

Course Review

(PART 2)

BASIC SECURITY GUARD (BSG) TRAINING COURSE FOR THE UAE (V5)

Security Company Name:

Security Guard Name:

Date of Receipt: _____

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The Basic Security Guard Course contains 7 Modules.

Module 2 - Roles & Responsibilities of the Security Guard

Lesson A – Professionalism

- A professional is a person with the skills and attitude to do their best job even when they feel their worst
- Professionals always try and ask , "Am I the best I can be?"
- Physical Standards are 3 things: 1) clothing, 2) grooming and 3) equipment
- Know the 10 general rules for guards are a guide to good conduct
- **Integrity/Ethics/Impartiality = how we are on the inside**
- Professional guards do not discriminate, or stereotype, or are not pre-judicial
- Guards must be: impartial, discreet and ethical
- Know the causes of misconduct
- Remember the importance of good teamwork
- Working as a team helps to fight negativity
- **Deportment = how we look on the outside**
- Security guards can be judged as to how they wear their uniform, how they behave, their posture, conduct and personal hygiene
- Ensure that your uniform is always in good repair, and see your supervisor if you need something replaced (make a note in your notebook)
- P.R. - understanding public relations is important to you and your company – “going the extra mile”.
- Know the 6 considerations of non-security service
- Customer service includes security
- Guards need to balance good customer service with good security

Lesson B - Security Awareness

- Security protects three things
- Security guards are expected to remain aware of two things at all times
- The key to awareness is knowledge
- Problem solving depends on good awareness
- Good security awareness prevents crime and assists clients and police
- Security guards can prevent crime by knowing and practicing 6 things
- Observation skills allow us to gather information that is useful, understand what we have seen, and use that information as needed
- One of the basic roles of private security is to observe and report, it is one of your greatest weapons
- Part of the role of a security guard is to assess an event and decide whether it is routine or requires action

- Observation skills can be reactive or proactive
- Observation skills can be learned
- Make notes as soon as possible after an event
- Crime affects everyone
- Don't forget to remember
- Information is only valuable if it is shared
- Remember 5 wives and 1 husband

Lesson C Notebooks & Duty Reports

- The only official security guard notebook is issued by the NSI
- A notebook contains 64 pages of important information to guide guards in Arabic & English
- Notebooks damaged, lost or washed – guards will be fined
- Know proper notebook use and maintenance
- Notebooks are an important tool for the security guard
- Notebooks should be completed in the same way every time
- Notebooks could be read to help in Court cases when giving evidence
- Notebooks are your official memory, they protect you
- Always make notes at the time or as soon as you can
- Know who can read your report
- Know when guards should NOT make notes
- Duty Reports are similar to notebook reports, but have more detailed information
- Reports are a guards way of passing on information
- Know what makes a good report
- Use headings when necessary
- Reports are read by many different people e.g. lawyers, judges, employers, insurance companies, etc.
- Know what to avoid when preparing a report
- All reports of incidents have a beginning, middle and an end (so can your notes)

Lesson D Communication Skills (Verbal & Non-Verbal)

- There are three messages of communication
- Proxemics – what are they?
- Communicating effectively is a very important skill for a security guard
- Proper presence is how you look and act
- Know the two types of language
- Good listening is as important as what?
- Know what good listening includes
- Know the barriers to communication
- Dealing with difficult people is part of the job of being a security guard
- Do not be difficult with difficult people
- Guards can turn a negative situation around by acting professionally

Lesson E Radio Communication

- Radios are an important safety and security tool
- Know the advantages of radios
- Think about what you are going to say before using the radio
- When using a radio, speak clearly and slowly
- Never never cut into a transmission unless it is an emergency
- Be careful what you say on the radio, as someone else may be listening
- Always use the phonetic alphabet and the 24 hour clock on the radio if people cannot hear or understand you
- If not sure what to do, look in your notebook.

Lesson F Traffic Control

- Do not interfere with traffic that is moving okay – unless there is an accident
- Places where guards would direct traffic: taxis at malls, parking, special events
- In minor accidents, cars should be moved to the side to avoid traffic jam
- All traffic accidents should be reported to police
- It is a crime to leave an accident scene and not report it
- Know what the priorities are at an accident scene
- Some accident scenes could be crime scenes
- Guards should not direct traffic without proper traffic control training from NSI
- Directing traffic requires use of special equipment
- Know the other traffic equipment

Lesson G Public Security (Law Enforcement Officials) & Private Security (Security Companies)

- Know how many types of Law Enforcement Officials there are in the UAE
- Know that the powers of Law Enforcement Officials are different to security guards
- Know what are your civilian (security guard) powers are, if any
- Know the emergency telephone numbers
- Know the relationship between private security and police
- Know when to call the police
- Understand information flow and what information you should take from police

MODULE 3 - UAE LAW CONCERNING PRIVATE SECURITY

Lesson A UAE Legal System

- Law is the way government regulates and controls society
- Know how many sources of Law in the UAE and what they are
- Regulations are the processes used to make the law work
- The basic functions of Law are divided into two categories
- A crime can involve doing something against the law or failing to do something the law requires
- Know the requirements of guilt
- Know the ages of criminal responsibility in the UAE
- Understand the two elements of a crime
- Statute Law can be either civil or criminal
- Civil law involves disagreements between people or commercial interests
- Landlord/tenant disputes are part of civil law and guards guarding property should know their company's policy and client's rules
- Know the three categories of crime under UAE Law
- Guards should know the list of common crimes that will affect them
- Understand Federal Law #3 on the presumption of innocence
- Security guards appearing in court should know three things
- Always get permission from a judge to use your notebook
- When questioned in court, guards must ensure they understand what they are being asked
- If giving evidence, never argue and give your answers to the judge
- When giving testimony in court, guards should always follow the instructions of the judge

Lesson B Detention of Persons

- Guards should know the difference between Detention & Arrest
- Whether you have any powers to detain
- What a detention is
- Whether you can use force
- How many duties a guard has when detaining someone

Lesson C Powers of Arrest

- An arrest is stopping someone and holding them according to and under the authority of law
- A security guard should know where the authority for police and a citizen power of arrest is found
- Know how many ways to make an arrest in the UAE
- Police have a regular process for their actions at a crime scene and when arresting a person
- Making an arrest is sensitive, what should a security guard know?
- Know how many duties are required by a security guard if they arrest a person
- Handing over of an arrested person to police

Lesson D Powers to Search (Detention, Arrest, Staff Contracts)

- Guards should know whether only Law Enforcement Officials are allowed to search an arrested person
- Do security guards have any statutory power to search?
- If any evidence is found as a result of a find or a search, to whom should it be given to?
- Gender sensitivity. (No mixed searches) - males to males; females to females
- Security guards should make sure they are aware of their company policy on searching persons

Lesson E Self Defence & Use of Force

- The use of self defence is a difficult decision for a security guard
- Remember: Distance = Time = Options
- Security guards are not swords
- Use caution when responding to an incident or scene
- Not all use of force is illegal
- There are 4 conditions a security guard must remember in cases where use of force is contemplated (make a note of them all and discuss with your instructor)
- The right to Legitimate Defence and to use force against five categories of crimes
- Security guard must be able to justify using force

Lesson F Evidence

- Know the value of evidence
- Know the uses of evidence
- Know how many kinds of evidence there are and give examples of each
- Evidence can be given if three things are present
- Know evidence handling, evidence continuity and protection

- Know what to consider when documenting evidence in your notebook
- Know the value of witnesses and how they become evidence
- Know who can be a witness
- Know the value of reviewing a witness statement
- Know what details you should get from police who attend your site/incident

MODULE 4 - PROTECTING PEOPLE, PROPERTY & INFORMATION

Lesson A Security Services

- Give 8 examples of private security services

Lesson B Methods of Protection

- Security guards should know the different methods of protection
- The purpose of patrol
- How many senses we use and what they are
- How many patrol responsibilities are there
- How many types of patrol are there
- How many ways to patrol are there and the advantages and disadvantages of each
- Patrol preparation and things to carry and not to carry on patrol
- Functions of Access and Egress
- Why we control access
- How to enforce control
- Two basic requirements of access
- When and where to search people, vehicles and information
- Reasons to search
- What is static security
- Access/Egress control is basically the same for people, vehicle and information
- Types of access control and barriers
- Understand different photo IDs
- Access levels and faulty access cards
- Sign-in/out logbooks; Types of visitor passes
- Controlling unauthorized access
- Access of emergency vehicles
- What are protective searches
- Searches must be gender sensitive
- Try other kinds of search options
- Gaining cooperation

- Know company search policies and what your actions are for staff
- Finding property, looking after property and keeping property register
- CCTV and its value
- Other examples of protection

MODULE 5 - EMERGENCY SITUATIONS

Lesson A Hazards

- Know how many kinds of hazards are there
- Know the methods of protection from hazards

Lesson B Public Emergencies & Disaster Response

- What is an emergency situation
- The major types of emergency
- Leadership and planning
- Understanding people's reactions
- How a guard should react in an emergency
- The value of planning
- Building evacuation and time
- Know how many considerations of building evacuation there are
- Knowing the location of fire doors, emergency exits and the status e.g. locked/unlocked
- Thinking of evacuation requirements when patrolling
- Special evacuation concerns
- Assembly areas
- Search and rescue
- The danger of smoke
- Re-entering evacuated buildings
- Using your notebook to help you complete your duty report

Lesson C Hazardous Materials

- WHIMS and what it stands for
- Knowing and understanding signs
- Containment & evacuation suggestions
- Important telephone numbers

Lesson D Crowd Control

- How many basic types of crowd?
- Understanding the different crowd control situations
- Ensure you are properly equipped for crowd control work
- Know the various types of crowd control equipment and how they are used
- Taking direction from police
- Crowds can involve more than one group
- Dealing with a crowd
- Effect of crowd on communication equipment

Lesson E Bomb Threats

- Know how to treat all bomb threats
- Remember the ways threats can be made and who can make them
- Preparation for a bomb threat
- Bomb threat questions checklist
- Knowing the checklist and where it is kept
- Listening/looking out for clues
- Know what communications to use and not to use
- Consider the use of alternatives
- Know the methods of bomb threat searches
- Keeping records of the search
- Steps to follow when finding a suspected explosive device

Lesson F Handling Incidents & Crime Scenes

- Know your duties as a first responder
- Know how many types of scenes there are
- Know how to preserve a scene
- Know the important investigation considerations
- Know the methods of documenting the scene
- Consider other methods

Lesson G Workplace Safety

- Workplace hazards
- Normal worksites versus abnormal
- The difference between dayshift and nightshift
- Understanding accidents, their causes and prevention
- Site knowledge
- Wearing safety equipment

- Reporting and documenting hazards
- Warning signs and barriers and their effectiveness
- Understanding different types of hazards

MODULE 6 - FIRE

Lesson A Elements of Fire

- Guards are often called to deal with fires both large and small - from a frying pan to an apartment building
- Principles of fire: for a fire to exist, certain elements and process must be present, what are they?

Lesson B Classifications of Fire

- Security guards should know the classifications of fire in the UAE which is important in deciding how to fight a fire
- Classifications vary from country to country
- UAE Civil Defence has published information on the different categories of fire but what must guards follow?
- Part of the guard's duty is to look for fire safety hazards which includes?

Lesson C Responses to Fire

- In responding to a fire, guards should have a basic understanding of equipment
- Know the location of fire exits and the basic rules of fire exits
- The importance of time – (DVD)
- Security guards should also understand automatic fire responses
- How fire doors operate
- That fire scenes may also be a different kind of scene as well
- The ways that people are notified by the use of fire alarm (both manual and automatic)
- Guards being first responders should have a good knowledge of their buildings
- Understanding the warning to shout to inform people of fire
- Important telephone numbers
- Guards should inspect fire extinguishers on every shift
- In addition to fire extinguisher, guards should understand how to use other fire-fighting equipment
- Guards should know that part of fire fighting is to consider separation
- When fire has ended, to make notes in the notebook and include that information to make a full duty report

MODULE 7 - ELECTRONIC SECURITY

Lesson A Alarms

- Guards should know the major types of Alarm Systems
- The major parts of a Fire Alarm System, how they work and how to respond
- A guard's responsibility to respond to any alarm
- All alarms are to be treated as real until proven false
- Guards should understand the common causes of false alarms
- Guards should know how to interact and communicate with their security control rooms in the event of any incident

Lesson B Closed Circuit Television (CCTV)

- Guards should understand what CCTV stands for
- Guards should understand its values
- Guards should also understand CCTV may be used for monitoring special location
- Sometimes, a guard is tasked with monitoring CCTV but should get training to do so
- Guards should know the value of CCTV when responding to crime
- It is important that guards understand different CCTVs have different applications
- Guards should understand that video recording should be kept for a period of time
- Guards should know what the evidentiary value of CCTV is

Lesson C Information Security

- Know what Information security is
- Theft of information can be achieved by using various devices and activities
- Small computer parts are often extremely valuable and maybe hidden in items like mobile phones, pens or MP3 players
- Know the key to information security