



**S.C. LAW ENFORCEMENT DIVISION (SLED)
PRIVATE SECURITY TRAINING PROGRAM**

Primary Basic Training



PRIMARY BASIC TRAINING

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PROGRAM INTRODUCTION

FOR LICENSEES AND TRAINING OFFICERS

(Presented by SLED)

In accordance with S.C. Code Ann. § 40-18-30, SLED has the duty and authority to:

- Determine qualifications of applicants for licenses and registration;
- Approve the curriculum for training of security officers by licensees;
- Establish and enforce standards for safety and conduct of registrants;
- Ensure that security officers have the knowledge and skills to perform their duties; and
- Investigate violations of this chapter and SLED regulations.

The nature and levels of threats and violence escalating across the nation at industrial sites, theaters, malls, schools, churches, and other venues where private security personnel are commonly stationed requires private security training be assessed and updated.

To satisfy SLED's statutory duties and to answer the expanding nature of threats to private property and public safety, SLED developed this project called *SafeguardSC* in order to influence and ensure the quality of security services in South Carolina through better training that is uniformly taught to all security personnel in South Carolina. Development of this program was conducted in collaboration with the SLED Security Advisory Committee, which is comprised of security company licensees, managers, training officers, representatives of the SLED Security Training School, and other industry professionals. Considerable effort was made to prevent any unnecessary increase in training costs while remaining focused on improvement of industry professionalism and readiness.

SafeguardSC will replace the training currently being utilized for company training officers and security officers through more focused training delivered in a new format with updated topics and delivered in minimal classroom time. It will equip each officer with the knowledge of how to more effectively perform security duties in order to better respond to threats and conditions at venues where private security officers stand in the shoes of law enforcement officers.

This program was designed to improve the competence, professionalism, performance, and public perception of private security; and to provide for consistent training and standards statewide.

SafeguardSC includes two levels of training: **Primary Basic** and **Primary Plus**. Additionally, firearms training has been updated for instructors and security officer trainees that will meet South Carolina Criminal Justice Academy (SCCJA) and SLED standards.

The **Primary Basic** curriculum provides information every security officer needs to effectively conduct security services for clients and the public.

The *SafeguardSC* program consists of the SLED *approved training materials* and includes lesson plans furnished by SLED to the technical education colleges (TEC) to certify security training officers (STOs) and security firearms training officers (SFTOs). The *approved training materials* are to be used by STOs and SFTOs for training all security officers throughout the state. STOs and SFTOs may add material to the training that does not conflict with the *approved*

training materials. Any other changes to the **approved training materials** must be approved by SLED, in writing.

Primary Basic training and additional skills training (**Primary Plus**) must consist of a minimum of four hours classroom presentation time¹ and an additional minimum of two additional hours for company orientation, company policies and procedures, and assignment-specific² issues to include testing on each topic using the **approved training materials**.

Annual firearms recertification and qualification will be required for all SFTOs and armed security officers.

TRAINING COSTS

SLED is aware of the fiscal impact of training on security businesses. As such, training costs associated with this program will be held to a minimum by using focused training presentations which exclude material unnecessary to learning topics and skills.

SafeguardSC becomes effective on October 1, 2016 and is to replace all training being delivered prior to that date. **Security companies approved to utilize alternate training programs prior to October 1, 2016 must resubmit requests to use any training other than the approved training materials.** Such requests for approval must be submitted to SLED, in writing, and no alternate training may be utilized until SLED responds in writing.

SLED and the Security Advisory Committee will work together to determine whether any annual update training for security officers will be required. Such annual update training would include applicable legal and case law updates, SLED policy updates, training updates, and other information pertinent to the private security industry and its personnel. SLED intends to disseminate training and informational updates through *SLED Training Bulletins*, which will be distributed to all licensed security companies for discussion by training officers with all security officers.

TRAINING V. EDUCATION

It is important to recognize that this program consists of *training*, not *education*.

While an understanding of extensive background and related information concerning a skill might be interesting and educational, it does not necessarily teach a trainee how to react to a situation or perform a task.

For example, knowing that the fingerprint classification system in use since the beginning of the 20th century was developed by Sir Edward Henry does not contribute to teaching a trainee how to fingerprint an applicant.

¹ S.C. Code Ann. Regs. 73-420(2)

² S.C. Code Ann. Regs. 73-420(3)(b)

This program will focus sharply on those pieces of information the trainee needs to know to perform a task with confidence and competence and to react to situations in a professional manner.

NEWLY HIRED SECURITY OFFICERS

Basic training for newly hired security officers must consist of the *approved training materials* that make up the **Primary Basic** course furnished by SLED and any **Primary Plus** courses applicable to the new officer's post and assignment. This training must occur before the new officer is assigned to a security post.

Training officers must furnish copies of the *Proof of Training Record* (Primary Basic and Primary Plus(s)) to all trainees.

The lesson plans and performance objectives must be retained by the security company and made available to each security officer upon request. Retention of the training documentation is required by SLED and is a significant requirement of the job. Failure of a security company to be able to produce an officers training documentation to SLED upon request could constitute a violation of state law and/or regulation.

Trainees must be informed of these requirements and each officer has the responsibility to review the lesson plans and performance objectives periodically to ensure understanding of all of the material.

Training officers must also ensure training documentation for each trainee is kept at the employing company and is available for inspection by SLED.

Copies of written tests **must not** be supplied to trainees in advance of training and completed tests **must not** be supplied to the trainee or any other person. Tests must be treated as confidential material and thus furnished by the company training officer only to the company licensee and/or manager.

CURRENT EMPLOYEES

Security officers hired prior to the effective date of this program must successfully complete the **Primary Basic** and applicable **Primary Plus** courses at periodic training sessions during the first year of the program. This training will be delivered by company training officers according to a schedule developed by the employing company. **Companies are strongly encouraged to document the training delivery plan for current security officers and make it available to SLED upon request.**

- All such training must use the *approved training materials*.
- All information in the lesson plans and performance objectives developed by SLED must be presented completely and as written.

All tests must be comprised of questions taken directly from the listed performance objectives.

Companies where training consists of more than the minimum hours will merely need to introduce the SLED lesson plans and performance objectives into their programs, and teach such

- additional non-conflicting content as they wish. All training delivered to security officers is subject to review by SLED.

Any additional information presented by security companies may not contradict the information provided by SLED, but may be complementary and more in depth.

Licenses and company training officers are encouraged to submit questions to SLED seeking approval of methods of training delivery. SLED has the authority by law to approve alternative training that meets SLED standards.

Input from knowledgeable persons concerning private security training is welcomed by SLED.

The skill topics in **Primary Plus** training will be chosen by each company's training officer according to each trainee's assignment(s): issued equipment, site-specific activities, and specific skills necessary for competent performance of assigned duties at a given site.

Security officers are prohibited from possessing or using any equipment for which they have not received **approved** training.

Security officers are prohibited from using force against another person unless **Primary Plus** training in Legal Topics, Use of Force, Detention and Arrest, Firearms, Handcuffing, or any other applicable courses has been delivered and documented. Security officers must have also successfully passed any required testing on **Primary Plus** topics.

IN-SERVICE TRAINING – SECURITY TRAINING OFFICERS

All security training officers (STOs) and security firearms training officers (SFTOs) must attend a one-day annual in-service training session at a Technical Education College (TEC) – also referred to as a SLED Security Training School.

Such in-service training must include an annual legal update, any updates to the **approved training materials**, skills training updates, and annual firearms requalification (if applicable).

In-Service training topics will be developed through a collaborative effort by SLED, the TEC instructor trainers, and the SLED Security Advisory Committee. Relevant training topics from other sources, including the S.C. Criminal Justice Academy (SCCJA) and the American Society of Industrial Security (ASIS), will be incorporated along with reports of incidents involving private security officers nationwide.

IN-SERVICE TRAINING – ARMED SECURITY OFFICERS

All security officers with armed registrations must attend firearms in-service and requalification within one year of the effective date of this program, and at least once per year thereafter during their registration period.

In-Service training for all armed security officers must include:

- Updates of firearms laws;
- Case law relating to use of force and deadly force;
- Case law relating to arrest;

- Reports of incidents nationwide involving private security officers; and
- Firing of a qualifying score on the range.

STOs and SFTOs are responsible for conducting the required training and requalification; and ensuring training documents that all security officers achieve the required 80% score on all tests and firearms requalification.

Training locations may be arranged by the company licensee or STOs/SFTOs.

Cooperative arrangements by security companies to conduct joint training and firearms qualification/requalification activities for security officers and training officers are acceptable for this program.

IN-SERVICE TRAINING – UNARMED SECURITY OFFICERS

All security officers must successfully complete periodic training mandated by SLED and conducted by STOs. STOs will be required to attend training updates annually at a TEC as described above.

The purpose of this requirement is to expose all security officers to any updates or new material added to the *approved training materials*.

TESTING

For each training topic taught (**Primary Basic and Primary Plus**), each trainee must successfully complete a written test that demonstrates the trainees' understanding of the performance objectives identified in the *approved training materials*.

The tests will be supplied to STOs by the security school instructors at a TEC.

The tests will be administered statewide to all trainees and must adequately assess the trainees' understanding of the performance objectives for each course. Tests are required to be substantially the same.

Currently certified STOs/SFTOs will be provided these tests upon the effective date of this program.

STOs/SFTOs who attend the Security Training School at a TEC after program deployment will receive the written tests during their training.

Strict confidentiality regarding the contents of such tests begins upon receipt.

Revealing test information to any other person will be constitute a license violation and could result in prosecution by SLED.

For each trainee, STOs/SFTOs will build and maintain a master training file containing copies of lesson plans and performance objectives used, each of the trainee's completed tests, and a signed affidavit on a form furnished by SLED accurately attesting to the performance of the trainee on the required tests and declaring the requirements of test confidentiality were met.

Training files must be kept in a secure location, accessible only to the training officer or company licensee or designee.

Each course test will consist of questions and answers taken directly from the performance objectives for that course.

All security officers must score a minimum of 80% on all tests to become eligible for registration.

Security officers failing to achieve an 80% score on any test will be re-trained and retested. If 80% is not achieved on the retest, the security officer will not be eligible for registration by SLED and may not be assigned to a security post.

Anyone who submits false information to SLED concerning training is subject to suspension or revocation of their company license, suspension or revocation of security officer registrations and certifications, monetary penalties, and, in cases of knowledgeable, willful and serious violations, subject to criminal prosecution.

Security company or client policies that conflict with the information and procedures described in this program, or any alleged violations of the procedures set forth herein by security companies should be directed immediately to SLED Regulatory Services so the matter can be reviewed.



SECURITY OFFICER TRAINEE PROGRAM ORIENTATION

(Presented by Security Training Officer)

This session will acquaint you with our basic training program:

- What you can expect
- What we expect of you
- How our training will work
- Our schedule

As a registered private security officer you are under a duty to protect life and the property and assets of your client.

Private security officers are stationed at venues of various types that are increasingly being targeted with threats and violence. You will be required to absorb this training and perform at a high level to provide a safe environment for your client's personnel and property, and also for yourself and the public. To do so, you must act with professionalism at all times and utilize the practices taught during effective training.

Our training program presents the information and skills training you will need to fulfill your duties with professionalism, knowledge, competence, confidence and skill.

SLED and our company expect you to meet high standards of professionalism.

The new training program and method was developed in a collaborative effort with Technical Education College (TEC) Security Training School instructors and security company licensees, managers, and training officers.

Each class will be preceded by presentation of performance objectives for the specific lesson and followed by a written test based on the performance objectives.

You must pass (each) test with a score of 80% or higher.

If you don't pass, we will provide re-training, to consist of a review of the material and discussion.

You will then be re-tested. **If you then fail to achieve a passing score on the re-test, you will not be eligible for registration by SLED and you will not be assigned to a security post.**

Our goal is to help you succeed and become a valuable employee of our company and equip you with the knowledge and skills you will need to provide effective security service.

Here are the topics we will be studying:

Primary Basic Training Curriculum

1. Post Orders for Security Officers
2. Security Officer Registration
3. Security Officer Ethics
4. Security Officer Professionalism
5. Situational Awareness
6. Observation
7. Law Enforcement Relations
8. Note Taking / Reports
9. Discovered Criminal Activity
10. Crime Scene Preservation
11. Workplace Violence and Emergency Response
12. Violent Event Threats
13. Training Documentation



POST ORDERS FOR SECURITY OFFICERS (Presented by Security Training Officer)

The most directly relevant training you will receive will be delivered by way of the post orders you will receive at your place of assignment.

Those orders will contain essential and specific information about your assigned post: what you are to do, how to do it, the people you should interact with, emergency information and more.

Because all posts are different, there will be no formal classroom training on this subject. However, it is required that I (training officer) visit your assigned site and review your post orders with you to ensure that you have a good working knowledge of them.

Failure to act as required by your post orders is cause for disciplinary action against you.

SLED expects that your post orders will not contradict any of the training you will receive in this program. If there are apparent conflicts, let me know so we can notify SLED to resolve the issue.

If you have difficulty understanding any of your post orders, you must notify me and we will resolve it.

NOTE TO TRAINER: Training and review sessions with new security officers are good opportunities for you to review post orders to ensure they are up to professional standards: clear, complete, current, and reviewed with all personnel assigned to the site.

Post orders should be clear, organized, and labeled for quick reference. Fully detail the response to every situation and event your officer might encounter at a particular site, including emergency situations and workplace violence events.

Post orders must include forms for recording investigative contact with individuals. Details are included in the *Reasonable Suspicion / Investigative Detention / Probable Cause* lesson plan(s).

****If the employing company utilizes a training officer outside the company, the responsibility to visit the assignment site and review post orders with security officers rests on the site supervisor or other company designee to ensure appropriate understanding.**



SECURITY OFFICER REGISTRATION

(Presented by Security Training Officer)

Performance Objectives

1. State the consequences for providing false information to obtain registration.
2. State how long you may perform security duties without being registered with SLED.
3. Describe the restrictions on working before you receive your card.
4. Identify the person(s) responsible for ensuring that you are properly registered.
5. Explain where your card must be when you are on duty.
6. Describe what happens to your registration when you leave a security company.
7. State whether your registration is valid for independent “side jobs” you might take.
8. Identify who is responsible for renewing your registration on time.
9. State the maximum potential punishments for violating these provisions.
10. Describe what you must do concerning your SLED registration if you become employed by more than one security company.



SECURITY OFFICER REGISTRATION (Presented by Security Training Officer)

Lesson Plan

Every person performing the duties of a security officer or operating in the security business must obtain a valid registration card from SLED.³

SLED may not issue you the card unless you have passed a SLED-approved pre-employment drug test.⁴

Your employer may not authorize you to perform security duty unless application for your registration has been made or you have your registration card in your possession.

You may work at a security post after your application for registration is received by SLED, but only for **20 days** without your card.

During those 20 days, you may wear a uniform; however you have **no** arrest authority and you must **not** carry a firearm.

On day 21 you must stop working a security post.

When your registration card is in your possession, you may resume working.

You and your employer are both responsible for making sure you are registered or have applied for registration.

If you alter any information on your registration card, it is not valid.

You must have your card on your person while on duty.

Your registration card is valid for one year.

You and your employer both have the responsibility to know the date your registration expires and to file for a timely renewal.

If you fail to renew your registration card on time, you may not work until it is received.

Your registration card is valid only while you are employed by a licensed security company.

³ S.C. Code Ann. § 40-18-20(B); § 40-18-80

⁴ S.C. Code Ann. § 40-18-80(A)(1): SLED-approved drug screen means a commercially-available test for the presence in the specimen of an illegal substance, and that the industry standard procedures for administering such tests were followed. An affidavit certifying the proper administration of the test must be submitted to SLED with the prospective security officer's application for registration. The affidavit must identify the specific test by brand name and manufacturer name.

You may not perform security duties for anyone other than the company named on your registration card. You may not work “side jobs” for anyone other than the company named on your registration card.

If you supply false information to SLED concerning your personal information, citizenship, unlawful drug use, background, military separations, or criminal record; you are subject to punitive action by SLED. This may include an administrative fine (\$25.00 to \$500.00 per offense), suspension, or permanent revocation of your registration.⁵

If you and/or the licensee of this company violate any of the provisions of Title 40, Chapter 18, you are both subject to criminal prosecution for a misdemeanor, can be arrested, and, if found guilty, must be fined not more than \$5,000.00 or imprisoned for not more than 1 year, or both.³

⁵ S.C. Code Ann. §§ 40-18-130(A); 40-18-130(B); 40-18-150



SECURITY OFFICER ETHICS

(Presented by Security Training Officer)

Performance Objectives

1. Define the word *ethics* as stated in class.
2. Define *personal code of conduct*.
3. List the principles included in an officer's personal code of conduct.
4. Define the principle in a personal code of conduct that requires you to learn all the things you will need to perform your job to employer expectations.
5. Describe the expectations, as stated in class, of our clients, our clients' employees, and the public.



SECURITY OFFICER ETHICS

(Presented by Security Training Officer)

Lesson Plan

What does the word *ethics* mean?

For our purposes, the word *ethics* means the “*principles and rules of desired conduct governing your personal and professional activity; your personal code of conduct.*”

Your *personal code of conduct* is a set of rules of behavior and performance you have decided upon.

You are expected by SLED to serve your company, your clients, law enforcement, and the public using the highest standards of personal and professional conduct.

The following are examples of the principles we expect you to adhere to in your work:

- *Integrity* means you conduct yourself truthfully, reliably, and consistently follow all of these principles:
 - *Honesty*: You consistently act in a moral manner, are trustworthy and truthful in all your actions, and will not lie, cheat or steal.
 - *Respect*: You are respectful, considerate, thoughtful, understanding and attentive to others around you.
 - *Fairness*: You treat everyone with equality, impartiality, with fair-mindedness, and even-handedness.
 - *Loyalty*: You are faithful in your duties, dependable, and demonstrate allegiance to our other employees, our company, and our clients.
 - *Accountability*: You answer for your own actions and decisions, and act responsibly in performing your duties.
 - *Courage*: You fully perform your duties to ensure effective security to the property and people under your protection.
 - *Professionalism*: Your employer, the public, your client(s), and SLED expect you to exhibit all of the above traits, and more, to ensure the private security industry is properly represented.



SECURITY OFFICER PROFESSIONALISM

(Presented by Security Training Officer)

Performance Objectives

1. State the professional standards for your uniform.
2. State what members of the public assume about you when you're in uniform.
3. State what the public expects from you.
4. List five things that constitute *professionalism*.
5. List eight traits and behaviors that mean you will be seen as a professional.



SECURITY OFFICER PROFESSIONALISM (Presented by Security Training Officer)

Lesson Plan

If you meet the criteria to be a security officer, you will be given authority to exercise law enforcement powers.

The uniforms worn by private security officers resemble those of police officers.

Many members of the public assume that uniformed security officers meet certain personal and professional standards, that their backgrounds have been investigated, and that they are trained and competent to provide security services. Therefore, the public demands *professionalism* from you.

Professionalism, for our purposes, means:

- Your *appearance* invites confidence and respect from others.
- You are *confident* and able to act without hesitation.
- You are *trained and skilled* in carrying out your duties.
- You are *competent* to provide excellent performance.
- You exhibit *poise*, the outward appearance of competence, confidence and skill.
- You perform your duties with the highest attention to *ethical performance*.
- You are *efficient* and *effective* in creating security at your site.
- You are *reliable* in your performance and *accountable* in accepting responsibility for your performance.

You will be seen as a professional officer when you:

- Wear a clean, pressed, well-fitting uniform with clean and polished uniform accessories and are personally well-groomed.
- Do the proper things at the proper times and with confidence.
- Maintain a calm demeanor, are confident, courteous, and responsive.
- Know the law, policies, procedures, post orders, and act accordingly.
- Don't waste time.
- Perform in ways that provide effective security for the client and the public.
- Report to work on time every time.
- Tell the truth and take responsibility for your actions, right or wrong.
- Act as a resource to those you work with: know the law, company policies, client policies, the property, client personnel and procedures, and identify potential threats.
- Show courtesy and respect for others at our company and at your assigned site.
- Practice good telephone etiquette.
- Always follow company policies.

- Do your job, every day, all the way.
- Use a notepad to document important info.
- Write thorough and complete reports.
- Ask questions to learn the things you need to know to improve.
- Work with a good attitude.
- Work with a positive attitude.



SITUATIONAL AWARENESS

(Presented by Security Training Officer)

Performance Objectives

1. Define *environment* as discussed in class.
2. Define *normal state* as described in class.
3. Define *putting on your game face* as defined in class.
4. Define *situational awareness* as defined in class.
5. List the things that practicing good situational awareness will help protect.



SITUATIONAL AWARENESS (Presented by Security Training Officer)

Lesson Plan

This is one of the more important topics you will study. Effective protection of client property, employees, and members of the public depend on your *situational awareness*. Your state of awareness **is** the client's security.

Situational awareness, at its simplest, means *knowing what is going on in your environment*.

Your *environment* is *where you are* at any given time – your assigned site or post.

Situational awareness is focusing your senses: your sight, hearing, smell, and instincts, and applying your training, experiences, and common sense to what is happening in your environment.

Situational awareness is not automatic; it is a state of mind you train yourself to enter.

Patrolling police officers sometimes call it *condition yellow*; cautiously relaxed but hyper-observant.

When you are on duty, it is your sole responsibility to focus your senses so as to provide the most effective security service possible.

Without developing situational awareness, you will be unable to provide effective security.

You will fail to notice important indications that something abnormal is happening or about to happen.

Your mere presence on the property is some security, but not enough security; you must work at it.

The property you are paid to protect is your *environment*.

It has its *normal* state.

Normal means that what is supposed to be happening *is* what is happening, and there are no changes that might be perceived as a threat.

If something is happening that is not supposed to be happening, you are paid to notice it, to focus on it, and to react appropriately. It is your responsibility.

If you don't know what the *normal* state of your environment is, you have no chance of recognizing anything happening that is abnormal.

So, you must first concentrate your observation skills on the details of the *normal* activities around you and learn what they look like, sound like, and feel like during your shift.

You are responsible for knowing what is happening in your assigned environment - 360°, total shift, every day.

Every environment: your home, a residential neighborhood, building, this room, an industrial property, has its *normal* state.

When you report to work, you must shift into a focused mode, tuning your senses and your total attention to detect any **abnormal** circumstance in your environment.

Only then are you practicing situational awareness, and only then are you prepared to react to abnormal circumstances as you have been trained.

You must concentrate on this practice every day until it becomes habit.

Can you exercise acceptable situational awareness if you're absorbed in something else: reading, visiting with others, watching TV, checking Facebook, napping, assuming everything is fine?

Your duty is to be awake and alert, focused, every minute, every shift.

Example: An unfamiliar car approaches your gate. It is your responsibility to notice it. Every car is a potential threat to your environment. Watch it, assess whether there is potential danger, and react appropriately - in time. Prepare to call 911.

Example: Loud voices sound like an argument. Pay attention and focus, locate the source, assess it for potential violence, and react appropriately. Prepare to call 911.

Example: You're told that an employee has said that her estranged husband is angry and might try to harm her at work. This is a common workplace violence scenario. Take this seriously. Ask for a physical description or photo. Watch for him. If he approaches, notice him and take appropriate action (based on training and assignment instructions). Prepare for this as if it is certain to happen. If you see him, call 911.

Example: You're told that a terminated employee is angry and stormed out of the building. This is a common workplace violence scenario. Take this seriously. If the employee appears, it is your responsibility to notice, focus, be able to identify that employee, assess whether he or she is there to cause harm, and take appropriate action. Prepare by asking client management for a photo. If you see him, call 911.

Example: Everything appears normal, but you notice a new continuous noise, a shrill whistle, apparently in or from behind a building on the property. Notice, focus, and assume it is a dangerous leak of gas or steam. Take appropriate action. **(Discuss various forms of appropriate action.)**

Be alert to the behaviors of others in your environment. Identify the individuals who might be prone to trouble, violence, erratic, or other potentially problematic behavior. Keep them in focus. Be ready.

SUGGESTED DISCUSSION: If you wear a uniform that resembles a police uniform, practice situational awareness - 360° - in public. Why? Police officers are being targeted when the uniform is recognized.

SUGGESTED DISCUSSION/EXAMPLE: What are the people in this room doing right now? (Have one trainee holding a large knife in plain view. Discuss who notices and how quickly. Is this *normal* for this classroom?)

SUGGESTED DISCUSSION: This classroom has its “normal” state; describe it. (Quiet, trainees in their seats, trainer up front talking, trainees writing on paper, door closed, faint street and/or office noises, etc.)



OBSERVATION

(Presented by Security Training Officer)

Performance Objectives

1. State why observation skills are important to security officers.
2. Define the word *observation* as discussed in our class.
3. State what your powers of observation are meant to detect.
4. Explain what you need to do as soon after an incident as possible.
5. List five primary characteristics of a person's description.
6. List five primary characteristics of a vehicle's description.



OBSERVATION

(Presented by Security Training Officer)

Lesson Plan

Most private security offices are assigned to “observe and report,” rather than take other kinds of action on duty. This lesson will deal with how to be an effective observer.

Your state of awareness and your effectiveness as an observer **are** the client’s security; the more attentive you are, the better your client’s security will be.

At most security posts, your mere presence will **not** provide effective security.

Only by being observant of your environment will you do so.

You are there to perform certain specific assignments, but you are primarily there to *observe*.

What does *observe* mean?

For our purposes, *observe* means, *not only to look, but to see; not only to see, but to assess, analyze, and apply what you see in terms of security and safety of the client’s property, assets, employees, and guests.*

Life is made up of details. You must learn to see and hear them.

If an incident is developing within your view, it is your duty to notice it, assess it for risk, and to take appropriate action - in time. The failure to notice an event is a dereliction of your duty.

EXERCISE: Have a person hesitantly and apologetically interrupt the trainer to hand over a piece of paper and leave the room. After a few minutes, have each trainee write a physical description of the “interrupter.”

You must see and remember the details.

You must practice taking note of the important details about a person or a vehicle in a brief period of time.

An effective way to practice noticing detail is to glance for two seconds at a person or a vehicle and then look away and describe the details of the person or vehicle. By focusing your attention in this way, your attention to detail eventually becomes habit.

Suppose you are entering a convenience store as another customer is leaving. You brush by one another in the doorway. Inside, the manager tells you he was just robbed by the guy leaving as you entered. Can you describe the guy? Do you have automatic recognition of detail? By practicing, you can achieve the habit of recalling details by focusing on details.

You can train your mind to remember the circumstances and details present in a “sudden situation” until you can transfer them to paper as notes.

EXERCISE: A quick “flash memory” exercise: Project an image of a large photo or painting for two seconds. Have everyone note everything they can remember about the photo or painting. Discuss it.

You must mentally develop a list of those facts you will need to see and retain when you observe a person who has or is about to commit a crime or violation of client rules or policies.

What is happening? Who did what; to whom? How did they do it? What did he or she look like? What was he or she wearing? What was he or she driving? What was he or she carrying? Where did he or she go?

You must develop a list of those facts you need to retain when you observe a person or vehicle involved in a crime or violation of client rules or policies.

How to describe a person:

First: Quickly be aware of anything that attracts your attention to the person and decide to retain it (very tall, very short, walks with a special gait, wearing bright clothing, etc.). Then move on to other identifying details.

One technique to closely gauge a person’s height is to pre-measure height at various locations where “sudden situations” might develop: a tree limb, the top of a car or fence, so that you can quickly compare the top of a person’s head to the known measurement.

(Discuss the convenience store door height marker.)

Concentrate and focus to remember as many of the following characteristics as possible:

People:⁶

1. Sex, Race, Height, Weight, Age
 - Make your estimates in relation to your own height and weight.
 - If you have to, make your estimates in ranges (25 to 30, 5’5”-5’8”, 170-180 pounds).
2. General body appearance: average, small, stout, stocky, medium, slender, stooped, hunched;
3. Hair color and appearance (long/medium/short, bald, balding);

⁶ Adapted from: John Donald Peel, (1978), *Fundamentals of Training For Security Officers*, Fifth Printing, Charles C. Thomas, Springfield IL. (Descriptions).

4. Hair style
5. Color of skin: pale, fair, dark, ruddy, sickly pale, flushed;
6. Tattoos, marks, scars;
7. Speech, accent, stutter, twang;
8. Physical abnormality (limp, missing limb);
9. Glasses;
10. Clothing: color, type of garments (dress, coat, windbreaker, raincoat, jeans, shoes);

Vehicle:

1. Type: car, SUV, station wagon, cargo van, passenger van, pickup truck, box truck;
2. Style: 2-door, 4-door, hatchback, station wagon;
3. Color;
4. Markings, dents, damage;
5. Brand (manufacturer);
6. Tag number and State.

Other information will be helpful in locating and/or identifying a perpetrator:

1. What direction did the person go after the incident?
2. Who was with the person before and/or after the incident?
3. Was the person right or left handed?
4. Did the person have any signs of injuries?

EXERCISE: While the instructor is talking, a stranger enters the classroom briefly, stands for five seconds and leaves the classroom. Have every student write a description of the person. Discuss them. Explain that, if they were all using the expected powers of observation, their descriptions should all be substantially the same, but will be markedly different.

Now make a mental plan to hone in on those things you will remember should you have to do this again. Visualize what you will look at and remember. It doesn't have to be the complete lists we talked about, just enough characteristics that will allow someone else to recognize the person or vehicle you describe.

EXERCISE: Project an image of a vehicle for two seconds. Have everyone note everything they can remember about the vehicle.



LAW ENFORCEMENT RELATIONS

(Presented by Security Training Officer)

Performance Objectives

1. Name the potential penalties if you fail to follow through as requested by a law enforcement officer in connection with an arrest you made on protected property.
2. State what you should do immediately after you have made an arrest and law enforcement has transported your detainee?
3. Define the word *obstruct*.
4. Name the two things you must immediately do with evidence of a crime you have discovered on the property you are employed to protect.
5. Name what you would be guilty of if you supply false or incomplete information to law enforcement.



LAW ENFORCEMENT RELATIONS (Presented by Security Training Officer)

Lesson Plan

SLED may suspend, revoke, or refuse to renew your registration if you fail to cooperate with a law enforcement agency after reporting to them an arrest you have made⁷ or your discovery of a crime on property where you are assigned.⁸

Cooperate means:

- Appearing immediately before a magistrate to apply for an arrest warrant,⁹
- Furnishing written reports and statements as requested,
- Submitting to interviews as requested,
- Making court appearances as requested or subpoenaed,
- Being totally truthful and furnishing complete details about the incident.

You must not impersonate a law enforcement officer or participate in such an impersonation.

You must not willfully obstruct an official investigation by a law enforcement officer.

Obstruct means to hinder, delay, in any way interfere, or supply false or incomplete information.

Although the law gives you certain law enforcement privileges on your protected property, you may not display blue lights on a vehicle unless authorized in writing by SLED.¹⁰

You may not utilize blue lights for any reason if you are not authorized by SLED to use them; or if you are off of the property for which they were permitted.

Discovery of evidence of criminal activity on protected property must be reported to the law enforcement agency of jurisdiction as soon as you have secured the scene.

You are expected to preserve a crime scene on protected property and evidence of criminal activity for examination by police.

⁷ S.C. Code Ann. § 40-18-130(A)(6)

⁸ S.C. Code Ann. Regs. 73-415 (Arrest reporting).

⁹ Op. S.C. Atty. Gen., (September 25, 2012) 2012WL4711427. (Magistrate appearance by arresting security officer).

¹⁰ S.C. Code Ann. Regs. 73-411 (Blue lights on security vehicle).

You must fully cooperate with law enforcement agencies in the investigation and prosecution of criminal activity occurring on your protected property.

You are expected to preserve a crime scene on protected property and evidence of criminal activity for examination by police.



NOTE TAKING / REPORTS

(Presented by Security Training Officer)

Performance Objectives

1. Name two items you must always have in possession when on a security post.
2. State when notes of an incident must be written.
3. Name the five C's that describe what your notes must be.
4. State three things your notes must include.
5. State three things your notes must not include.



NOTE TAKING / REPORTS

(Presented by Security Training Officer)

Lesson Plan

You are highly encouraged to have a pocket notebook and pen with you at all times when on duty.

You will be required to document activities at and around your assigned post with written notes and, as necessary, detailed written reports.

You will be required to practice the *Five C's* of note taking.

Your written notes must be:

Complete: contain every important detail about the incident or activity

Concise: use the least number of words and numbers to describe the activity

Clear: use correct grammar, language, and names of locations

Correct: true, contain every fact, correct spelling, and correct use of pronouns

Contemporaneous: immediately when the activity has ended and the situation is secure

You may use sketches as part of your notes to explain what happened and where.

Your notes are meant to fix your memory of the facts of the incident or activity in place.

Your notes are meant to preserve facts and other information for your later verbal or written and detailed report.

Your notes should be written immediately when the activity ends and the situation is secured.

Your notes should be written as a chronological listing of events (in the order in which they happened).

Your notes should be later corrected if they contain incomplete or incorrect information, spelling, or grammar.

Any additions or corrections to the notes must not change the facts.

Your notes might become part of the record in a police investigation or court proceeding.

Your notes should include:

- Any known general information (i.e. dates, times, locations, etc.)
- Incriminating statements, remarks, admissions

- Violations of rules, policies
- When, where, who was involved, what did they do
- Evidence observed
- Steps taken to preserve scene
- Physical descriptions
- Services rendered, your activities performed
- Names of everyone involved

Your notes should NOT include any information or additions unrelated to the incident or activity, such as:

- Opinions or personal conclusions drawn from the incident(s)
- Slang
- Judgements of any person or event
- Rude words
- Unrelated information of any kind
- Unrelated persons' names, activities
- Doodling
- Personal reminders

Your notes should be written in ink, not pencil.

Your notes may be edited with strike-throughs and initial corrections. The end goal is that the final version of your contemporaneous notes be accurate.

Contemporaneous notes mean notes taken while the activity was occurring or immediately after the activity. Obviously you cannot write notes while physically engaged, but notes should be recorded instantly when the activity has ended and the scene is secure.

THE SIX QUESTIONS

Every note, and every written report, should answer six essential questions:

- What happened?
 - fight, fire, wreck, theft, break-in
 - what was damaged
 - what was stolen
- Where did it happen?
 - where on client property
- Who was involved?
 - the victim
 - the perpetrator
 - others involved
 - witnesses
 - names and or descriptions

- who might have pertinent information
- When did it happen?
 - date and time
- When was it reported
 - to supervisor / instructions received
 - to police / report and arrival time
 - to fire department / report and arrival time
 - to medical assistance / report and arrival time
- When was subject apprehended / how apprehended / where taken
- How did it happen?
 - visitor attacked employee; person broke in through window
 - how was alarm system compromised
 - how was suspect identified / description / dress
 - how was the incident reported / to whom / when / instructions received
- Why did it happen?
 - assets stored in unlocked/unsecured area
 - gate/door/window left unlocked
 - employee absent from area

Your notes should be brief.

Your written report should be detailed with information from your notes and complete with all pertinent information about the incident or activity.

REPORT WRITING

Writing a report consists of:

- Gathering the facts
- Organizing the facts
- Producing good notes
- Gathering other essential information
- Updating the notes
- Writing the report

Reports that are not well written cause others to have unfavorable impressions of you, your employer, SLED and the private security profession in general.

Therefore, your reports must be well written.

Well written means:

- The “six questions” are answered completely

- English language, spelling, and grammar are correct
- Pronoun use is proper (“he”, “she”, “they”) (*Training officer demonstration/discussion*)
- Proper punctuation is used
- Proper tense for clarity and readability is used (*Training officer demonstration/discussion*)
- Events included in chronological order
- Proper spelling is used
- Objectivity is proper (*Training officer demonstration/discussion*)
- Normal language is used:
 - No law enforcement slang (*Training officer demonstration/discussion*)
 - No unnecessary technical terminology (*Training officer demonstration/discussion*)
 - No unexplained acronyms or abbreviations (*Training officer demonstration/discussion*)

If you cannot correctly spell, you must learn. You must work at it. You should develop a spelling list for your own use that contains words you will have to use in notes and reports and shows how those words are correctly spelled. You must use it. Don't always depend on spelling and grammar checking tools available on most computers. Always proofread your notes/reports and any other written work (email messages, etc.).

You must actively study and learn how to write using proper English grammar and structure sentences properly (to include proper pronoun use). Incorrect use of pronouns causes confusion and can change the readers' understanding of the facts. What exactly is a pronoun anyway? Discuss it.

EXAMPLE: Superman and Tom Terrific were arguing loudly and he said I'll kill you!

QUESTION: Who said it?

EXAMPLE: Three people were running toward the gate. He yelled we're taking over.

QUESTION: What are the things wrong with this sentence?

Others have learned to spell accurately and write the English language properly. It is an important part of this job; you are expected to make the effort and learn it, too.

CLASS EXERCISE :

Write a brief report describing your instructor teaching your class and something he or she did during class.



DISCOVERED CRIMINAL ACTIVITY

(Presented by Security Training Officer)

Performance Objectives

1. What does *discovered criminal activity* mean?
2. Name five indicators that criminal activity is about to occur, is occurring, or has occurred.
3. To whom do you report criminal activity discovered on your premises?
4. What does the word *immediately* mean in this procedure?
5. What is your duty when the police or other first responders arrive?



DISCOVERED CRIMINAL ACTIVITY

(Presented by Security Training Officer)

Lesson Plan

Discovered criminal activity means that you have become aware of a crime committed on the property you are hired to protect, or any awareness by you that a crime is about to be committed or is being committed on the property.

You are required to immediately report your discovery to police and secure the scene of the crime.¹¹

The following circumstances might be indications of criminal activity that should be immediately reported. You must determine whether a crime is in progress or has occurred. You must document your findings and make necessary notifications according to your post orders:

- A broken window,
- A door blocked open (an object placed to prevent the door from closing),
- A hole in a fence,
- Broken/disabled light fixtures,
- Security cameras or security lights redirected or disabled,
- Signs of possible forced entry (i.e., scratches on or around door locks),
- An employee present on site during non-business hours.

The following circumstances might indicate criminal activity and should be reported after identifying those involved and making the notifications required by your post orders:

- Merchandise apparently placed outside the plant,
- A vehicle backed up to a loading dock or doorway,
- A gate open that is usually closed,
- Employees leaving the property carrying tools or other goods,
- Employees apparently under the influence of drugs or alcohol,
- A security alarm sounding,
- A person leaving the area with an unusual bundle or package,
- A person scaling a fence,
- Materials hidden in a dumpster for apparent later retrieval,
- Materials thrown over a perimeter fence for apparent later retrieval,
- Employees making round trips to a vehicle in the parking lot with materials,
- Unexplained noises.

You should make every effort to identify the people involved and report the circumstances in accordance with your post orders.

Immediately means as soon as you have responded to the circumstance appropriately, perpetrators and witnesses have been identified or are in custody and secured, the action has ended, the evidence is secured and the scene is under your control and secure.

¹¹ S.C. Code Ann. Regs. 73-418 (Discovered Criminal Activity).

The following circumstances indicate or involve criminal activity and must be reported at once to 911. You should determine any actions that should be taken immediately to safeguard the lives of people present, protect the crime scene, and make the notifications required by your post orders:

- Discovered drugs or drug paraphernalia,
- Assaults,
- Fights,
- Threats of violence,
- Gunshots,
- Bomb threats,
- Explosions,
- A scene containing evidence that indicates a crime has occurred.

Upon arrival of law enforcement and other first responders, your job is to direct them to the scene of the activity and to assist them as requested.

Private security officers are not authorized to conduct criminal investigations, but must act as a first responder to criminal activity to render aid to injured persons, identify and preserve evidence, identify and detain offenders, make appropriate notifications to the law enforcement agency of jurisdiction, and make take any additional steps required by post orders.



CRIME SCENE PRESERVATION

(Presented by Security Training Officer)

Performance Objectives

1. Define *crime scene*
2. State the reasons you would enter a crime scene
3. Define your duties with respect to a crime scene
4. Describe how to secure a crime scene
5. Describe the types of evidence that might be present in a crime scene



CRIME SCENE PRESERVATION (Presented by Security Training Officer)

Lesson Plan

A *crime scene* is:

The precise location where a crime appears to have taken place, or other locations where apparent evidence of that crime is found.

While you are not authorized to conduct a criminal investigation on your protected property, it is your duty to recognize evidence of a crime, ensure that the area and personnel are secure and to notify law enforcement immediately.

You are required by law to receive training adequate to allow you to properly and competently secure and preserve a crime scene.¹²

Do not enter or disturb a crime scene unless it is necessary to assist injured people, rescue a person from danger, alleviate an obviously dangerous situation or ensure that the perpetrators have left the scene.

Your duty starts with:

- ❖ Recognizing evidence of a crime
- ❖ Protecting the location and evidence of a crime

You will perform that duty by:

- ❖ Recognizing evidence such as:
 - Bodies, body parts or injured people
 - Footprints, handprints, etc.
 - Vehicles
 - Weapons (knives, firearms, blunt force weapons)
 - Ammunition
 - Fluids (blood, semen, saliva, urine)
 - Hair
 - Shoe prints
 - Tire tracks
 - Electronic items (cellphones, music devices)
 - Documents (photos, drawings, plans, legal papers, receipts)
 - Fibers (material torn from clothing, rags)
 - Trace evidence (anything left behind by a perpetrator; anything that could have been transferred to the person of the perpetrator, i. e. powders, liquids, paint)

¹² S.C. Code Ann. Regs. 73-418 (Crime Scene Preservation).

Your duty then becomes:

- ❖ Preservation and protection of the crime scene to keep the evidence from damage, contamination or being moved. Do the following:
 - Rope or tape off any part of the scene containing evidence
 - Keep records of everyone who enters the scene
 - Prevent anyone but essential assisting people from entering the crime scene
 - Prevent the removal of any item
 - Cover pieces of evidence for protection (wind, rain, foot traffic)
 - Report the crime to law enforcement – immediately

After reporting the crime, your duty will be to provide complete cooperation to law enforcement officers who respond to investigate the crime.



WORKPLACE VIOLENCE AND EMERGENCY RESPONSE

(Presented by Security Training Officer)

Performance Objectives

1. Define *workplace violence*.
2. Name the types of workplace violence.
3. State two mandatory skills essential to detecting and responding to workplace violence.
4. Describe who is subject to workplace violence at your site.
5. Indicate why it is crucial to develop relationships to others in your environment.
6. Describe your first action if a known violent aggressor enters your environment.
7. Describe what you are expected to do if an aggressor attempts entry or harm to any person.
8. Define *visualization*.
9. Describe the first step you will take when you find an unknown container at a potentially inappropriate location.
10. Describe your primary functions as a security officer.
11. Describe three ways you will fulfill your primary functions.
12. List five types of emergency situations that might occur in your security environment.
13. State the likely best and most appropriate first response action to an emergency.
14. List your responsibilities after reporting an emergency to 911.



WORKPLACE VIOLENCE AND EMERGENCY RESPONSE

(Presented by Security Training Officer)

Lesson Plan

Since your primary duty is to protect your client's assets and the lives of your client's employees, you must be concerned with any possibility that poses a threat to either. Our focus now is on what is called workplace violence: *any act or threat of physical violence, harassment, intimidation, or damaging disruptive behavior that occurs at the workplace.*

Your post orders will be your primary source of instruction for how you should respond to various types of emergencies that might occur at that site.

While we are concerned here with workplace violence events, your duties will also include responsibility to respond to fires, explosions, chemical spills, accidents, medical emergencies, civil disturbances, severe weather and others.

It is essential that you have given thought and trained yourself to be prepared to respond to all of these and that you exercise excellent situational awareness and observation skills at your assignment all the time.

Workplace violence covers a range of activity from threats, fights and verbal abuse to homicides, terroristic acts, mass shootings, and bombings.

Immediately notice and focus on aggressive or unusual behavior paired with unusual and detailed questions about the property and security.

Detailed curiosity about your site can indicate a person making a plan. These kinds of questions should not be answered and you should be careful about admitting this person to the premises without client authorization. Remember this person.

Domestic situations and workplace situations such as bullying and hostile terminations are triggers of workplace violence. You should attempt to establish relationships with management and employees that will encourage them to make you aware of such situations.

Many violent events originate with a terminated employee who leaves the property angry and returns with the intent to "avenge" his treatment at the hands of co-workers, supervisors, or managers.

If you are made aware that an aggrieved person has left the property in such a manner, gather as much information as possible, including a physical description or photo of the person, a description of his or her vehicle, a list of any distinguishing characteristics such as speech impediments or accents, and be focused and ready to detect any attempted return of the employee.

Keep all such information and photos out of public view.

Seemingly random mass shooting incidents have unfortunately become common at public gathering places where you might be stationed: movie theatres, shopping malls, outside and inside businesses and government offices. It is your duty to react and respond to neutralize the threat and save lives.

Shootings such as “drive-by” shootings are becoming more common as a result of purported gang violence and can occur anywhere. Your duty is to gather all possible information about the attacker(s) and immediately report the event to police.

It is your duty to immediately furnish to client personnel and to your supervisor all information you receive concerning potential violence on the property, and if violence appears imminent, to call 911.

ACTIVE SHOOTER RESPONSE

When you enter the private security profession, you accept a duty to protect lives and client assets.

When you hear gunshots or see someone enter the premises with a firearm, your duty is to react:

- Call 911
- Take charge
- Notify client management
- Quickly plan how to move employees out of danger (begin evacuation of employees and others)
- If it is not possible to evacuate, advise those present how to hide and secure themselves (in a locked office, remain quiet, and stay put)
- If you are armed and can safely do it after assessing the situation, eliminate the threat

When you call 911, be prepared to tell the operator:

1. Where the shooter is or was
2. Anything you can furnish about the firearm (semiauto / automatic / shotgun / rifle)
3. Descriptions of the shooter(s) and vehicle(s)
4. Any statements by the shooter(s)
5. How many apparent victims exist and where they are located
6. How responding officers can locate you, including a description of your physical appearance and clothing

Meet arriving responders if you are so instructed, and assist them in any way requested.

If you become aware of “gossip” among employees about any potentially dangerous situation, such as a domestic dispute, attempt to learn all you can about the situation and alert your supervisor and client personnel in accordance with your post orders.

When you have been informed of such a situation, and see a potential aggressor on or near your protected property, dial 911 and ask for immediate assistance.

Remember, if an aggressor attempts entry or harm to any person on the property you are hired to protect, it is your duty to react to safeguard life and property.

An effective training tool you can use to prepare yourself to properly react to a violent event is called *visualization*:

1. Imagine being faced with an active shooter, an employee fight, a bomb threat or any other violent event;
2. Mentally watch yourself respond and work through the event as you are expected to.

Visualize your actions repeatedly, numerous times. This is training. The more times you do it, the better the training. When called upon, you will generally react according to your training.

Using your observation skills, be particularly alert to people who:

1. Show unusual interest or ask questions about security procedures
2. Act in an overtly “suspicious” manner to provoke a response by security
3. Show unusual interest in entry points, security personnel, surveillance assets (cameras), alarms, barriers, doors, gates, and locks
4. Appear to be trying to avoid surveillance cameras
5. Appear to be watching security actions after false alarms
6. Loiter, stand, or park in the area over multiple days with no reasonable explanation
7. Show unusual interest in speaking with building maintenance personnel or security officers
8. Try to obtain site plans or routes of ingress/egress without verified authorization
9. Ask for information on employees
10. Are dressed Inappropriately for the weather
11. Talk too much about or speak admiringly about violent extremist acts
12. Increasingly advocate violence
13. Talk about membership in extremist or paramilitary groups
14. Talk about acquiring a large collection of weapons or explosive precursors
15. Leave the premises after leaving a vehicle parked near a building; or places a package, box, or other container on the property
16. Asks detailed questions about the property
17. Is photographing the property
18. Is obviously or apparently armed

Also be alert for:

- An unattended package, box, or other container found where it apparently doesn’t belong
- A vehicle speeding toward or away from the property
- A person running toward or away from other people or buildings

To “*alert on*” means paying close attention to a person or circumstance; focus, record identity information about people and vehicles, watch and listen for signs, symptoms, or statements that indicate hostility, rage, anger, or bizarre or unusual behavior that you can report.

This is the time to put your best judgement and training to use. Your performance in the face of potentially violent behavior at your post will have life or death consequences.

DISCUSSION ACTIVITIES:

- ❖ **Imagine finding a shoebox outside a building at the base of a wall. You’ve never seen such a box in this place.**
 1. **What do you do first?**
 2. **What do you do next, and so on?**
- ❖ **Imagine a non-typical vehicle for your site - a rental truck – fast approaching a gate.**
 1. **Mentally step through what you will do,**
 2. **Mentally review your company’s orders and post orders for such an event,**
- ❖ **Imagine the sound of gunshots inside your facility.**
 1. **Mentally step through what you will do**
 2. **Mentally review your company’s orders and post orders for such an event.**

ANY VIOLENCE IN YOUR ENVIRONMENT

1. **DETECT:** proper situational awareness
2. **REPORT:** facility personnel / call 911
3. **OBSERVE:** perpetrators / vehicles / activity / good descriptions
4. **RESPOND:** as necessary, assigned and trained
5. **INTERVENE:** as assigned and trained (stopping further damage / injuries / aiding injured)
6. **LIAISON:** meet / direct first responders (to injured / devices / fire)
7. **NOTES:** properly and completely document the events
8. **REPORT:** prepare a detailed written report as soon as possible
9. **POST-ACTION:** cooperate with the investigation, interviews, reporting, testimony

DISCUSSION ACTIVITY:

- ❖ **What sequence of events do you follow when you discover a broken window or open door?**
 1. **Determine if there is anyone inside the building.**
 2. **Determine if there is evidence of an entry into the building.**
 3. **Determine if possible if any contents of the building are missing or disturbed.**
 4. **Check the perimeter of the building for evidence indicating a person has been there.**
 5. **If there are shoe prints or other evidence apparent, follow the evidence.**
 6. **If evidence is found, cordon off or otherwise block access to all areas containing evidence.**
 7. **Notify police and follow your post orders concerning other notifications.**



VIOLENT EVENT THREATS

(Presented by Security Training Officer)

Performance Objectives

1. Identify who to contact after receiving a bomb threat.
2. Describe your responsibilities upon receiving a bomb threat.
3. Name two types of violent event threats.
4. Describe your primary duties as a security officer.
5. State whether or not it is safe for you to hang up your telephone after the caller hangs up.
6. State whether or not you are expected to issue evacuation orders.
7. Describe how you should handle a letter or package containing a threat.
8. State whether or not you should use radios or cellphones after a bomb threat.
9. State whether it is safe to move a box if you think you've seen it there before.
10. State whether you should hang up the phone if the caller refuses to listen to you.



VIOLENT EVENT THREATS

(Presented by Security Training Officer)

Lesson Plan

If your duties include answering a telephone or handling incoming mail at your assigned post, you must understand the procedures to follow when you receive a threat of a violent event planned at your facility.

For our purposes, *violent event* means a bomb threat, threat of a chemical or biological attack, or any other threat of harm to client property or people.

It will greatly aid the follow-up investigation by law enforcement if you gather as much information as possible about the initial threat contact.

It is strongly encouraged that every security post maintain a violent event checklist (one has been furnished by SLED or may be provided by the security company/client) near the appropriate telephone(s); and that every security officer who receives such a threat fully complete the checklist.

The following procedure defines requirements when receiving a threat over the phone:

1. Begin completing the *Violent Event Checklist* (shown below) or the appropriate document supplied by the security company/client
2. Remain calm and keep the caller on the line as long as possible
3. Listen carefully, be polite, and show interest
4. If your telephone displays information, write down the caller's number and any name(s), letters, or other information on the display
5. Write a note to a colleague to call police while you are still on the call
6. Keep probing the caller for more information, fill out the appropriate checklist/document while you are on the call, and try to write down the exact words used by the caller
7. **DO NOT HANG UP YOUR TELEPHONE**, even when the caller does
8. Immediately after the caller hangs up you must follow your post orders (call 911, contact a supervisor, etc.).
9. The seriousness of a threat is not to ever be taken lightly. Pay very close attention to all a caller says to help you better respond to the threat and protect the property and people present.

VIOLENT EVENT CHECKLIST

Date: _____ Time of Incoming Call: _____ Time Disconnected: _____

Phone # where call received: _____

Exact words of threat: _____

Ask caller: Where is the bomb / device located? (Building, floor, room, etc.) _____

When will it go off? _____

What does it look like? _____

What kind of bomb/device is it? _____

What will make it explode or go off? _____

Did you place the bomb / device? Yes No

Why? _____

What will this bomb / device do when it goes off? _____

What is your name? _____

Where is caller located? (background and level of noise): _____

Other voices, crowd, music, vehicles, etc.

Was the caller's voice familiar? Yes No

Why? _____

Did the caller seem familiar with the property (Buildings, facilities, etc.)? Yes No

What part of the property? _____

If "Yes", what did the caller say that made you think this? _____

Was the caller familiar with activities on the property (Shift changes, etc.)? Yes No

If "Yes", what did the caller say that made you think this? _____

Comments: _____

INFORMATION ABOUT CALLER

Caller's Voice	Background Sounds	Threat Language
<input type="checkbox"/> Accent	<input type="checkbox"/> Animal Noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Angry	<input type="checkbox"/> House Noises	<input type="checkbox"/> Reading Message
<input type="checkbox"/> Calm	<input type="checkbox"/> Kitchen Noises	<input type="checkbox"/> Taped
<input type="checkbox"/> Clearing Throat	<input type="checkbox"/> Street Noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Coughing	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Cracking Voice	<input type="checkbox"/> PA System	<input type="checkbox"/> Well Spoken
<input type="checkbox"/> Crying	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Deep Voice	<input type="checkbox"/> Music	
<input type="checkbox"/> Deep Breathing	<input type="checkbox"/> Motor	
<input type="checkbox"/> Disguised Voice	<input type="checkbox"/> Clear	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Static	
<input type="checkbox"/> Excited	<input type="checkbox"/> Office Machinery	
<input type="checkbox"/> Female	<input type="checkbox"/> Factory Machinery	
<input type="checkbox"/> Laughter	<input type="checkbox"/> Local Call	
<input type="checkbox"/> Lisp	<input type="checkbox"/> Long Distance Call	
<input type="checkbox"/> Loud		
<input type="checkbox"/> Male		
<input type="checkbox"/> Nasal		
<input type="checkbox"/> Normal		
<input type="checkbox"/> Ragged		
<input type="checkbox"/> Rapid		
<input type="checkbox"/> Raspy		
<input type="checkbox"/> Slow		
<input type="checkbox"/> Slurred		
<input type="checkbox"/> Soft		
<input type="checkbox"/> Stutter		

If the threat is received by mail do not handle, or allow to be handled, the envelope or contents until law enforcement arrives.

Do not disturb the contents of the letter or package.

Notify your supervisor and client contacts according to your post orders.

It is your client's responsibility to decide whether to evacuate parts of the property.

If the threat indicates that an explosive device has been placed, **DO NOT:**

1. Use cellular phones or two-way radios as they can detonate an explosive
2. Urge the evacuation of buildings (law enforcement will make that determination)
3. Activate a fire alarm or any other alarm
4. Touch or move an unfamiliar or "new" package
5. Talk to the press



TRAINING DOCUMENTATION

(Presented by Security Training Officer)

Performance Objectives

1. Describe who must receive copies of your training documentation
2. State what documents make up your training documentation consists
3. State what you must do when a SLED asks you for documentation of your training
4. State what you must do with your training documentation when you move to another company
5. State the penalty for failing to produce your training documentation when requested by SLED



TRAINING DOCUMENTATION

(Presented by Security Training Officer)

Lesson Plan

In accordance with S.C. Code Ann. § 40-18-30(A)(5), SLED has the authority “to provide, with the advice and consent of the South Carolina Criminal Justice Academy, for the curriculum, training, and certification of training officers, and to approve the curriculum utilized by licensees for the training of their security officers to ensure that security officers have the requisite knowledge and skills necessary to carry out their duties in the private security business.”

Further, S.C. Code Ann. § 40-18-50(D)(9) requires “...the applicant security business has or will have a competent certified training officer and an adequate training program with a curriculum approved by SLED, or that adequate training will be obtained from another approved source...”

You must qualify for registration as a security officer by successfully completing a basic training course approved by SLED.

Training officers are required to certify to SLED the results of your basic training and other periodic training.¹³

In accordance with Section R73-420(5), “Accurate and complete documentation of all training of each private security officer must be retained by the employer and submitted to SLED as required. Complete and legible copies of each employee’s training records must be furnished by the employer to the employee and must be retained by the employee as his permanent training record. Upon request by SLED, training documentation must be made available by the employing entity and the employee for inspection.”

Your permanent training file, which you must keep, will include:

- Copies of all performance objectives furnished with your training
- A list of all SLED-approved classes you have successfully completed
- Copies of all Certifications of Training furnished to you by your trainers.

If you are not provided these documents, contact your training officer, supervisor, and/or company licensee. Failure of a security company to provide these documents to the employee; or failure by an employee to retain these training documents constitutes a license violation punishable according to state law¹⁴. To report violations, contact SLED Regulatory Services.

Your training file must be updated to include every successfully completed training class in the future.

¹³ S.C. Code Ann. Regs. 73-419 (Training; Private Security Company Certified Training Officers)

¹⁴ S.C. Code Ann. § 40-18-130(A)(4)

When requested by a SLED agent to produce copies of your training record, you must do so or be subject to a penalty up to and including suspension or revocation of your registration and monetary penalties.

If you leave this company and/or go to work for another security company, you must furnish your new employer with a copy of your complete training file. If you fail to do so, the new employer is not authorized to hire you unless you repeat all training as required by your new assignment.¹⁵

Everyone manages to keep copies of important papers. This training file is important to your career. Establish a safe place and **keep your training records**.

NOTE TO TRAINING OFFICER:

Security officers must not be issued or use equipment or devices for which they have not successfully completed training adequate to ensure the proper, accurate and safe use of such equipment.¹⁶ Documentation of such training must be maintained by both the employing security company and the security officer; and be made available for inspection by SLED.

Training officers who train security officers in the use of equipment or devices must first be certified to do so by an appropriate authority (i.e. the equipment manufacturer or third-party training entity) and are subsequently responsible for developing lesson plans, performance objectives, and tests for equipment and devices utilized by security officers. In the alternative, training officers may utilize curriculum developed by the company that manufactured the equipment (Taser, baton, chemical sprays, traffic radar, etc.) or the entity that certified them as an instructor. Each security officer must be taught from a suitable lesson plan and successfully complete a written test taken from defined performance objectives. Training officers must maintain copies of these lesson plans, performance objectives, and tests for inspection by SLED. Training officers and security officers must recertify with any equipment and devices used consistent with S.C. Criminal Justice Academy (SCCJA) requirements for law enforcement officers or the equipment manufacturer.

Upon completion of this training program, each training officer and security officer must complete the SLED Private Security Officer Training Record (see next page) and submit to SLED upon applying for each registration and renewal. Copies of this Record must be retained as described above.

¹⁵ S.C. Code Ann. Regs. 73-420(6) (Training; Private Security Officers)

¹⁶ S.C. Code Ann. Regs. 73-421 (Training; Private Security Officers; Use of Equipment or Devices)