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**EIGHT HOUR PRE-ASSIGNMENT TRAINING COURSE FOR**

**SECURITY GUARD**

**STUDENT LESSON PLAN**

**PRESENTED BY**

*LASI SECURITY GUARD TRAINING SCHOOL*

**822 Utica Avenue Brooklyn, NY 11203**

**Tel. No. (718) 498 - 8660**

**Fax. No. (718) 498 - 8680**

Email address: [info@lasisecurity.com](mailto:info@lasisecurity.com)

Website: [www.lasisecurity.com](http://www.lasisecurity.com)

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Frantz F. Pierre  
***School Director***

Frantz F. Pierre  
***Instructor***

# EIGHT-HOUR PRE-ASSIGNMENT TRAINING COURSE FOR SECURITY GUARD

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- **INTRODUCTION**

Over view of the security guard act of 1992, chapter 336, and its objectives

- Private enterprise and Government increasingly rely upon security services as a supplement to traditional law enforcement to protect people and property.
- To provide a general and special work force to enforce the rules, regulations and procedures of employers or clients.
- The legislature declares that; uniform standard, proper screening, hiring, training, enforcement and liability insurance coverage must be regulated by the state in order to license all involved in the security industry.

## **ROLE OF A SECURITY GUARD 2**

1. To provide your client/employer with professional protective services.
2. To be dedicated to the principal of maintaining order and security within the area of control.

The medium used to reach these objectives are:

- A- to have good public relations
- B- to have good character
- C- to have good attitude
- D- to have good appearance
- E- to have good knowledge of the job

1A- A security guard's primary directive is:

- A- To detect
- B- Deter
- C- Report

1B- A security guard should know his/her duties and the tasks that might be required of him/her to perform.

- General tasks of security guards are; escort service, alarm response, crime prevention, constant localized patrol, traffic control, basic investigations (info. gathering), theft, substance abuse, employee theft, etc.
- Example of emergency situations are; fire, explosions, bomb threats, riots, civil disturbances, hazardous material accidents, natural disasters, medical emergencies, evacuation \*(where possible).
- **SOME EMERGENCY SITUATIONS YOU MAY ENCOUNTER AS A SECURITY GUARD ARE.4**

1- Fire

- 1a- Class a fire
- 1b- Class b fire
- 1c- Class c fire
- 1d- Class d fire

2- Explosions

- 2a- Accidents. Transformer, gas lines, chemical spill/ mix, etc.
- 2b- Intentional. Terrorism, social, political, domestic, personal, etc.
- 2e- Sabotage. Employee, former employee, vandals, etc.
- 2f- Bomb Random, planned, protest, etc.

3- Bomb threat

4- Hazardous Materials Incidents.

5- Natural Disasters

6- Crime in progress

## **SECURITY RESPONSE TO EMERGENCY. 4A**

- 1- Know the employer/ client emergency plan and Their expectations of you.
- 2- Know your specific roll in an emergency.
- 3- Keep the list of emergency contact numbers readily available. Be sure it is up to date.

- 4- Do not hesitate to request assistance from other agencies/ individuals as needed. Don't 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. Be sure to keep a safe perimeter around the affected area.
- 8- Always remain calm and reassuring. However, remember that you are the authority figure. Keep control of your self as well as the scene.
- 9- Take mental notes and field notes as the situation evolves.  
Documentation of the events is crucial.
- 10- **Know your limitations- legal, physical, policy, etc. Work within them.**
- 11- Have a thorough knowledge of the facility including emergency exits, first aid stations, extinguisher locations, alarm pull stations, etc.

- **EXERCISE “ THE NEXT TOW THINGS” 4B**
- **REVIEW**

## **THE ORIGIN OF SECURITY GUARD'S ARREST AUTHORITY, LIMITATIONS AND RESPONSIBILITIES 3-A**

Security guards are given the authority by New York State law as well as by common law or Bill of Rights. (NYS CRIMINAL PROCEDURE LAWS).

### **LIMITATIONS**

A security guard like any other citizen may arrest another person, subject to certain limitations, without a warrant.

- 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 such offense in his presence.

### **RESPONSIBILITIES**

- a) A security guard who exceeds his/her authorities could be subject to a civil law suit and criminal prosecution.

- b) A security guard who does not act properly could be subject to reprimand and/or loss of employment.

## **FACTORS SUPPORTING AN ARREST 3B**

1. Factors Supporting Arrests are: Physical Evidence, Confession, Fingerprints and Photographs, Identification of the Defendant, Personal observations by the security guard, information from police sources, information received from other than police officers, (be very careful. Security guard must show reliability of person making identification, person basis for knowledge).

- **DEFINITION OF FELONY, MISDEMEANOR, VIOLATION AND OFFENSE. (ARTICLE 10 OF NYS PENAL LAW). 3C**

Felony means an offense for which a sentence to a term of imprisonment in excess of one year may be imposed.

Misdemeanor means an offense, other than a traffic infraction, for which a sentence to a term of imprisonment in excess of fifteen days may be imposed, but for which a sentence to a term of imprisonment in excess of one year can not be imposed.

Violation means an offense, other than a traffic infraction for which a sentence to a term of imprisonment in excess of fifteen days cannot be imposed.

Offense means, conduct for which a sentence to a term of imprisonment or a fine is provided by any law of this state. Local law ordinance of a political subdivision of this state or by any order, rule or regulation of any governmental instrumentality authorized by law to adopt the same.

- **CIRCUMSTANCES WHEN ARREST WITH OUT A WARRANT IS AUTHORIZED BY A SECURITY GUARD. 3D**

1. Any person may arrest another anywhere in the state for a felony, when the latter as in fact committed such a felony.

2. Any person may arrest another for an offense only in the county in which such offense was committed when the latter as in fact committed such offense in his presence.

- **PROCEDURES FOR TAKING PERSONS INTO CUSTODY. 3E**

- 1- Any person may arrest another person for any offense at any hour of the day. The person making the arrest must inform the person he is arresting of the reason for such arrest unless he encounters physical resistance, flight or other factors rendering such procedure impractical. You may use such physical force as is justifiable in order to effect such arrest. (No deadly Physical force).
- 2- A person May use deadly physical force on another, when he reasonably believes such to be necessary to defend himself or a third party from what he reasonably believes to be the use or imminent 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 therefrom*

- **PROCEDURE TO FOLLOW UPON ARREST OF A SUSPECT.3F**

Upon the arresting of an individual, without any unnecessary delay, you must deliver or attempt to deliver the person arrested to the custody of an appropriate police officer.

- **REVIEW 4C**

- **COMMUNICATION AND PUBLIC RELATIONS. 5**

- 1- The three components of the communication process.
  - a- Sender- the person delivering the message.
  - b- Receiver- The person to whom the message is being delivered
  - c- Feedback- Affirmation that the message was received by the person intended and that he/she understood the message.
- 2- Five use of communication in security.
  - a- Public Relations- must common use.
  - b- Compliance- maintenance of order.

c- Describing Events- key for reports

d- Interview- investigation tool

3-Communication is important to combat, prejudice, tact, legal testimony, documentation, communications with outside agencies and emergency communications.

- **THERE ARE THREE METHOD OF COMMUNICATION. 5A**

- 1- Verbal Communication- message are sent and received by Speaking and hearing. Oral communication is commonly use for, public relations, compliance, radio communications, some reports and emergency communications. Common problems are prejudice, intimidation, hearing impairment, insensitivity, poor listening skills and lack of specific knowledge/ information. Skills to practice that may improve the oral communication are, tact, job knowledge, positive thinking attitude.
- 2- None verbal communication- such as appearance, posture, demeanor, eye contact, distance, gestures or contact, confidence and attitude can enhance the verbal component of the communication process.
- 3- Written communication- is among the most important of a security guard's responsibilities. Different types of written communication are; activity logs, daily report, incident report, accident report/forms, memos and electronic E-mail. Some of the rules for written communication are.
  - a- Record everything- date, time, location, who, what, when, where, why, how, loss injury, assisting agencies, etc.
  - b- Be accurate- details count
  - c- Be neat- if it can not be read by others, why bother writing it?
  - d- Do it now- write it down as soon as possible.
  - e- Keep it simple- write short, concise, plain English sentences.
  - f- Be objective- write descriptively, no opinions, record facts not your assumptions.

- **OBSTACLE TO EFFECTIVE COMMUNICATION 5B**

- 1- Message breakdown- poorly chosen words, phrases, or jargon, lack of coherence or



awkward presentation, poor organization of ideas, failure to clarify ambiguities.

2- Psychological barriers- bias or prejudices, panic or fear threat to personal safety, noise, extreme emotion.

3- Fail reception- could be unwilling to receive the message for language, personal, cultural or other reason.

- **COMPONENT OF EFFECTIVE COMMUNICATION 5C**

- a- **Feedback – a process to correct an inaccuracy in communication**

- b- **Using a third hear- listen to the message, not just the words in the communication.**

- c- **Adjust the rate of speech- a listener can only absorb a certain amount of information at one time.**

- d- **Face to face communications- acknowledge the individual (s) involved in the communication process by using eye contact etc.**

- **5D REVIEW**

- **ACCESS CONTROL 6**

The control of access to and within a facility is of primary concern in the prevention of crime and in the control of loss due to theft and injury. There are a number of means to achieve access control at a basic level as well as at a higher level through both physical and procedural means. How can access control be used to the benefit of the company in the reduction of loss?

Visual recognition also refers to as personal knowledge, is widely used but is generally considered to be the least reliable means of identification.

Written documentation- there are a number of written documents, which can be, used by the security guard in an effort to control and monitor access to and within the facility such as: Employee photo badges, visitor badges, vendor identification, work orders, delivery manifests, etc. If the security guard has any questions about the document presented to him/her, they should not grant access to the individual until all doubts are cleared.

- **TYPES OF ACCESS CONTROL 6A**

There are at least three type of assess control:

- 1- Environmental- refers to barriers created to control the flow of pedestrian and vehicular traffic through the use of building, construction, strategically placed landscaping and lighting. (Man made barriers or natural barriers).
- 2- Physical security- involves systems and tangible means of controlling access. These include **such** things as electronic card readers, tamper-resistant locks, security doors, fences, etc.
- 3- Personnel- security guards posted at entry points and at vulnerable areas with standing post orders.

- **REVIEW 6**

- **ETHICS & CONDUCT 7**

- **GENERAL REVIEW & EXAM 8**

- 1- Identify procedures to follow upon arrest of a suspect.

- ***EMERGENCY SITUATIONS***

1. Recognize all types of emergency situations that a security guard may encounter while on duty.
  - a) Fire.
  - b) Explosions.
  - c) Bomb Threats.
  - d) Hazardous Materials Incident.
  - e) Natural Disasters.
  - f) Crime in Progress.
2. Security Officers Response when alerted to a specific emergency situation.
  - a) Know the employer/client emergency plan and their expectations of you.
  - b) Know your specific role in an emergency.
  - c) Keep the list of emergency contact numbers readily available. Be sure it is up-to-date.

- d) Do not hesitate to request assistance from other agencies/ individuals as needed. Do not try to be a hero.
- e) Make every effort to secure and isolate the affected area.
- f) Ensure your own safety and than of the employees, visitors and the neighboring public.
- g) Evacuate and assist as necessary. Be sure to keep a safe perimeter around the affected area.
- h) Always remain calm and reassuring. However, remember that you are the “authority figure”. Keep control of your self as well as the scene.
- i) Take mental and field notes of as the situation evolves. Documentation of the events is crucial.
- j) Know your limitation – legal, physical, policy, etc. work within them.
- k) Have a thorough knowledge of the facility including emergency exits, first aid situations, extinguisher locations, alarm pull stations, etc.

- ***COMMUNICATIONS AND PUBLIC RELATIONS***

The three component of communications:

Sender, receiver and feed back

Five use of communication in security:

Public relation, compliance, describing events, emergencies, interviewing

The importance of effective communication and public relation is apparent to:

Combating prejudices, tact, legal testimony, documentation,

communications with outside agencies, and emergency communications

1a) **THREE METHODS OF COMMUNICATION**

Verbal Communication, nonverbal communication and written communication

2a) **OBSTACLES TO EFFECTIVE COMMUNICATIONS**

: Message breakdown, psychological Barriers, failed Reception.

3a) **COMPONENTS FOR EFFECTIVE COMMUNICATION:**

Feedback, using a third hear, adjust the rate of speech, face-to-face communications, sensitive to the receiver, reinforce words with actions, use direct simple language, use reception, command presence.

- ***ACCESS CONTROL***

- 1) Identified the basic elements of access control
  - a) Visual recognition
  - b) Written documentation
  - c) Third party authorization
  - d) Escort.
- 2) Threat Potential
  - a) Demographics of area
  - b) Type of industry
  - c) Occupants function
  - d) Level of security in place
- 3) Three major threats to Industry and Government
  - a) Sabotage
  - b) Espionage
  - c) Terrorism
- 4) Type of access control
  - a) Environmental
  - b) Physical security
  - c) Personnel

- ***ETHICS AND CONDUCT***

- 1) Define code of ethics for security guards.
- 2) Recognize the benefits of a code of ethics for security guard.
- 3) Identified five element of the code of ethics for security guard

- ***REVIEW FOR TEST***

- ***TEST***