



## Security Management



الأاديمية الإسكندنافية  
للتدريب والتطوير



# Course: Supervising Security Operations

Code	City	hotel	Start	End	price	Hours
766	Copenhagen (Denmark)	Hotel Meeting Room	2024-04-29	2024-05-03	5450 €	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 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 buffet sessions for light meals during lectures.