any government instrumentally authorized to adopt the same.
- B. Violation** – (NYS Penal Law §10.00(3)) offense, other than a traffic infraction, for which a sentence or term of imprisonment in excess of fifteen days cannot be imposed.

Definitions

- C. Misdemeanor** – (NYS Penal Law §10.00(4)) an offense other than a traffic infraction, for which term of imprisonment of in excess of fifteen days may be imposed, but for which a sentence to a term of in excess of one year cannot be imposed.
- D. Felony** – (NYS Penal Law §10.00(5)) offense, for which a sentence or term of imprisonment in excess of one year may be imposed.

Circumstances When Arrest without a Warrant is Authorized

- A. Arrest without a warrant; by any person; when and where authorized. (NYS Criminal Procedure Law §140.30).
 - 1. For a felony when the offender has:
 - a) *in fact committed* such felony, and
 - b) for any offense when the offender has *in fact committed* such offense in their presence.

Circumstances When Arrest without a Warrant is Authorized

A. Arrest without a warrant (cont.)

2. Felony arrests may be made anywhere in the state. Arrests, other than a felony, may only be made in the county where committed.

B. Standard of proof – *In fact committed*.

1. No hunch, guess or even *reasonable belief* may support an arrest. The legality of the arrest is based on whether the offense was actually committed by the person arrested.

A. Arrest without a warrant; by a person acting *other than as* a police officer or a peace officer; when and how. (NYS Criminal Procedure Law §140.35).

1. A person may arrest another person at any hour of any day or night.
2. Must inform the person whom he is arresting of the reason for such arrest unless he encounters physical resistance, flight or other factors rendering such procedure impractical.

Procedures for Taking Persons into Custody

A. Arrest without a warrant (cont.)

3. May use physical force pursuant to Penal Law Section 35.30.
 - a. Defend himself, or third party, from eminent use of deadly physical force.
 - b. Effect the arrest of a person who has committed murder, manslaughter in the first degree, robbery, forcible rape or forcible sodomy and who is in immediate flight of the crime scene.

Security Guards should make every effort to avoid using force.

Procedure to Follow-up an Arrest

- A. Arrest without a warrant; by person acting other than as a police officer or a peace officer; procedure after arrest. (NYS Criminal Procedure Law §140.40).
 - 1. Must without unnecessary delay, deliver or attempt to deliver the person arrested to the custody of a police officer.

Procedure to Follow-up an Arrest

B. Applicability of Miranda Warning.

1. Applies to “police custodial interrogation.” The Miranda decision is directed at law enforcement officers and does not apply to private citizens (security guards).

C. Security guards must make all required court appearances related to an arrest.

Summary

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2. List the factors supporting an arrest.
3. Define a felony and a misdemeanor.
4. Describe circumstances when arrest without a warrant is authorized by a security guard.

Summary

Upon completion of this section, the student, without reference to notes, will be able to:

5. Describe proper procedures for taking persons into custody who have been detained by security guards.
6. List the circumstances when a security guard is authorized to use physical force.
7. List the circumstances when a security guard is authorized to use deadly physical force.
8. List procedures to follow upon arrest of a suspect.

Unit Four

Emergency Situations

Lesson Objectives

Upon completion of this section, the student, without reference to notes, will be able to:

1. List the four general types of emergency situations that a security guard may encounter.
2. List the factors that govern a security officer's response when alerted to a specific emergency situation.

Overview

- A. A Security Guard's primary function is to protect life and property.
 - 1. Recognize the emergencies typically encountered.
 - 2. Assess the threat to life and property.

Potential Emergency Situations

A. Fire – prevention is key.

1. Four Classes of fire:

- a. **Class A** - Ordinary combustibles, rags, wood, paper, trash.
- b. **Class B** - Flammable liquids.
- c. **Class C** - Electrical.
- d. **Class D** - Combustible metals, alloys

Potential Emergency Situations

A. Fire.

2. Most extinguishers are rated for “A-B-C” fires. Security Guards must be familiar with firefighting equipment / alarms / procedures.
 - a. Check class before using.
3. Response to a fire (RACE).
 - a. Respond
 - b. Alarm
 - c. Contain
 - d. Extinguish

Potential Emergency Situations

A. Fire.

4. Using a fire extinguisher.
 - a. Pull the locking pin.
 - b. Aim the nozzle.
 - c. Squeeze the handle.
 - d. Sweep across the base of the fire.

Potential Emergency Situations

A. Fire.

5. While on patrol, the security guard should be attentive to factors which could contribute to the outbreak of fire. Following is a list of some areas to be watchful of while performing the patrol function:

- a. Dirt / rubbish build up, improperly stored rags - especially greasy rags.
- b. Smoking in unauthorized areas.
- c. Open flame heating devices.
- d. Improperly stored hazardous materials.

Potential Emergency Situations

A. Fire.

5. (cont.)

- e. Unmarked/unlit emergency exits.
- f. Unattended space heaters.
- g. Unattended coffee makers or other appliances left "on".
- h. Combustibles stored near heaters.
- i. Defective electrical equipment.
- j. If any potential hazard is noted while on patrol, it should be reported immediately and rectified if possible. The situation should not be left, if it is felt that a fire could result.

Potential Emergency Situations

A. Fire.

6. Be alert to:
 - a. Locations of fire extinguishers.
 - b. Status of extinguishers.
 - c. Location of alarm pull stations.
7. A security guard's safety is primary. Once the security guard is safe, then he must alert others to the situation.

Potential Emergency Situations

B. Explosions.

1. Accidental.
2. Intentional criminal act.
 - a. Terrorism.
 - b. Sabotage.
 - c. Protest.
 - d. Bomb Threats.

Potential Emergency Situations

B. Explosions.

3. Primary responsibility - safety and security of the security guard, then:
 - a. Injured parties.
 - b. Contain panic.
 - c. Safety (evacuation, etc.).
 - d. Security of premises.

Potential Emergency Situations

Explosions.

4. Bomb threats. All businesses receive them.

a. Most unfounded.

b. Know and follow employer procedure.

c. Steps to take during a bomb threat:

1) Listen to what the caller says.

2) Try to keep the caller on the phone.

3) Listen for background noises.

Potential Emergency Situations

B. Explosions

4. Bomb threats.

c. Steps to take during a bomb threat: (cont.)

- 4) Try to ascertain the type of bomb.
- 5) Try to ascertain the bomb's location.
- 6) Try to ascertain the detonation time.
- 7) Try to find out why it was placed.
- 8) Remain calm.
- 9) Notify management.

Potential Emergency Situations

B. Explosions.

4. Bomb Threats.

d. How bombs are introduced:

- 1) Mail, courier, parcel post.
- 2) Messenger.
- 3) Disgruntled employee.
- 4) Former employee.
- 5) Emotionally disturbed person.
- 6) Protest group(s).
- 7) Car/truck.

Potential Emergency Situations

B. Explosions.

4. Bomb Threats.

e. Standardized bomb threat checklist.

- 1) When is the bomb going to explode?
- 2) Where is the bomb?
- 3) What does it look like?
- 4) What kind of bomb is it?
- 5) What will cause it to explode?
- 6) Why?
- 7) Where did you place the bomb?

Potential Emergency Situations

- B. Explosions.
 - 4. Bomb Threats.
 - e. Standardized bomb threat checklist.
 - 8) Where are you calling from?
 - 9) What is your address?
 - 10) What is your name?
 - f. Bombs can also be placed outside the facility - in trash cans, dumpsters, mailboxes, vehicles, etc. Security guards need to be attuned to their surroundings and have the ability to recognize when something appears out of place or out of the ordinary.
 - e. Some organizations involve their security officers in bomb searches. All security guards should be aware of their role in the event of a bomb search and, at minimum, assist authorities whenever possible.

Potential Emergency Situations

C. Hazardous Material (HAZMAT) Incidents.

1. Understand the NFPA Placards.
2. Know what materials your organizations uses/stores.
3. Follow employer response plan.
4. Hazardous material incidents - Response.
 - a. Do not touch or smell the product.
 - b. If liquid, do not attempt to mop-up.
 - c. Make notifications by phone – no radios.

Potential Emergency Situations

C. HAZMAT.

4. Hazardous material incidents - Response.

d. Secure and isolate the area.

e. Wait for trained response personnel to clean up.

D. Natural Disasters.

1. Hurricane.
2. Flood.
3. Tornado
4. Blizzards.
5. High Winds.

Potential Emergency Situations

D. Natural Disasters.

6. Know your employers response plan.
7. During severe weather, security guards should be prepared to assist in evacuations if necessary, assist in emergency relocations, and detour people around any affected area if necessary.
8. Security guards must become familiar with the emergency plan in effect at the work site. They play a key role in ensuring a smooth implementation of the plan and assuring the safety of others and the security of the facility in the event of a natural disaster.

Potential Emergency Situation

E. Crimes in Progress.

1. Contact 911.
2. Respond with more than one guard if possible.
3. Listen to your dispatcher for updated information which could be helpful.
4. Call for additional resources if necessary (police, fire, medical).
5. Relay information to other responding personnel.

Potential Emergency Situation

E. Crimes in Progress

6. Remember laws relating to legal powers (use of force; detaining suspects; etc.).
7. Identify and segregate potential witnesses.
8. Establish and secure the crime scene.
9. Maintain control of the scene until authorities arrive.
10. If you receive a call reporting an incident, gather as much information from the caller as possible.

Security Response to Emergencies

- A. A security guard's response to emergencies is key to ensuring a smooth implementation and execution of the employer/client emergency preparedness plan. In most organizations, a formal (or sometimes informal) plan is in place.

Security Response to Emergencies

- B. The National Incident Management System (**NIMS**), which includes the Incident Command System (**ICS**), is both the Federal and State of New York standard for incident response management.
- C. The role of a security guard in an emergency situation varies, depending on the situation. There are, however, a number of actions to take which are consistent, regardless of the type of emergency.

Security Response to Emergencies

- D. Of primary concern in an emergency is the safety of the security officer.
- E. In any situation, the guard should follow a basic set of actions geared toward reducing, containing and controlling the situation:
 - 1. Know the employer/client emergency plan and expectations.
 - 2. Know your specific role.

Security Response to Emergencies

3. Keep the list of emergency contact numbers readily available and up-to-date.
4. Request assistance from other agencies or individuals as needed. Do not try to be a hero.
5. Make every effort to secure and isolate the affected area.
6. Ensure your own safety and then that of other employees, visitors and the neighboring public.
7. Evacuate and assist as necessary. Keep a safe perimeter around the affected area.

Security Response to Emergencies

8. Always remain calm and reassuring. However, remember that you are the "authority figure". Keep control of yourself as well as the scene.
9. Take mental and field notes as the situation evolves. Documentation is crucial.
10. Know your limitations - legal, physical, policy, etc.
11. Have a thorough knowledge of the facility including emergency exits, first aid stations, extinguisher locations, alarm pull stations, etc.

Security Response to Emergencies

12. As a final duty, critique your actions during the situation. Learn from the experience.
13. Remember; during a crisis people look to the security guard for guidance.

Security Response to Emergencies

- F. Contingency planning will minimize the loss resulting from the situation. If you have any questions regarding the employer's/ client's expectations of you in an emergency or your specific role, DO NOT hesitate to ask. If an emergency arises, there may not be time to clarify it.

Summary

Upon completion of this section, the student, without reference to notes, will be able to:

1. List the four general types of emergency situations that a security guard may encounter.
2. List the factors that govern a security officer's response when alerted to a specific emergency situation.

Unit Five

Communications and Public Relations

Lesson Objectives

Upon completion of this section, the student, without reference to notes, will be able to:

1. List the three components of the communications process.
2. List the three methods of communication.
3. List three obstacles of communication.
4. Describe the components necessary to be an effective communicator.

Overview

- A. The importance of communication in the security industry cannot be overstated.
- B. Public perception is reality.
- C. Communication can promote good public relations.

Identifying the Components of the Communication Process

- A. The three components of the communication process are:
1. **Sender** - the person delivering the message.
 2. **Receiver** - the person to whom the message is being delivered.
 3. **Feedback** - affirmation that the message was received.

Identifying the Components of the Communication Process

B. Five uses of communication in security:

1. **Public relations** - most common use.
2. **Compliance** - maintenance of order.
3. **Describing events** - key for reports.
4. **Emergencies** - protect people/property.
5. **Interviewing** - investigative tool.

Identifying the Components of the Communication Process

- C. Effective communication and public relations are essential skills for security guards.
 - 1. Cited as the most important skill for security guards.
 - 2. Verbal and non verbal communication skills.
 - 3. Especially important during emergency situations.
- D. The rapid, accurate exchange of information can be critical for successful response to an emergency in progress.

Three Methods of Communication

A. Verbal communication.

1. Oral communication / language.
2. Must be clear and accurate.
3. Free of bias/prejudice.

B. Non-verbal communication.

1. Appearance, gestures, eye contact.
2. Create lasting impression.

Three Methods of Communication

C. Written communication (most important).

1. Document activities and incidents.

2. Reports, notes, logs, etc.

3. Rules:

- a. Record every detail, accuracy, neatness, simplicity, objectivity, timeliness,

Three Methods of Communication

C. Written communication (most important).

b. Accurate.

c. Neat.

d. Timely.

e. Simple.

f. Objective.

g. A dull pencil is better than a sharp mind.

Obstacles to Effective Communication

A. The four primary elements for effective communication:

1. Language.
2. Message breakdown:
 - a. Poor word choice.
 - b. Unclear presentation.
 - c. Poor organization.
 - d. Unclear.

Obstacles to Effective Communication

3. Psychological barriers:

- a. Bias, panic, fear, unsafe environment, noise, emotion.

4. Failed reception due to:

- a. Mental illness.
- b. Marital issues.
- c. Finances.
- d. Health issues.
- e. Cultural differences.

Components of Effective Communication

A. Methods used to improve the communications process:

1. Feedback.
2. Third ear.
3. Rate of speech.
4. Face to face acknowledgment.
5. Sensitivity.
6. Reinforcement.

Components of Effective Communication

A. Methods used to improve the communications process:

- 7. Direct / Plain Language.
- 8. Repetition.
- 9. Confidence / command presence.

Summary

Upon completion of this section, the student, without reference to notes, will be able to:

1. List the three components of the communications process.
2. List the three methods of communication.
3. List four obstacles of communication.
4. Describe the components necessary to be an effective communicator.

Unit Six

Access Control

Lesson Objectives

Upon completion of this section, the student, without reference to notes, will be able to:

1. Identify the basic elements of access control and identification to include:
 - a. Visual Recognition.
 - b. Written Documentation.
 - c. Third Party Authorization.
 - d. Security Escort.
2. Define Threat Potential.

Lesson Objectives

Upon completion of this section, the student, without reference to notes, will be able to:

3. Identify definitions of the following terms:
 - a. Espionage.
 - b. Sabotage.
 - c. Terrorism.
4. Identify three types of access control.

Overview

1. The control of access is a primary concern to security guards.
2. Security guards must remain vigilant.
3. Security guards manage access.

Elements of Access Control and Identification

- A. Visual recognition.
- B. Written documentation (Identification cards/Documents).
 - 1. Visitor badges.
 - a. The badges should be secure and not vulnerable to theft or duplication.
 - 2. Vendor identification.
 - 3. Work orders.

Elements of Access Control and Identification

B. Written documentation (Identification cards/Documents).

4. Delivery employee photo badges.
5. Delivery manifests.
6. Request the person produce additional identification in his/her name.
7. If during business hours, contact a supervisor in the area for which the person is requesting access.

Elements of Access Control and Identification

B. Written documentation (Identification cards/Documents).

8. If after business hours, contact the designated area or facility official for clearance.

Elements of Access Control and Identification

C. Third-party authorization.

1. Issuance of a written order which is forwarded to security detailing the date and time of the visitor.
2. Security guard verifies the visitor's identification by contacting the employee whom the party wishes to visit and receives verbal clearance.
3. Security procedures require that an employee report to the security post and personally escort the visitor to the designated area. The employee at that point assumes responsibility for the visitor.

Elements of Access Control and Identification

D. Security escort.

E. Log-in procedures.

1. Accountability.
2. Awareness.
3. Compliance.
4. Denies access.
5. Encourages interaction.

Threat Potential

A. Analysis used to determine the level of access control which includes:

1. Demographics of location.
2. Type of industry.
3. Function of employer.
4. Physical security measures.
5. Evaluate access control methods.
6. Use combination of physical and access control measures.

Three Major Threats to Industry and Government

- A. Sabotage - destruction from within by employees or visitors.
- B. Espionage - spying.
- C. Terrorism - unlawful use of force in furtherance of political or social objectives.
 - 1. Domestic - protest groups.
 - 2. Foreign - political extremists.

Types of Access Control

A. Environmental.

- A. Landscaping.
- B. Lighting.

B. Physical Security.

- A. Systems.
- B. Building construction.

C. Personnel.

- A. Security guards.

Summary

Upon completion of this section, the student, without reference to notes, will be able to:

1. Identify the basic elements of access control and identification to include:
 - a. Visual Recognition.
 - b. Written Documentation.
 - c. Third Party Authorization.
 - d. Security Escort.
2. Define Threat Potential.

Summary

Upon completion of this section, the student, without reference to notes, will be able to:

3. Identify definitions of the following terms:
 - a. Espionage.
 - b. Sabotage.
 - c. Terrorism.
4. Identify three types of access control.

Unit Seven

Ethics and Conduct

Lesson Objectives

Upon completion of this section, the student, without reference to notes, will be able to:

1. List the benefits of a Code of Ethics for security guards.
2. Define Code of Ethics for security guards.
3. List five elements of the Code of Ethics for security guards as contained in this lesson.

Overview

- A. A security guard's conduct is reflective of the employer.
 - 1. Security guards must be above reproach.
- B. Integrity - a firm adherence to moral and artistic values.

Overview

C. Ethics - dealing with what is good and bad with moral duty and obligation.

1. Value one thing over another.
2. Good over bad.
3. Acting on principle.
4. Moral responsibility.
5. System of principles.

Code of Ethics

- A. Rules of conduct by which members of a particular profession regulate their behavior.
 - 1. Establishes a standard of acceptable behaviors.

Why a Code of Ethics for Security Guards

- A. They are employed to protect people and property.
- B. Operate from a position of authority.
- C. Action/inaction could cause serious harm.

Why a Code of Ethics for Security Guards

- D. They are held to higher standards.
- E. They represent their employer
- F. The public relies on them to respond.

Benefits of a Code of Ethics for Security Guards

- A. Foster a sense of professionalism and increase effectiveness.
- B. Promote professionalism.
- C. Enhance perception.

Benefits of a Code of Ethics for Security Guards

- D. Encourage professional, responsible and honorable conduct.
- E. Attracting a better caliber of applicants.
- F. Greater protection of public rights.

Unethical Practices

A. Examples of unethical behavior include:

1. Excessive force.
2. False arrest and detention.
3. Illegal search and seizure.
4. Impersonation of a police or peace officer.

Unethical Practices

A. Examples of unethical behavior (continued)

5. Dishonesty.
6. Failure to report a crime or violation.
7. Accepting bribes or unauthorized gratuities.
8. Falsifying reports.
9. Favoritism.

Code of Ethics for Security Guards

A. The following Code of Ethics embodies those principles and standards of conduct which typify the functions and duties of a security guard; it is derived from the Code of Ethics for:

1. American Society for Industrial Security.
2. International Association of Chiefs of Police.
3. Private security management and security employees (Private Security Advisory Council).

Code of Ethics for Security Guards

"In my capacity as a security guard hired to prevent, report, and deter crime. I pledge:

1. To protect life and property; prevent and reduce crime committed against my employer/client's business, or other organizations and institutions to which I am assigned; abide by the Constitution of the United States.
2. To carry out my duties with honesty and integrity and to maintain the highest moral principles.
3. To faithfully, diligently and dependably discharge my duties, and to uphold the laws, policies and procedures that protect the rights of others.

Code of Ethics for Security Guards

4. To discharge my duties truthfully, accurately and prudently without interference of personal feelings, prejudices, animosities or friendships to influence my judgments.
5. To report any violation of law, or rule or regulation immediately to my supervisors.
6. To respect and protect information considered confidential and privileged by my employer or client, except where their interests are contrary to the law or this Code of Ethics.
7. To cooperate with all recognized and responsible law enforcement agencies within my jurisdiction.

Code of Ethics for Security Guards

8. To accept no compensation, commission, gratuity, or other advantage without the knowledge and consent of my employer.
9. To conduct myself professionally at all times, and to perform my duties in a manner that reflects credit upon myself, my employer and the security profession.
10. To continually improve my performance by seeking training and educational opportunities that better prepare me to carry out my security duties."

Bottom-line:
Never knowingly do harm.

Summary

Upon completion of this section, the student, without reference to notes, will be able to:

1. List the benefits of a Code of Ethics for security guards.
2. Define Code of Ethics for security guards.
3. List five elements of the Code of Ethics for security guards as contained in this lesson.

Unit Eight

Review and Examination

Agenda

The instructor and student shall:

1. Review the training objectives in the first 7 Modules.
2. The student must successfully complete the Eight Hour Pre-Assignment Training Course Exam in written form with a minimum score of 70 percent to satisfactorily complete this mandated training.

Contact Information

School Director

- Course materials.
- Rules and regulations.
- Certificates.
- Tuition.

NYS Department of State, Division of Licensing Services

- Security guard licenses.
- License fees.
- License renewals.

(518) 474-4429 – outside NYC

(212) 417-5747 – NYC

<https://dos.ny.gov/security-guard>

Email: security@dos.ny.gov