



Security Management



الأاديمية الإسكندنافية
للتدريب والتطوير



Course: Supervising Security Operations

| Code | City | hotel | Start | End | price | Hours |
|------|----------------------|---------------|------------|------------|--------|-------|
| 766 | Yerevan (Armenia) | Hotel Meeting | 2024-07-08 | 2024-07-12 | 4950 € | 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.