



المعهد الوطني للأمن الوطني
National Security Institute

Pre-Course Reading Material

(PART 1)

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

Security Company Name:

Security Guard Name:

Date of Receipt: _____

IMPORTANT NOTICE

This document should be given to all guards already in the UAE one week before attending NSI to allow them study time. It should also be given to all people in the recruiting process in their home country before they are employed by a UAE security company. It must be signed and dated by the future applicant at the time of issue and receipt. (UAE security companies may be financially liable for any money paid by guards to recruitment companies)

This Pre-Course Reading and Review Information package must be brought to the NSI on the first day of NSI Course for inspection by the class instructors. Guards will be asked to confirm whether they paid any recruitment fees, how much and when they were given this Part 1 information package and Part 2 study review.

PART 1.

Introduces the student to the NSI and its administration, rules, facilities and emergency procedures. It also includes information the government want the student to know such as the student's rights under the Ministry of Labour and Ministry of Interior, which are explained. There are also references to private security in the UAE; the Regulatory Authority-PSBD, its licensing and examination process, and its other functions; the NSI and its training evaluation methodologies; and finally, an introduction to the UAE.

STUDENTS SHOULD STUDY PART 1 AS THEY WILL BE TESTED ON THIS PRE-COURSE READING MATERIAL WHEN THEY ATTEND NSI.

NOTE: This Pre-Course reading material forms Module 1 of the BSG Course. On the first day of training, students start with Module 2 Lesson A "The Roles and Responsibilities of a Security Guard". (see Part 2)

PART 2.

Should be read every evening after training as it shows all the training materials covered during the teaching day and is a helpful way to study and review. Also, remember to read your Notebook, which also contains 64 valuable pages of information and guidelines in Arabic and English.

Module 1 – Introduction

Lesson A - Administration & Rules of NSI

Administration:

- This course has been developed to introduce basic security guard training in the UAE.
- This course and its evaluation process are designed to prepare students for their PSBD exam, which will lead to their PSBD License, and will allow them to work as a private security guard in the UAE.
- Course Duration: 40 teaching hours over 5 consecutive days
- 7 Modules - each Module contains several lessons.
- Courses run from Saturday to Wednesday. Students must be at the NSI 0730 hours. Classes finish at 1630. Students will be allowed 15-minute breaks for each 2-training hours including 40-minute lunch break or its equivalent.
- Instruction is classroom based with practical exercises.

Student Participation:

- Students are expected to participate by paying attention to the instructor, answering questions, completing written exercises and taking part in practical exercises.
- If a student fails, he/she will have to return to the NSI to take the whole course again where he/she will be given a second chance to get his/her PSBD License.

Rules:

- Attendance must be 100%. Students who are late or miss classes will automatically be sent home. (Instructors will check every guard against their name and photo ID)
- Any guard that leaves NSI without permission or notice is automatically cancelled from the course and lose their seat. Companies must submit a new application and fees if they wish to attend again.
- Any guard caught cheating in examination, either for the benefit of themselves or another will automatically fail.
- Guards must be in possession of PSBD Licence and/or Company picture ID everyday they are on training.
- All students, no exceptions, must be in company uniform for the duration of the course.
- Students must dress professionally at all times.
- This professional dress includes shaving, haircuts and personal hygiene.
- Any student security guard using inappropriate, bad and or disrespectful language or attitude to any member of NSI staff will be dismissed from NSI.
- No chewing gum or spitting around the premises.
- No Loitering.
- Refreshments may be taken in the classrooms or cafeteria. (Students are responsible to clear their own mess).
- All NSI facilities will be treated with care and respect such as toilet and use of water dispensers and food/drink dispensing machines.

- No students are allowed to go to the Administration Building without permission from their instructor.
- The No Smoking rule applies anywhere on NSI premises. Students may go to the designated smoking area located offsite. (Sand parking area)
- Student's mobile phones will be surrendered to the instructor before the start of the class and will be returned at the end of the day.
- No student is allowed to copy training materials or photograph materials with their mobile phones or by any other means or otherwise reproduce training materials (hand copying) except for the purpose of note taking and learning.

Prayer Room:

- All Muslim students are encouraged to use the prayer room located on the 2nd floor of building 1 and the foyer of the Head Office Annex.
- Wudu area is located behind the toilets
- Students are advised when going to prayer and returning from prayer, to do so quietly and not to disrupt other classes.

First Aid Room:

- NSI is equipped with first aid materials located in the Main Office Building and in Instructor offices in every building.
- There is a fully qualified first aide staff member and male nurse on site during school hours.
- Students who do not feel well or become sick should advise their class instructor who will take appropriate action. Students should carry their medical insurance card (Daman or other card) when at NSI.

Fire and Fire Evacuation:

- In the event of a fire, students are advised to follow the directions of their instructor or other staff member.
- Fire extinguishers can be found near the stairs on every floor in each building.
- If you see a fire or smoke, you must raise the alarm by shouting FIRE! FIRE! FIRE! and initiate the alarm.
- Students will be required to evacuate in an orderly fashion to the assembly area outside to the left of the NSI as they exit. (Sand parking area) where all students/staff will be counted by the Fire Marshall e.g. (NSI Training Supervisor Ruwan).

Training Materials provided by NSI:

- Student Course Manual (NOT TO BE COPIED OR REMOVED FROM THE SCHOOL)
- Student Notebook/ Student note pad and pencil
- Student Pre-Course Reading Material and Course Review Parts 1 & 2.
- This is given by NSI to your company who should issue to students **one week** before the course or prior to offering employment in their country of recruitment.

Lesson B – Your Rights under Ministry of Labour (MOL) & Ministry of Interior (MOI)

Important Information

- All the information provided in Module 1 Lesson B has been provided by the Ministry of Labor (MOL) & Ministry of Interior (MOI). PSBD
- This information may be subject to change anytime
- Students who have any questions should refer them to the appropriate Ministry/Organization
- **NSI is not responsible for the information contained in Module 1 Lesson B or any future amendments to the information supplied in this Lesson.**

Before arriving in UAE

- The UAE Government has signed a number of agreements with labour-exporting countries.
- It is not legal for any of these countries to allow UAE security companies or recruiting companies to charge any commissions or other payments from workers to get employment, either before or after arrival in the UAE.
- You will be required to take a one week training and examination by the police in the UAE. You **must** be able to speak, read and write English or Arabic or you may fail and be sent home again.

Financial Responsibility

- It is the responsibility of the Employer ONLY to pay ALL government fees and other expenses relating to labour recruitment and employment.
- You should not pay for uniforms or equipment such as traffic vests or other equipment to do your job, except Personal Notebooks (costs 40 dirhams per year, or 76 fils per week). THE NOTEBOOK IS PART OF A GUARD'S PROTECTION.
- All security guards in the UAE should now be receiving minimum wage of AED 2,000 per month (expatriates) plus the potential for overtime.
- Guards under training may receive a reduced salary until they have become licensed.
- As soon as a guard receives his/her license from the police, he/she **MUST** be on full salary starting from the date of the license.

Security Guard's Labour Contract

- Before signing your contract, you must make sure you are signing an official MOL labour contract. Understand this is the only document that determines the relationship between the employer and worker.
- The contract specifies the rights and responsibilities of both parties.
- No other contract is acceptable.

Signing the Contract

- Do not sign before you have read and **understood** the contract.
- You must know if it is a Limited or Unlimited Contract. (Limited means fixed e.g. 2 years; Unlimited means it is open-ended and can run for years).

- If you do not understand the contract, have your employer translate it to your own language.
- Make sure the employer gives you a copy of your contract. **HE MUST GIVE YOU A COPY BY LAW.**
- Keep this contract in a safe place whilst you are in the UAE. **IT IS PART OF YOUR PROTECTION.**

Labour Cards

- You must not work without a labour card.
- You must show it to Labour Inspectors or other government officials when asked.
- You must get your labour card within 60 days of your entry to the UAE.
- If you do not get this card, report the matter to MOL immediately.

HELP

- You can download a copy of your labour card, your employment contract and labour rights guide at:
- E-Nataswal at MOL website:
- [Http://www.mol.gov.ae/ownerservices/arabic/login.aspx?lang=arab](http://www.mol.gov.ae/ownerservices/arabic/login.aspx?lang=arab)
- Also find out about your company's policies & procedures.

Official Work Hours

- 8 Hours a day unless you work in hotels or security, when you can work up to 9 hours a day maximum.
- This shift should allow you at least 1 hour break a day minimum.
- Travelling between work and home is not included.
- The 8 hour day is reduced to 6 hours during Ramadan.
- If an employer wants a guard to work overtime, this can only be done with the guard's consent. The employer cannot force you to work overtime.
- The extra overtime hours shall not exceed 2 hours a day, meaning a maximum of 11 hours. Currently, maximum is 12 hours per day but is under review by MOL.
- Overtime pay rate is an extra 25% per hour, e.g. 125% of your hourly rate for two hours unless you work overtime between 9.pm and 4.am, then the pay rate is at 50% OR 150% of your hourly rate for overtime.

Official Hours (Summer Time)

- No working in direct sunlight between 12:30.pm and 3.pm in the months of July and August.

Wages Payment System

- You must only be paid through the Wages Protection System (WPS).

IMPORTANT NOTICE

- **If your employer delays to pay your salary for more than two months, you can go to MOL and request to transfer to another company without any need for approval from your present company. You can legally leave!!!**

Weekly Rest Day

- The Law allows all workers one rest day a week.
- If employer asks you to work on your rest day and you agree, you must get another day off or be paid at the pay rate of 150% for all the hours you work that rest day.

Annual & Other Leaves

- You must submit your written application for Annual leave for approval to your employer as soon as you know the dates. Annual leave is calculated at the rate of 2.5 days for every month's work. Normal Annual Leave is 30 days pa.
- Any extension of annual leave must get the employer's written approval.
- Maternity Leave is for 45 days.
- Sick leave; first 15 days at full pay, next 30 days with half pay. (Minimum Standard and can be higher)
- Haj. A worker can have 30 days unpaid leave to perform Haj Pilgrimage.

Statutory Leaves

- 1x day for New Year's Day (Hegira) & Christian New Year's Day.
- 1x Prophet Mohamed (PBUH) Birthday.
- 1x Nocturnal Journey & Ascension of Prophet.
- 1x National Day.
- 2x Days for Lesser Bairam.
- 3x Days for Greater Bairam.
- IF YOU HAVE TO WORK ON ANY OF THESE DAYS, YOU MUST GET PAID 50% PAY RATE EXTRA FOR THAT DAY AND ANOTHER DAY OFF AS WELL AS 50% BONUS. IF THERE IS NO OTHER DAY OFF GIVEN THEN THE PAY SHALL BE NORMAL SALARY + 150%...

Accidents at Work

- You should go to hospital and receive treatment for which the employer **MUST** cover all medical expenses until you recover.
- If an employer fails to cover your expenses, the worker must contact the MOL.

Employer's Rights

The employer has rights as well:

- You must protect your company from a breach of:
- Confidentiality/giving out company information.
- Abide by the work schedule.
- Protect companies' property.
- Respect its reputation.
- Follow company Health and Safety guidelines.
- Follow companies policies and procedures.
- Keep good time and appearance.

Termination

A company may terminate your employment if:

- You reveal company secrets/information (The employer must be able to show evidence)
- You have a false identity or nationality
- You submitted forged documents
- If you make a mistake resulting in substantial loss
- If you are sentenced by a Court involving Honor, honesty, public morals, alcohol, drugs in working hours or before starting work.
- If you assault an employer or his representative.
- If you are absent from work for 7 consecutive days or 21 non-consecutive days unless you can provide medical proof.

Ending a Contract

- Both Employer and Employee may terminate an unlimited contract by giving 30 days notice and a valid reason before termination.
- In such a case you shall be entitled to the end of service remunerations as per UAE Labour Law.
- It is always a benefit to the worker to report these activities to MOL in advance as it will protect you from any action that may be taken by your employer.

Complaints Against Employers

- If you file a complaint against an employer, you **MUST NOT** work for another employer during that time of the case without approval of the MOL.
- Upon cancellation/termination, do not sign anything until you receive all your entitlements.
- Then cancel your labour card and prepare to leave the UAE within 30 days or settle your affairs to join another company.

Which Ministry Do I Deal With?

- All employment complaints, questions or actions associated to your employment contract and labour conditions are matters for the Ministry of Labour (MOL).
- All questions in relation to your security work, security license, PSBD exams, work accommodations, or abuses by Security Supervisors or Security Managers are matters for the Ministry of Interior (MOI) Abu Dhabi Police, PSBD.
- Both agencies can be contacted on their internet websites.

Tell Others!!!!

- Ensure when you leave your training at NSI that you help your work friends and colleagues to understand this information and their legal rights.
- The MOL & MOI (PSBD) are government agencies set up to ensure that you as a worker get your rights but also to ensure you understand your obligations.
- **On behalf of the MOI (PSBD), MOL and NSI, we wish you a safe and prosperous experience during your time in the UAE.**

Lesson C – Understanding Private Security in the UAE

- Private security is a commercial service providing protection and security to clients.
- The goal of security is the identification and prevention of problems that may cause harm or loss to your client.

Private security protects

- **People** – employers, employees or the public
- **Property** – buildings, equipment or materials
- **Information** – documents, verbal, data or data storage, video and other diverse forms of information.
- The Arabic word for security is “Amin” which means safe or free from danger

Two major divisions of security

1. Public (police)
2. Private (security companies)

Public Security (Police)

- Private security will deal with the police during the course of its work. This will be discussed in greater detail in Module 2 Lesson G.
- **BUT** it is important to know two things:
 - (a) that information normally flows **one-way** from private security to police (not both ways).
 - (b) when dealing with the police, private security should request the police officer’s name, rank, contact telephone number, police station and case number.
- Private security is not just guard services, but also a range of other activities. (See examples below)

Areas of Private Security Work

1. Shopping malls
2. Apartment buildings
3. Commercial areas
4. Industrial areas
5. Hospitals
6. Events venues
7. Airports
8. Mobile security patrols
9. Schools/Colleges
10. And many other locations

Types of Private Security Services

1. Building reception/front of house security
2. Retail security for customers and staff
3. Access and Egress controls to locations

4. Human and electronic e.g. mobile patrol services or static guarding & CCTV
5. Protecting clients, clients' property and interests
6. Cash-In-Transit
7. Physical protection
8. Fire watch and response/Alarms/CCTV
9. Dealing with crimes e.g. credit card fraud or shop lifting.
10. Supporting the authorities and laws of the UAE.

Responsibility for Private Security

- Clients are responsible for the private security companies/security guards they hire.
- Private security companies are responsible to their clients, their security employees and the Private Security Regulatory Authorities (PSBD).
- PSBD are responsible for oversight of the private security industry e.g. licensing, examination and enforcement of regulations.

Lesson D - Federal Regulatory Authority Private Security Business Department (PSBD)

History

PSBD is a unit of the Abu Dhabi Police and part of the UAE Ministry of Interior, formerly known as the PSBS. Security Regulation started in February 2002 and only operated in the Emirate of Abu Dhabi – today, PSBD is a Federal Department. The staff of the PSBD is a mixture of police officers and civilian support staff. PSBD has offices in several Emirates.

PSBD's 6 specific responsibilities are:

1. Establishing regulatory standards
2. Approving security companies and security guards
3. Ensuring quality security training standards
4. Examining & Licensing security companies & guards
5. Inspecting companies and guards, ensuring compliance with Federal Law.37 and Regulations and relevant Emirati Decrees e.g. 557.
6. Enforcing the Private Security Law with fines and prosecutions through a process of daily monitoring and review.

Private Security Business Department (PSBD)

- PSBD establishes required basic guard standards and training requirements, such as the basic security guard training course given at the National Security Institute (NSI).
- Training and evaluations are carried out by the NSI which is owned by the Ministry of Interior, Abu Dhabi Police.
- Security examinations and licenses are issued by the PSBD.

- PSBD Inspectors inspect guards, work locations and company offices to ensure standards are met and the law and regulations are followed and enforced.

Requirements:

- Companies must comply with Private Security Law, Regulations and Emirati Decrees
- Security companies and guards must comply with PSBD Inspectors if approached
- Companies and guards can be fined if they fail to comply with the Private Security Law or inspections.
- You will be shown examples of police ID cards and PSBD Inspectors ID cards during the course.

Security Company Licensing:

- Security companies are responsible for their employees, to ensure they are properly trained and licensed to carry on security work.
- Security companies are responsible for ensuring that employees have proper immigration and labour visas and the terms of the labour contract are met.
- Security companies are responsible for ensuring that employee uniforms have been approved by PSBD, that employees are issued uniforms at no cost, and that employees carry only equipment issued by their company and authorized by PSBD.
- All security guards must be individually licensed. (You will be shown an example of PSBD security guard's ID on the course.)
- You are responsible for ensuring that:
 - your full uniform is worn properly at all times, and
 - your personal hygiene is not questioned.
- You are responsible for ensuring that your PSBD license is current and that it is worn on your uniform as required by law at all times.
It must be visible!!!
- You are required to surrender your license to an Inspector or to submit to photographs taken by an Inspector.
- You are required to cooperate fully with Inspectors.
FAILURE TO DO SO = \$\$\$ FINE \$\$\$
- Emirati Decree 557 of 2008 has a list of offences and fines for companies and security guards.

Security Company and security guard offences:

- There are a number of offences in the current Private Security Law that could be committed by individual security companies and security guards.
- These offences can also incur fines directly to the guard.
- The Notebook has a list of common offences and fines.

Security guard offences:

- There are a number of offences in the current Private Security Law that could be committed by individual guards.
- These offences can also incur fines directly to the guard.
- The Notebook has a list of common offences and fines for guards (see examples below).

- Telling someone to break the Private Security Law and Regulations or any instructions of the PSBD
- Not wearing an identification card as required by law
- Not properly wearing the company uniform
- Failing to maintain a uniform appearance
- Failing to inform your employer within 24 hours of the loss of your PSBD licence
- Sleeping while on duty
- Absence from duty or leaving place of duty for any reason
- Not wearing or carrying all uniform accessories
- (Notebook and 2 pens)
- Cheating or helping anyone cheat on a training test
- Misleading or giving false information to PSBD inspectors
- Acting in an unprofessional manner toward others while on duty
- Doing work other than that assigned
- Failing to bring your security licence to a test
- Abuse of position for personal gain or benefit of others
- Taking security licence outside the UAE
- Altering, damaging, or copying a security licence
- Any other infringement determined by the competent authority e.g. losing or damaging notebook (washing your notebook).

The fines for each offence are shown in your training manual and in your personal (NSI) notebook.

Lesson E - National Security Institute (NSI)

History

- Training for the private security industry in the UAE was brought to Abu Dhabi in October 2001 from the Private Security Programs Division of the Justice Institute Police Academy in Western Canada – a Department recognized and funded by the government.
- This training material was researched between 1994 and 1996 from existing training materials from several countries, including but not limited to, the USA, Canada, UK, and Europe.
- These government training standards formed the basis of training for the private security industry in Western Canada.
- From October 2001 to December 2002, advisors from the Canadian Police Academy carried out stakeholder consultations and further research in the UAE.
- This Canadian (international) Model of security training was then re-written to fit the cultural, societal, and legal norms of the UAE.
- Including a study of the UAE's Constitutional and Islamic legal systems and procedures, including but not limited to the UAE Penal Code No.3 of 1987 and UAE Penal Procedures Law of 1992.
- All Training Materials provided by NSI are specially written for the UAE and protected by international copyright law and UAE law.

Ministry of Interior, Abu Dhabi Police, Private Security Business Section (PSBS)
January 2003 to February 2009

- During this period, security companies were responsible for training their own security guards.
- This was accomplished by the PSBS conducting Train the Trainers Courses for private security companies' in-house trainers and providing all the security companies with the same single standards of private security training that was developed in the UAE prior to December 2002.
- After the PSBS trained the company's instructors, the instructors returned to their companies with the PSBS Training Manuals and trained their own guards with 5-days training.
- After completing training, the guards attended PSBS for examination.

NSI

- Due to past problems with some security companies not following the training standards and guidelines of the police, the PSBS (now the PSBD) stopped all companies from conducting in-house training and directed all companies to send their security staff to the NSI for government controlled training and evaluation.
- Training and evaluation by NSI is necessary in order to take the PSBD licensing exam which prepares the students for their work in security.

Training

NSI Training is:

- Classroom based
- Instructor led
- Using latest technology
- Involving student participation and practical exercises in a safe and friendly learning environment
- With a focus on student care and professionalism
- Students and NSI enjoy a pass rate of 92%+

NSI Faculty

- NSI faculty and staff have cumulative experiences that spans over 150 years of security, police, military and teaching experience.
- NSI staff comes from Canada, South Africa, Sri Lanka, Philippines, Sudan, Kenya, Egypt, Pakistan, India, and the UAE.

NSI Motto

Security through education!!!

Lesson F - NSI Training & Evaluation, PSBD Examination/Licensing & Annual Renewal

Training

- **DECLARATION: I WAS GIVEN THE PRE-COURSE READING MATERIAL & COURSE REVIEW ON (date) (Signed)**
- All training for private security personnel can only be carried out by an institute recognized and licensed by the Competent Authority (PSBD).
- In the Emirates of Abu Dhabi, Sharjah, Um Al Qwain, Ajman, Ras Al Kaimah and Fujairah, the only institute is the NSI.
- The NSI is owned by the Ministry of Interior, Abu Dhabi Police. It works closely with all the Competent Authorities in these Emirates and has an open policy of communication with companies.

Process

- After recruitment by a security company, student security guards are sent to the NSI for 5-days Basic Security Guard Training.
- Criteria of Evaluation: (a) Deportment; (b) Literacy & Comprehension; (c) Notebook Use & Maintenance; (d) Written Evaluation of guards' understanding of Training Materials. Students must pass each criterion. Pass mark is 70%.
- Students who successfully pass NSI evaluation and received their Certificate can apply to the PSBD for the government examination and licensing.
- In order to gain access to the exam, students must take their company picture ID card (and/or PSBD License), and a copy of the NSI Certificate.
- This procedure may vary from Emirate to Emirate (e.g. Ajman)
- PSBD exams are carried out at the NSI location under the control of Abu Dhabi Police.
- Successful students receive their PSBD License immediately which is valid for 2 years.

NSI Annual Renewal Training

- Even though the PSBD License is valid for 2 years, security guards must return to NSI every 12 months for Annual Renewal Training.
- Failure to take and pass Annual Renewal Training at NSI will result in the guard failing and his license withdrawn after only 1 year.
- Students must understand Licensing and Training are separate and distinct activities from each other but support each other.

Lesson G - Understanding the United Arab Emirates

- The UAE has 7 Emirates which are Abu Dhabi, Sharjah, Umm Al Quain, Fujairah, Dubai, Ajman, Ras Al Khaimah
- It is a Muslim culture that mixes with cultures from around the world
- The main role of private security in the UAE is prevention
- Companies and guards work together to make sure contracts are met
- Immigration law states that you must have a proper visa
- Labour law states that you must have a work permit
- Local Citizens are 15% of population and expatriates are 85%. Population is over 5 million.
- Common cultural offences in a Muslim Culture include: drunkenness and swearing/anger in public places
- Fridays have certain rules relating to work (see Module 1 lesson B)