SCANDINAVIAN ACADEMY
For Training and Development

Course: Supervising Security Operations

Code	City	Hotel	Start	End	Price	Language - Hours
766	Kuala Lumpur (Malaysia)	Hotel Meeting Room	2025-03-31	2025-04-04	4450 €	En - 25

Why Attend

This course will provide security operatives, officers and managers with the fundamentals of conducting effective security operations. It will address a wide variety of topics to enable all participants to understand and practice the skills required to carry out day-to-day security functions. Participants will gain practical skills and techniques that can be implemented immediately back in to the workplace.

Course Objectives

- Demonstrate and explain the skills and duties of a confident security officer
- Explain the relevant legislation/law that impacts the work of a security officer
- Explain the importance of emergency procedures within the workplace
- List the safety principles, procedures and policies, which are required within the workplace
- Apply good communication, customer care and negotiating skills
- Apply searching, patrolling and scene preservation skills
- Describe the use of access and egress control within the security officer role

Target Competencies

- Conducting risk assessment
- Managing physical security
- Access control systems management
- Patrolling

- Incident management
- Conflict resolution
- Security report writing

Outline

Introduction to Supervising Security Operations

- Introduction
- What is Security?
- Customer Service
- The Structure of Law

Manned Security Operations

- Roles of a Security Officer
- Crime Identification
- Arrest Procedure
- Security Report Writing
- Investigations & Evidence

Physical Security Operations

- Patrolling
- Access & Egress Control
- Search Procedure

Systems Security Operations

- Technology & Systems
- Close Circuit Television (CCTV)
- Surveillance

Safety and Emergency Response

- Health and Safety Awareness
- Risk, Threat and Vulnerability Assessments
- Principles of First Aid
- Fire Safety Awareness
- Emergency Response & Evacuation Procedures
- Incident Management

Communication Skills and Conflict Management

- Communication & Reporting Skills
- Introduction to Conflict management
- Preventing Conflict
- Managing Conflict
- Learning from Conflict

Physical Intervention and Use of Force

- Introduction to Physical Intervention
- Use of Force and the Law
- Disengagement Skills
- Escorting and Guiding Skills

The Scandinavian Academy for Training and Development employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:

- **Theoretical Lectures:**
  - We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.
- **Scientific Assessment:**
  - We evaluate trainees skills before and after the course to ensure their progress.
- **Brainstorming and Interaction:**
  - We encourage active participation through brainstorming sessions and applying concepts through role play.
- **Practical Cases:**
  - We provide practical cases that align with the scientific content and the participants specific needs.
- **Examinations:**
  - Tests are conducted at the end of the program to assess knowledge retention.
- **Educational Materials:**
  - We provide both printed and digital scientific and practical materials to participants.
- **Attendance and Final Result Reports:**
  - We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.
- **Professionals and Experts:**
  - The programs scientific content is prepared by the best professors and trainers in various fields.
- **Professional Completion Certificate:**
  - Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.
- **Program Timings:**
  - Training programs are held from 10:00 AM to 2:00 PM and include coffee break sessions during lectures.