

# Professional Security Officer Program(PSOP)

## Unit descriptions and lesson learning objectives.

The Professional Security Officer Program course consists of 11 units, with each unit having between two and eight embedded lessons. Each of the 11 units has a matching unit assessment.

## Metadata

**Description:** This course presents a knowledge base of the best and safest methods used to accomplish the numerous tasks required of the protection professional. The course covers a broad range of subjects, including the duties and responsibilities of the protection officer. The information presented ensures protection officers have the professional expertise to carry out the important mission of protecting people, property, and information. Successful completion of this course requires viewing ALL course material and passing ALL unit tests.

**Duration:** 40 Hours

## Units (Each unit includes a separate unit assessment):

***Duties and Responsibilities:*** This unit explores the duties and responsibilities of a protection officer.

Students will learn about the different types of security services, including public and private, proprietary and contract, and the advantages and disadvantages of the different types. Each of the three general types of protection provided by security services will also be explained.

### *Types of Security*

- Recall the characteristics of public and private security.
- Recall the definitions and characteristics of proprietary and contract security.
- Identify advantages and disadvantages of proprietary and contract security.
- Identify three types and characteristics of general protection services offered by private security.

### *Protection of People*

- Identify roles and responsibilities of a protection officer.
- Identify skills and techniques used by a protection officer to control crowds.
- Identify characteristics of detection and suppression equipment.
- Identify work sites that require special protection considerations.
- Recall the purpose and techniques used to control access.
- Recall emergency response requirements and procedures.

*Professionalism and Ethics: This unit will present several areas relating to the development of a protection officer's professional image. It will examine a protection officer's professionalism and ethics, public relations, labor relations, and relations with the police.*

#### *Professionalism and Ethics*

- Identify roles and responsibilities of a protection officer.
- Recall the importance of being reliable and punctual.
- Identify the importance of not accepting or giving favors or gifts.
- Identify professional and ethical practices that contribute to the integrity of a protection officer.
- Recall the importance of a positive attitude to job performance.
- Recall the importance of continued education to job performance.

#### *Public Relations*

- *Recall the importance of unbiased public relations.*
- *Identify methods used to assist people with disabilities and other special needs.*
- *Recall appropriate media interactions.*

#### *Labor Relations*

- Identify dispute actions that may occur within the employment relationship.
- Recall the significance of a collective bargaining agreement in a labor dispute.
- Recall the rights and responsibilities of union, employers, and employees during labor disputes.
- Recall the role of a protection officer during a labor dispute.

#### *Relations with Police*

- Identify the organizational structure of policing within the United States.
- Recall roles and responsibilities of police forces.
- Identify the source and scope of protection officer authority.
- Recall the relationship between private protection and police officers.
- Identify the rights protected by the Fourth Amendment of the United States Constitution.

*Report Writing: This unit describes the report-writing skills necessary for proper note taking. It discusses the importance of detailed notes and outlines rules and listing techniques. It also presents methods to create and preserve accurate reports used as evidence in court.*

#### *Memory and Observation Skills*

- Identify elements of critical observation used by protection officers.
- Recall the importance of knowing routine work site activity patterns.
- Identify potential hazards and hazardous conditions.

#### *Taking Notes*

- Recall the importance of taking accurate notes.
- Identify rules for proper note taking.
- Recall details used to identify people and objects.

### *Report Writing*

- Recall the significance of an accurate report.
- Recall elements of a good report.
- Identify report-writing skills used by protection officers.

*Patrol Techniques: This unit discusses patrol purposes, tasks, and methods. It also outlines advantages and disadvantages of various patrols. It describes equipment used for foot and/or mobile patrols and details proper procedures used in foot, mobile, random, and first patrols.*

### *Understanding Techniques*

- Identify patrol purposes, and tasks and methods used to accomplish them.
- Identify guidelines for properly prepared protection officers.
- Identify equipment used for foot and/or mobile patrols.

### *Types of Patrol*

- Identify advantages and disadvantages of various patrols.
- Recall functions of a properly conducted foot patrol.
- Identify the characteristics of random patrols.

### *Factors of Patrol*

- Identify procedures for first patrol of shift.

*Traffic and Crowd Control: This unit will discuss the importance of right-of-way for emergency vehicles, types of traffic control devices and their meanings, important considerations to remember about intersections, and procedures for reporting accidents. The unit examines flagging at road construction sites and explores factors related to parking, such as parking for disabled persons. It also discusses crowd control, including information about different types of crowds and how crowds react in different ways.*

### *Protection Officers and Traffic Control*

- Identify persons responsible for traffic control on public and private property and during emergency situations.
- Identify locations and circumstances in which protection officers may control traffic as well as concerns associated with each.

### *Protective Clothing*

- Identify a protection officer's primary traffic control concern and safety requirements to follow when directing traffic.
- Identify appropriate types of traffic control protective clothing, including special requirements, used during various weather conditions.

### *Methods of Controlling Traffic*

- Identify traffic control signals used to start and stop traffic.
- Identify traffic control signals used to direct turning traffic.
- Identify major concerns and proper procedures for directing traffic at intersections.
- Identify types of traffic control devices and their uses.
- Recall guidelines and procedures for reporting an accident and gathering pertinent accident information.

### *Construction Traffic and Flagpersons*

- Recall responsibilities and regulations associated with flagpersons at road construction sites.
- Identify proper flagging procedures and equipment for regulating traffic at road construction sites.

### *Parking*

- Identify guidelines and procedures for handicap and emergency vehicle parking.
- Identify considerations and procedures to follow when directing traffic to park.

### *Crowd Control*

- Identify types of crowds and characteristics of each.
- Identify laws associated with the First Amendment and protestors' rights.
- Identify guidelines for appropriately handling various types of crowds.

*Evidence and Testimony: This unit focuses on the importance of gathering evidence at the crime scene, how to preserve evidence, the roles of witnesses, and courtroom procedures. Information presented includes listing and describing various types of evidence and sources of evidence, the importance of continuity of evidence, and methods of preserving evidence and crime scenes. The unit also discusses the proper way to conduct witness interviews and the importance of witness and security testimony and court procedures.*

### *Evidence*

- Recall the definition of evidence and its importance to discovering truth.
- Identify types of evidence and characteristics of each type.
- Identify sources of evidence and examples of each.
- Identify judicial rules of evidence and differences between admissible and inadmissible evidence.

### *Preserving Evidence*

- Recall the definition of crime scene.
- Recall the importance of preserving a crime scene, possible means of its destruction, and procedures for ensuring its security.
- Identify appropriate methods of documenting, collecting, and preserving evidence.
- Recall the importance of continuous possession of evidence and procedures for ensuring evidence integrity.

### *Witnesses*

- Identify the importance of witnesses to an investigation and items to consider when identifying and interviewing witnesses.
- Recall the purpose of the Miranda Rule and officer responsibilities and limitations as defined by the Miranda Rule.
- Identify guidelines and critical factors to consider when preparing to interview a witness.
- Identify critical factors, strategies, and proper procedures for conducting a witness interview.

### *Providing Testimony*

- Identify court procedures, including pretrial and trial events.
- Identify appropriate officer attire and behavior during court appearances.
- Identify important factors and behaviors for maintaining credibility and integrity when giving testimony in court.
- Identify the distinction between the inquisitorial and adversarial problem-solving processes.

*Physical and Preventive Security: This unit identifies basic protection strategies that are commonly used today. It also describes different techniques available to assist with identification of people entering a work site and discusses the need for protection of confidential information.*

### *Perimeter, Area, and Point Protection Systems*

- Identify the lines of protection in security systems.
- Identify purpose, components, and functions of protection systems.
- Identify roles and responsibilities of a protection officer.

### *Techniques for Controlling Access and Egress*

- Recall purpose of access controls.
- Recall elements of effective access and egress controls.
- Recall techniques used to control access and egress.

### *Badges, Digital Controls, and Barriers*

- Identify types of protection systems used to control access and monitor activity.
- Recall the purpose of barriers.

### *Security of Information*

- Identify computer hardware and software protection methods.
- Identify computer components.
- Recall legal guidelines for software protection.
- Recall characteristics of networks, intranets, and the Internet.

*Fire and Emergency Situations: This unit discusses causes of workplace accidents and security's role in preventing them, hazards of substance abuse, and OSHA and its functions. Elements, hazards, safety, classes, and prevention, detection, and suppression of fire are discussed, as well as types of fire extinguishers, officer responsibilities, emergency measures plans, and first aid procedures.*

### *General Safety*

- Identify basic components and common causes of most workplace accidents.
- Identify safety responsibilities for employers, employees, and protection officers.
- Identify potential effects and hazards stemming from substance use and abuse in the workplace.

### *Occupational Safety and Health Administration*

- Identify responsibilities outlined by the Occupational Safety and Health Administration.
- Identify classes and types of hazardous materials and their properties.
- Identify types of product labels and requirements for each.
- Recall definition, purposes, and components of a Material Safety Data Sheet.
- Identify training requirements and key training elements for employees who work with controlled products.
- Identify safety responsibilities for suppliers, employers, and employees who work with controlled products.

### *Fire Safety*

- Recall the definition and elements of fire.
- Identify fire safety practices.
- Identify oxygen-related processes affecting fire.
- Recall definitions and properties of combustible and flammable materials.
- Recall the definition and properties of flashpoint.

### *Fire Prevention, Detection, and Suppression*

- Identify fire prevention measures.
- Identify roles and responsibilities of a protection officer.
- Identify types and characteristics of fire detection systems.
- Identify types and characteristics of fire suppression systems.

### *Fire Classes and Extinguishers*

- Identify the classes and characteristics of fire.
- Identify the types of fire extinguishers and operational procedures.
- Recall fire extinguisher guidelines.

### *Officer Responsibilities in Case of Fire*

- Identify fire detection, warning, and evacuation guidelines and procedures.
- Identify types of emergency vehicles and their uses.
- Recall procedures for assisting emergency personnel and controlling the crowd.
- Recall guidelines and procedures for recognizing and preserving evidence.

### *Emergency Measures Plan*

- Identify purpose and contents of an Emergency Measures Plan.
- Identify protection officer's role and responsibilities during an emergency situation.

### *First Aid*

- Identify appropriate methods and procedures for determining first aid requirements for accident victims.
- Recall definitions of important medical terms.
- Identify levels of consciousness and characteristics of each level.
- Identify respiratory system organs and functions.
- Recall definition and procedures for performing cardiopulmonary resuscitation (CPR).
- Identify methods for recognizing types of injuries and procedures for appropriate treatment of each type.
- Identify types of communicable diseases, methods of transmission, and protective measures.

*Explosive Devices and Bomb Threats: This unit explains explosive devices, their containers, how to identify an explosive device, and methods of transmitting threats. Categories of the types of people who make bomb threats will be explored, as well as methods of evaluating threats, who to notify about threats, and when and how to evacuate.*

### *Containers for Explosives*

- Recall characteristics of bomb containers.
- Recall roles and responsibilities of a protection officer.

### *Receiving and Responding to Bomb Threats*

- Recall the three links of a bomb threat.
- Identify the types of people who make bomb threats.
- Recall responsibilities and actions when responding to a bomb threat.
- Recall evacuation procedures.
- Recall factors to consider before evacuation.

### *Telephone Bomb Threats*

- Recall responsibilities and actions when responding to a bomb threat.
- Recall information included on a telephone bomb threat checklist.
- Recall information included on a risk evaluation checklist.
- Recall the two categories of telephone bomb.

### *Bomb Placement*

- Identify common targets for bomb threats.
- Recall appropriate procedures to follow if a suspicious object is found or an explosion occurs.
- Recall bomb threat search guidelines.

*Alarm Systems: Types of alarm systems and their characteristics are defined in this unit. The three basic components of an alarm system and the guidelines to operate and respond to alarm systems are also presented, as well as different types of protection strategies when implementing alarms. The unit concludes with an overview of false alarms and techniques for preventing them, as well as their consequences on people, property, and information.*

### *Overview of Alarms*

- Identify the types of alarm systems

### *Components of Alarms*

- Identify characteristics of alarm systems.
- Identify characteristics of annunciators.

### *General Operating Procedures*

- Recall procedures to follow when an alarm is activated.
- Identify characteristics of false alarms.
- Identify characteristics of valid alarms.
- Recall false alarm prevention techniques.
- Recall consequences of false alarms.

*Legal Aspects:* This unit presents information on your legal authority as a protection officer. That authority derives from three different sources: private citizenship, property ownership, and authority as agent for a property owner. You will explore the landlord-tenant relationship; government regulations on the security industry; and federal, state, and municipal jurisdictions of authority.

### *Powers of a Protection Officer*

- Identify the rights and responsibilities associated with a protection officer's use of force.
- Identify arrest and detention regulations and procedures that pertain to protection officers.
- Recall the definition of search and seizure and objectives for conducting a search.

### *Common Offenses*

- Recall the definition and characteristics of trespassing and breaking and entering.
- Identify procedures for handling trespassing and breaking and entering offenses.
- Recall the definition and characteristics of fraud, theft, and robbery.
- Recall the definition and characteristics of disturbance and vandalism.
- Identify the types of vandalism.
- Recall the definition and characteristics of assault and arson.

### *Legal Jurisdictions*

- Identify examples of criminal offenses.
- Identify examples of state offenses.
- Identify examples of municipal offenses.