



**Security Training Today:  
Trends and Issues in Post-9/11 America**

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Both the 1972 Rand Corporation report entitled PRIVATE POLICE IN THE UNITED STATES: FINDINGS AND RECOMMENDATIONS as well as the 1976 REPORT FO THE TASK FORCE ON PRIVATE SECURITY addressed the need for increased training of security officers. In the post-9/11 era, protection officers' roles and functions have expanded to some degree. Clearly training is needed. An examination of the sources of that training is useful to see the present status of training as well as future trends and initiatives. A historical perspective presents a more complete picture of security officer training.

Government mandated training is often seen as "the answer" to large numbers of untrained security officers. Traditionally legislation regulating security officers has had the following limitations.

1. The acts only regulate private investigators, armed security officers or contract security personnel. There is no provision for licensing unarmed proprietary security personnel.
2. Training is usually not addressed. Most regulation in the U.S., Canada and Europe targets screening of license holders for criminal records. In many acts training is not mentioned.
3. When training is mandated it is usually the bare minimum such as 8 hours of pre-assignment training.
4. Training quality may be lacking in terms of instructor qualifications and familiarity with security officer roles and functions. Testing may also be minimal so that there is scant evidence of an appreciable degree of learning taking place. Administration of mandated training is a major issue.
5. Enforcement of regulations may be almost non-existent. There may be little interest in enforcement or too few authorities to effectively manage enforcement.

Professional organizations play a key role in the development of any given profession. In the Security Industry, many professional organizations have taken the lead in promoting the training of entry-level protection officers. These include the International Association of Healthcare Security and Safety, ASIS International, and the National Association of Security Companies and others. There are also organizations specifically developed to develop, enhance and promote the training of security officers. The International Foundation for Protection Officers is one such association. The International Association of Security and Investigative Regulators is another.

Commercial providers such as AST Corp., Communicorp, and the Professional Security Training Network (PSTN) play a key role in providing products that can be used in security officer training. The content, quality and availability of training products and services is key to the development of instructional programs. Without professionally developed off-the-shelf programming, those charged with teaching security personnel are at a serious disadvantage.

Labor unions and employee associations have played a significant role in professionalizing police; they may do the same for security. Training, learning and professional development cannot occur without the active participation of the learners. Any organization of security officers, be it formal or informal, plays a key role in the employee socialization process. Such associations have tremendous potential to promote training at the "grass roots" level.

Employer initiatives – or the lack thereof – are key to security officer training. Employer actions are "where the rubber meets the road" in terms of what training actually takes place.

Historical analogies between security officers and related occupational groups such as police, soldiers and corrections officers can provide additional insight into the development of security officer training and related professionalism. One must, however, appreciate the

differences between the related occupational groups and the eras within which the professional development occurred. There are similarities, but the parallels are not exact. History does not repeat itself precisely; rather it provides examples which give food for thought.

### **A Historical Analogy: New Jersey Corrections Officers**

In 1958 Gresham Sykes wrote “The Society of Captives” about the lack of professionalism in New Jersey Corrections officers due to lack of training and high turnover. Officers were not committed to being CO’s as it was not viewed by them as a career. As they were inexperienced, they could not ‘read’ the inmates and determine which ones would cause trouble. They lacked confidence in dealing with tactical situations due to not being trained.

Many of these problems are training related. And they are somewhat analogous to contemporary security officers. Note that security officers must know and internalize the “corporate culture”. They must also become familiar with large, complex physical environments. And they must be adept at resolving conflict and using sophisticated technology. “Time in grade” is important!

The 1950s corrections officers were not successful employees for several reasons:

1. Because they are not interested in the prison service as a career, the temporary officers tend to have a high turnover as they are quick to resign to accept more remunerative employment.
2. Because they are inexperienced, they are not able to foresee or forestall disciplinary infractions, the on-coming symptoms of which the more experienced officers would detect and take appropriate preventive measures against.
3. Because they are not trained as the regular officers, they do not have the self-confidence that comes with the physical training and defensive measures which are part of the regular officers’ pre-service training and, therefore, it is not uncommon for them to be somewhat timid and inclined to permit the prisoner to take advantage of them.
4. Because many of them are beyond the age limit or cannot meet the physical requirements for regular employment as established by Civil Service, they cannot look forward to a permanent career and are therefore less interested in the welfare of the institution than their brother officers.
5. Finally, because of the short period of employment, they do not recognize the individual prisoners who are most likely to incite trouble or commit serious infractions, and are at a disadvantage in dealing with the large groups which congregate in the cellblocks, the mess hall, the auditorium, and the yard. (Sykes, 1958).

Many of the shortcomings in New Jersey correctional officers during the 1950s revolve around the issue of turnover and lack of workforce stability. Closely associated with this is the absence of a clearly visible career ladder. Both of these factors combine to create an uncaring employee who is not committed to his or her employment. Security officers, in particular but not by any means exclusively, employed by contract security firms seem to have the highest turnover rates. Goodboe (2002) citing a study done by the Freedomia Group Inc., maintains that turnover in the security industry exceeds 100 percent annually; greater than that in the fast food industry.

Sykes also alludes to the difficulty of the correctional officer role. He maintains that the role of a correctional officer is a combination of policeman, foreman, judge, boss and counselor (Sykes, 1958). Such a configuration can make for a confused employee if the officer does not

know which role to play in which situation. Such is the nature of discretion exercised by corrections officers, police officers and security officers.

### **The Role of the Security Officer**

The roles of contemporary security officers comprise various components. According to Fiems & Hertig, (2001) contemporary protection officers perform several basic roles:

**Management Representatives**, meeting and greeting visitors, communicating management's policies to employees and working to preserve the image of the organization they are protecting. As Management Representatives, they must attempt to make a positive impression on the various publics that they serve.

**Intelligence Agents** who acquire information and supply it to management. Management needs this information to make decisions in cases involving employee discipline, parking, etc. It also requires officer input to establish policies. In the Post 9/11 Era security officer's observations and reports have taken on new significance due to the threat of radical Islamic terrorism. In addition to terrorism issues – be they Islamic extremists or one of the various forms of domestic terror – protection officers collect intelligence on a variety of organized criminal activity. Youth gangs, cults, drug dealing, commercial counterfeiting, confidence games, employee theft rings and Organized Retail Theft are all examples of threats facing business and industry.

**Enforcement Agents** who ascertain that management's policies are being followed. In this role protection officers are primarily concerned with policy enforcement but there is certainly a relationship to public law enforcement also.

**Legal Consultants** who must have some working knowledge of criminal (theft and trespassing), civil (torts and negligence), administrative (government agency regulations such as OSHA) and labor law (search and seizure, privacy rights of employees). Legal issues that security officers confront are often unappreciated.

Other roles that may be emerging include:

**“Physical Security Specialist”**

And/or

**“Crime Prevention Specialist”**

There is also a technical aspect to the security officer's role regarding physical security, fire protection and response to emergencies (Fiems & Hertig, 2001, p. 17). There is an increase in demand for this type of protection officer and security service firms are striving to meet it. With expanding technology and the rise in massive private facilities/properties such as shopping centers, housing complexes, colleges, hospitals, amusement parks, casinos, etc., protection officers must be able to operate sophisticated equipment. Perhaps an analogy could be drawn between the conscript and volunteer army in the U.S. during the late 1970s. No longer was an infantryman qualified by having “a pair of legs and a pair of lungs.” Soldiers were being required to operate electronic equipment to communicate, see the enemy, etc.

Conceptually, one could argue that Physical Security is the core competency for security professionals. The professional certification processes developed by ASIS such as the Certified Protection Professional require a mastery of physical security. The Physical Security Professional (PSP) certification recognizes this body of knowledge directly.

The increasing use of technology such as x-ray detectors that allow the operator to see more creates a dilemma where security is weighed against privacy (Scuderi, 2004). In this case the Legal Consultant role also comes into play. As technology evolves and legal/ethical considerations become more complex; it becomes apparent that in an increasing number of instances we may see “Physical Security Specialists” emerging. Perhaps “Physical Security Specialist” could be considered a core role for contemporary – or future – protection officers.

Allied with physical security is crime prevention. This ties in with a “community policing” philosophy. A protection officer who can advise clients on crime prevention can gain better respect and cooperation Anderson (2001). A “Crime Prevention Specialist” must be knowledgeable about what is effective at reducing crime and related loss. Obviously scientific research is of paramount import; relying on simplistic, conventional wisdom will not do. Valid information is key to this as is the application of physical security measures. The implementation of crime prevention programming is also related to educational efforts. Awareness programs, coordinating speakers on personal security issues, publishing information about crime trends and reduction are part of this role. It is not wholly technical. It is a mix of Physical Security and public education; of technology and community policing. Currently some colleges have Crime Prevention Coordinators who perform these functions as do many municipal and state police departments. “Crime Prevention Specialist” is a role most often played by managerial personnel. In the near future we may see it moving down the organizational hierarchy to the officer level. This is most likely to occur in colleges, residential centers and shopping centers. With an increase in fear of crime and terrorism it has the potential to occur in various environments such as manufacturing and distribution centers, office buildings, healthcare facilities, etc.

Security officers work in a vast array of different settings. They, unlike correctional officers, face the further complication of having their roles modified by the environment that they are protecting. A contract security officer who moves from a shopping center where he or she is more of a Management Representative and Enforcement Agent to a nuclear power plant where there is a significant interaction with physical security systems designed to thwart acts of terrorism; has got to make a radical role adjustment. One can go from being an ambassador and a policeman in a mall to being a technician and a soldier in a high security environment like a nuclear facility. Additional cultural shifts include the employment relationship: a contract security officer has a different type of interaction and chain of command than a proprietary protection officer. The complexity of the security industry is far more pronounced than in allied occupational settings such as institutional corrections or public policing.

Training, the key component of the employee socialization process, is obviously of great import to having security officers understand the roles and functions they are expected to perform

### **1974 Basic Standard of the International Association of Hospital Security**

In 1973 the Center for Occupational Education at Jersey City State College began offering a 20 hour training course on hospital security. The next year a survey was conducted to determine specific job functions for security officers within a healthcare environment. As a result of the study, a 40 hour program was developed and subsequently endorsed by the International Association of Hospital Security. The program was designed to provide in-service personnel with greater insight into their roles. The curriculum covered 20 topical areas; including aspects

of hospital organization and labor relations; two topics tying together the role and function of a hospital security officer. The presence of these topics in the curriculum demonstrated insight on the part of the course developers regarding the role of the security officer as a Management Representative function involves both Labor Relations and Hospital Organization. Another purpose for the program was to enable officers to receive recognition for completion of a standardized instructional program (Wanat, Brown & Connin, 19778, 28-30).

### 1985 Curriculum Study

In 1985 this author conducted a survey of 500 randomly selected ASIS members asking them to rank topics that they would wish to see within a generic security officer training curriculum. Rankings are included in the table below:

Report Writing	97.7%
Legal Aspects	96.4%
Role OF The Security Officer	94.1%
Physical Security	90.9%
Safety	90.5%
Public Relations	90.5%
Fire Prevention And Control	88.6%
Bomb Threats	87.7%
Communications	86.8%
Patrol Procedures	86.8%
First Aid	85%
Investigation	76.4%
Training Orientation	72.3%
Substance Abuse	70.9%
Conflict Resolution	68.2%
Self Defense	64.5%
Information Security	62.3%
Traffic Control	59.5%
Disaster Management	57.7%
Threats/Terrorism	46.8%

The Role of the Security Officer was 3<sup>rd</sup>. Apparently the respondents appreciated the complexity of the role to rank it that highly. Previous research (National Advisory Committee On Criminal Justice Standards And Goals, 1976) has commented on a lack of job descriptions – obviously role definition is lacking without a job description.

Information Security was 17<sup>th</sup>; this is interesting in terms of contemporary concerns with identity theft, theft of proprietary information and terrorism. In the present day operational environment; a historical cycle would seem to be repeating itself with Personnel Security coming to the forefront once again. Regarding terrorism, we are entering a long and protracted military and political struggle; a sort of ‘Cold War’. A current study would probably reflect a higher level of concern with Information Security.

Threats/Terrorism was rated last. Certainly in 1985 terrorism was not as big a concern. Would the results be the same if the survey were replicated? And what about actual training initiatives? Empirical data on these questions would provide us with a more complete picture.

### **1988 International Foundation for Protection Officers (IFPO)**

The International Foundation for Protection Officers (IFPO) was formed in 1988 as a non-profit organization with the following objectives:

1. To provide for the education and certification of Protection Officers in the United States of America and Canada.
2. To develop and maintain training standards that will improve the quality of job performance by Protection Officers.
3. To establish standards of ethics for Protection Officers and to encourage adherence to those standards.
4. To fund research projects that will further the educational opportunities of Protection officers.
5. To conduct seminars and other educational projects so as to enhance the continuing education of Protection Officers.
6. To improve the public perception and awareness of the duties and responsibilities of Protection Officers.
7. To enhance the knowledge and education of Protection Officers through publication of periodicals, training manuals and security information bulletins.
8. To encourage Protection Officers to strive for high levels of career achievement and to gain a broader understanding of the principles of asset protection in the interest of the public, clients and employers.
9. To affiliate with universities, colleges and security professionals throughout the private and public security sector for the purpose of furthering education and certification opportunities for Protection Officers. And to make valuable training and education materials available to such universities, colleges and security professionals.
10. To encourage cooperation between public and private security organizations and recognized law enforcement agencies. To encourage greater understanding, cooperation and appreciation of the benefits that can be realized from joint efforts to develop effective strategies to improve methods of crime prevention.

The IFPO offers membership to both individuals and corporations. Memberships provide an extensive array of discounts; some of which are for training products and services. The Foundation also has developed professional certification programs for both line security officers and supervisors. These programs require candidates for certification to pass comprehensive examinations based upon comprehensive textbooks. There are also experience requirements. The Certified Protection Officer (CPO) is oriented toward the line officer. Candidates are tested on 43 topical areas from the PROTECTION OFFICER TRAINING MANUAL; a text that is currently in its 7<sup>th</sup> edition and is published by Butterworth-Heinemann. Recertification is also required for CPO's (Yisrael, 2004). The CPO designation has been obtained by 20,000 person in over 42 countries according to Sandi Davies, Executive Director of the IFPO (phone conversation, September 14, 2004).

The Foundation also provides the Security Supervisor Program and the Certified Security Supervisor (CS) designation.

### **Labor Unions and Employee Associations: A Second Historical Analogy**

Labor unions and various employee groups can make significant contributions to the training, networking and overall professional development of protection officers. Guilds in the Middle Ages in Europe were organized to regulate employment conditions for various occupational groups. They supervised quality and methods of production. As they began to monopolize the trades, government intervention was necessary. The Statute of Artificers was passed in 1563 to regulate the guilds and apprenticeships. (Encyclopedia Britannica, 1989, p 494).

Contemporary labor unions may operate similarly to the guilds in Middle Age Europe. One union, Service Employees International Union has lobbied for training standards and published various government reports on their website concerning security issues. Union leaders have testified before government agencies in favor of increased training. SEIU also negotiated an agreement in San Francisco with building owners and security service firms that established a training standard.

Contemporary security officer unions may also be spurred on by consolidation of security service providers. There is currently a great potential for Zalud's report. After the American Civil War, employers grew to be very large national organizations. They became monopolistic and this encouraged employees to unionize (Carrell; & Heavrin, 2001). This may be a repetitive historical cycle.

In Cleveland, Ohio in 1910 the Cleveland Police Department Forum Club was established. This Club was formed to discuss police issues, law, and the new discipline of Sociology. The Club was organized by the officers themselves (Wadman & Allison, 2004). Securityprofessionalssite.com is a contemporary organization that offers both a forum and articles. So too is Protectionsservices.ca.com. The International Foundation for Protection Officers also has an Article Archive that can be accessed by security officers to learn about various topics.

### **Certified Protection Officer Instructor (CPOI)**

In 2001 the International Foundation for Protection Officers developed a new professional certification known as the Certified Protection Officer Instructor (CPOI). The CPOI designation was initiated in response to requests from organizations who wanted to have an accredited individual instruct the Certified Protection Officer program within a classroom environment. In some cases instructors were teaching the CPO program within a classroom setting and had not even completed it themselves. Approximately 300 individuals had become Certified Protection Officer Instructors by the end of 2004 according to Sandi J. Davies, Executive Director of IFPO (Email, January 1, 2005).

### **2001 Professional Security Training Network Basic Security Officer Training Series (BSOTS)**

The BSOTS program offered by the Professional Security Training Network (PSTN) was revised in association with the IFPO. The twelve part video series was re-scripted by Richard Fiems,



CSS, CPOI who authored the program so that it would be an introduction, a stepping stone to the Certified Protection Officer program. Both ASIS and IFPO were introduced to viewers (phone conversation, July 10, 2001) Participants who successfully completed all test materials were eligible for a certificate from the International Foundation for Protection Officers. The BSOTS training package also included a copy of the PROTECTION OFFICER GUIDEBOOK as well as an Instructor's Guide and Student Notebook. These materials have substantially enhanced the ability of managers to deliver pre-assignment training to security officers. While precise market research is difficult to obtain due to its proprietary nature; it is probable that the BSOTS is the most widely used commercially available training package for pre-assignment security officer training in North America.

### **1993 International Association of Security and Investigative Regulators**

The IASIR was founded in 1993. The organization was comprised of representatives from fifteen states who license and regulate security and investigators. Originally known as the National Association of Security and Investigative Regulators, the organization was formed to enhance the representatives' ability to regulate and assist in promoting professionalism of the private security, investigative, alarm and related industries ([iasir.org](http://www.iasir.org)). As of November, 2004 the organization has grown to include thirty six agencies in twenty six states and five Canadian provinces (<http://www.iasir.org/about.htm>). An organization such as the IASIR can play a major role in promoting effective enforcement of state and provincial regulations regarding training.

### **European Developments**

In Europe there have been a variety of developments which impact security training. In 1989 the Confederation of European Security Services began as an umbrella organization of national companies that provide security services. CoESS endeavors to represent the collective interests of contract security firms in Europe as well as collecting and distributing information on the security industry. (<http://www.coess.org/about.htm>). The British Security Industry Association works to develop training standards for the security industry, disseminate information about the industry and effect legislative liaison with governments. In 1991 the BSIA created the Security Industry Training Organization (SITO) to provide training services (<http://www.bsia.co.uk/about.html>).

### **Post 9/11 Security Posture**

Thirty two percent of executives say that they have hired more in-house personnel since the September 11<sup>th</sup> incidents and four in ten say they have received more budget dollars than originally requested as a direct result of heightened terror sensitivities (Zalud, 2004).

Yet Gormley (2004) cites a poll taken by the American Management Association which found a slippage from 64% to 61% in companies that have an established crisis management plan. 54% of the firms had a designated crisis management team – down from 62% in 2003. Drills, however increased from 42% to 44%.

These trends are not dissimilar to those for public police. There is still a lack of training available for public police; with at most 10% receiving counterterrorism training in the US (Simon, 2004). Both policing and security personnel have been more involved in attempting to

identify behavior that may indicate a terrorist attack in the early stages. These efforts, however, are primitive at this point in time, lagging far behind the Israeli technique of assessing passenger behavior through an interview process to identify potential terrorists. There is, however, a trend toward what Simon (2004) refers to as “intelligence-led policing”. With the greater emphasis on prevention within the security industry; such an approach may migrate from the ranks of law enforcement officers to their largely private sector counterparts.

### **Post 9/11 Training Trends**

As of January 2005 the Foundation has certified 20,000 Certified Protection Officers in over 42 different countries according to Sandi J. Davies, Executive Director (phone conversation, September 14, 2004). In 2003 Group 4 Falck adopted the CPO program for its officers in Canada, encouraging all new officers to participate in the program. Individuals who have obtained their Certified Protection Officer Instructor (CPOI) designation have been made IFPO Program Administrators to assist the 7,000 Group 4 Falck officers in Canada to attain CPO status (Davies, 2004).

Certainly the impetus is present for professional certification within the Security Industry. ASIS International is aggressively marketing of the Certified Protection Professional (CPP) and unveiled two new designations, the Professional Certified Investigator (PCI) and Physical Security specialist (PSP).

Another factor is the international aspect of the contemporary business economy in general and the Security function in particular. Large organizations that conduct business across a multitude of political entities may be more inclined to see things from an international perspective.

State legislation continues to increase, although at a slow pace. Connecticut passed an in October of 2004 which requires an eight hours of pre-assignment training for contract security officers.

### **Post-9/11 Factors Affecting Training**

Training security officers is difficult. Absent a rigorous pre-assignment training requirement; the officers will have to be trained after they begin employment. Scheduling the learning sessions and budgeting for them are not easily accomplished. These are obvious impediments to a reticence on the part of those responsible - management of parent, client or contract organizations - to train protection officers. Hertig, (1996) provides an assortment of factors which inhibit security officer training efforts. These include:

1. Prejudice against security officers due to negative stereotypes held by the public and managers.
2. Tradition whereby security officers have not received training previously.
3. Over-reliance on Supervisory Discretion where management believes that supervisors will make all the key decisions and officers will not have to; thereby negating the need for the training of line officers. Aside from the fact that supervisors may not always be available to make decisions and that some organizations merely promote supervisors from within the ranks of the untrained security force; there is another consideration. That is that supervisory training, by and large, is not technical in nature. A supervisor without some technical expertise cannot be expected to make the best decisions regarding the employment of

technology, weapons or equipment. Security is not like policing where virtually all supervisory personnel attend a pre-service training academy and work their way up the ranks after gaining experience. Security supervisors may well be directing their subordinates in tasks that they themselves are not expert in. Obviously, management needs to address this and ensure that supervisors obtain an appropriate degree of expertise in security officer job functions, both routine and emergency.

4. Over – Reliance on Police response where management believe the security officers merely need to call the police when a problem occurs. There needs to be an assessment of actual job conditions and the nature and timeliness of police response.
5. Absence of Budgetary Allocation where some organizations allocate little or no funding to the training of security officers. Obviously convincing management to spend in areas where they have not spent before is an uphill battle.
6. Confusion about Training; confusing education with training and not understanding the components of repetition and indoctrination inherent within training.
7. Scheduling Difficulties which are most manifest when utilizing traditional classroom instruction. Additional concerns are overtime pay for personnel in training or on the job replacing those who are in training.
8. Managers lack of Training Know-How where managers really are not conversant in how to develop and provide a training program. A key element is imagination if one is to succeed in overcoming the scheduling and budget obstacles.
9. Training materials may not be available or may not address a particular organizational need. There are more training materials available today; but managers may not know about their existence or how to utilize them within a training scheme. Commercially available programs from AST Corporation, the Professional Security Training Network and Communicorp are high quality. Most programs can be used with little or no input from managers; but if the managers do not know they exist and how to use them, their existence is a moot point. Some managers believe that unless an off-the-shelf training product or program meets all of their individual organization needs; the product or program should not be purchased. The end result of the “Mr. Unique “syndrome is that no training occurs (Hertig, 1993).
10. Ego where the manager cannot admit the deficiencies within their training program. An additional aspect of this is when the manager attempts to do all of the training him/herself. In some cases “The Frog’ syndrome occurs where a managers ‘jumps’ into training without realizing the extent of the commitment. Once this is realized, the manager then ‘jumps’ back out. The end result is a lack of a training program (Hertig, 1993).
11. Misrepresentation in Contractor’s marketing may occur where the client is under the impression that training is given when it is not being given. Sometimes this relates to the quality and quantity of the training.

### **The Path to Professionalism**

There is a clear relationship between training and professionalism. Training is a key component of professionalism. Training provides the member of a profession with the knowledge, skills and abilities required to practice the profession. Professionalism cannot exist without training; but training is but one aspect of the whole. Fiems and Hertig (2001) have outlined the components of a profession:

1. Specific standards and codes of ethics that govern the actions of members

2. A body of knowledge exists which acts as a guide for new members of the profession. This body of knowledge includes professional journals as well as some historical; perspective. There are several journals available such as SECURITY JOURNAL, JOURNAL OF SECURITY ADMINISTRATION, the new JOURNAL OF SECURITY EDUCATION and now the HOURNAL OF PHYSICAL SECURITY which is available online (<http://jps.lanl.gov/>). Historical perspective is being developed via a history section of the IFPO Article Archives as well as the “Evolution of Asset Protection and Security” chapter by in the 7<sup>th</sup> Edition of the PROTECTION OFFICER TRAINING MANUAL. History was also included in chapters on Patrols and Investigation as well.
3. A recognized association exists that provides a forum for discussion and continuous development of the profession. The International Foundation for Protection Officers alliance with Securityprofessionalsite.com and the Protectionsservices.ca are examples in North America. In the United Kingdom the Joint Security Industry Council serves a similar professional information exchange function.
4. A certification program exists that ensures members are competent to practice in the field. The Certified Protection Officer is the primary example of a professional certification program. The certification developed by the International Association of healthcare Security and Safety is another. A question could be raised here concerning the various specialized security industry certifications in lodging, cultural property protection and healthcare.
5. An educational discipline exists that prepares students in the specific functions and philosophies practiced by the profession. Security education has faced an uphill battle on college campuses; but there are programs on some campuses and distance education offers degrees in Security to persons who are widely dispersed.

Professionals are those who practice a profession. They have special knowledge and skill, experience and a commitment to the profession. They practice a code of ethics and are recognized by others and the general public as being professionals (Fiems & Hertig, 2001). They are, to an extent, an exclusive group of practitioners. Legislative training mandates and professional certification programs help to define this exclusivity.

It could be argued that public recognition is the final component of professional status. It is the ‘icing on the cake’, so to speak. The Security Industry has been gaining more respect after September 11<sup>th</sup> (Scuderi, 2004). Increased salary levels are commensurate with public recognition so increased salary levels would indicate a move toward professional status. Pay has been increasing for security officers and new legislation is making it more difficult for just anyone to obtain a security officer position. (Scuderi, 2004). In a study conducted by ASIS International and SECURITY MANAGEMENT magazine analyzed wage rates for armed and unarmed contract and proprietary security officers and found an across the board raise of \$2-3 per hour in 2003 (Anderson, 2004). The study also found that individuals who held the Certified Protection Officer designation saw a 12.5% salary increase over 2002. It would seem that professional certification, another component of professional status, is also increasing.

An increasing number of colleges have been offering Homeland Security curricula; most often this takes the form of courses or certificates; although there are some degree programs available. There are hundreds of courses in either Homeland Security or related fields such as Emergency Management. This trend did not start with the events of 9/11; rather it was developing beforehand. There have been disasters ranging from floods to forest fires to blizzards and chemical spills which have garnered media attention. The 1995 Oklahoma City bombing and

Centennial bombing at the Atlanta Olympics generated interest in counter terrorism and emergency management. The community college trend of offering courses, certificates and associate degrees may have some spillover into the training area. There is a relationship between training and education; particularly at the community college level where the college offers both vocational and academic programs. It may be possible to draw a historical analogy between community college involvement in training and education within policing during the 1960s and 1970s, and what is happening today. Also the Jersey City State College and International Association of Hospital Security initiative in the 1970s. It may be that community colleges will offer workshops and training courses to complement their academic programs in some manner. Additionally, proposed legislation in Ontario brings community colleges into a training role for provincially mandated training. Where police training programs grew in the US during the 1960s and 1970s; it may be that community colleges see a market for training security personnel and establish the appropriate administrative support mechanisms and marketing structure to support such efforts.

### **Breaking Tradition: New Legislative Initiatives**

The U.S. Congress has passed an employee background check bill as part of the National Intelligence Reform Act of 2004. ASIS International and NASCO worked to include proprietary personnel. This is a marked departure from earlier regulatory efforts that only addressed contract security personnel. It may also be instructive in that only screening and not training is included in the legislation. It may be that having only training or screening in a bill will ease passage of it. H.R. 1534, the Private Security Officers Quality Assurance Act of 1993 addressed the screening of protection officers as well as the training of them. The Act, if passed, would have applied to both commercial and proprietary personnel (Burstein, 1996).

Proposed legislation in Ontario also includes proprietary security personnel. In Ontario, the original act was passed almost 40 years ago. In 1966 there were 4,000 licensed security personnel in Ontario while contemporary numbers stand at 30,000. The addition of retail loss prevention agents, 'bouncers' and municipal employees who perform security functions will add another 20,000 license holders (Brown, J. January 1, 2005 Ontario Introduces Long-Awaited Changes To Private Security And Investigators Act (Online), Accessed on January 1, 2005. [http://www.canadiansecuritymag.com/newpages/exclusive\\_articles.html](http://www.canadiansecuritymag.com/newpages/exclusive_articles.html)).

These new legislative initiatives will have an impact on the training of security personnel. NASCO and ASIS continue to lobby for new training standards. So too does the British Security Industry Association and the Confederation of European Security Services. The ASIS Private Security Officer Selection and Training Guideline should have a substantial impact in that it has been developed in association with NASCO and NASIR by a very large professional organization. Once models become known either through publicity efforts such as websites or enactment by other governmental entities; their chances of adoption are enhanced. Dormant bills may be revived. Over the years there have been a considerable number of prior attempts at enacting security officer training laws.

Additionally, recognized testing measures as utilized by the IFPO in conjunction with AST Corporation help clear up the administrative muddle so often found in training mandates.

As industry standards, legislative models and standardized instructional programming gain wider acceptance; more training for security officers seems to be inevitable. We may be at a

crossroads where an expectation of security training becomes common. The old tradition of little to no training for security personnel may slowly fade into memory.

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### **About the Author**

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