



Unit 1: Foundations

Unit Description:

This unit consists of 5 chapters: Concepts and Theories of Asset Protection, The Evolution of Asset Protection and Security, Role of the Professional Protection Officer, The Protection Officer as a Leader, and Career Planning for Protection Professionals.

Chapter Title:

Description:

Concepts and Theories of Asset Protection

The protection officer's core job function of asset protection has been practiced for millennia. Early efforts included protecting the Roman city with night sentries patrolling the streets and building medieval castles. Today's techniques are much different and include widely-accepted procedures. Competent protection officers must know and employ effective techniques and procedures for asset protection.

This lesson discusses asset valuation, asset protection, risk management and insurance, and Crime Prevention through Environmental Design (CPTED).

The Evolution of Asset Protection and Security

History is illustrative for many reasons; there are trends and themes that run throughout the march of time and that repeat themselves to varying degrees. History provides perspective on where things were, where they are now, and where they may be in the future. Historical analysis provides insight into how certain issues were dealt with and may give guidance beneficial in contemporary or future problem solving.

This lesson discusses the history of asset protection and security and describes key events in evolution of the protection profession.

Role of the Professional Protection Officer

Life is all about taking risks, and so is business. If businesses were to decide not to take any risks, chances are that they would end up losing more than what they wanted to protect in the first place. Speculative risks allow us to grow and—if in a profit-making organization—gain wealth. Inherent risks where there is no potential for gain (loss events) must be managed. As we move forward in life (and business), the risks we often have to take grow larger. Every organization needs people to address those inevitable issues...risks.

This lesson discusses key roles of the protection officer in today's society.

The Protection Officer as a Leader

Leaders and supervisors/managers are seldom one and the same. Supervisors/Managers are formally designated to led their units, but some true leaders are not tasked with direct line supervision.

This lesson discusses the basic principles, skills, and characteristics of leadership.

Career Planning for Protection Professionals	<p>Career planning is essential to becoming a successful security professional.</p> <p>This lesson discusses the importance of career planning, describes the significance of education and training, and defines relevant resources for career planning, education, training, internships, and licensing/certification. It also provides information about networking, job searching, and career advancement.</p>
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Unit 2: Communications

Unit Description:

This unit presents 3 chapters: Effective Communications, Security Awareness, and Central Alarm Stations and Dispatch Operations.

Chapter Title:

Description:

Effective Communications

Effective communications is the faithful reproduction of a thought, idea, observation, instruction, request, greeting, or warning expressed in a verbal or written format, by electronic alarm annunciation, or in pictorial media. Faithful reproduction means that the communicator's original message is both received and understood by the targeted receiver or receiver group. Effective communication is a central component of effective protection officer job performance, and requires two-way, mutual understanding of intended messages.

This lesson describes effective communications techniques for security professionals, discusses communication myths and misconceptions and defines procedures for proper use of various communications devices.

Security Awareness

Security awareness has long been a goal of organizations that strive to provide a safe and secure environment for their employees and customers, and for those who want to defend precious assets. Security awareness operates best when a reasonable plan is put together with policies and procedures that support a comprehensive team concept. A security awareness team is crucial to sustaining a healthy corporate environment, and it should include everyone connected to corporate functions.

This lesson discusses the importance of security awareness to an organization's overall success and describes ways to include both internal and external stakeholders in creation of a safe and secure environment.

Central Alarm Stations and Dispatch Operations

Security breeches are often detected and transmitted to a central dispatch function by electronic devices and alarms. Protection officers' actions in response to potential intrusions will be enhanced by a comprehensive understanding of alarm systems and dispatch center operations.

This lesson discusses the history of central alarm stations and dispatch centers and their evolution into today's more highly advanced operations. It also describes types of alarm, control, and computerized visitor management systems and defines communication devices used by dispatchers.

Unit 3: Protection Officer Functions

Unit Description:

This unit presents 4 chapters: Automation in Protection Operations, Patrol Principles, Traffic Control, and Crowd Management and Special Event Planning.	
<i>Chapter Title:</i>	<i>Description:</i>
Automation in Protection Operations	<p>Rapid advances in automation have significantly enhanced security operations. Competent security professionals should be aware of this evolution and current state-of-the-art devices.</p> <p>This lesson discusses the history and the proper application of automation in the protection industry, describes automation technology applications, and defines protection officers' roles with regard to automation.</p>
Patrol Principles	<p>Patrol is the one function common to all security agencies. The word "patrol" is likely derived from the French word <i>patrouiller</i>, which originally meant "to tramp in the mud." Competent security professionals must be able to effectively perform this core function.</p> <p>This lesson discusses the history of security patrols, their major purposes, and issues security personnel may encounter while on patrol. It also describes effective patrol techniques and defines professional actions and attitudes for patrolling officers.</p>
Traffic Control	<p>An officer directing traffic at a busy site provides the most frequent contact between citizens and security personnel. Professional performance of what citizens recognize to be a difficult and hazardous job helps generate and maintain public respect.</p> <p>This lesson discusses basic elements of traffic control and describes important hand signals and general rules for traffic direction.</p>
Crowd Management and Special Event Planning	<p>The best way to handle civil disturbances is to prevent them from happening. However, when they do occur, it becomes the responsibility of the police, and often security forces, to restore order. Competent security professionals must recognize indications a disturbance is about to occur and proper actions to restore order once a disturbance is in progress.</p> <p>This lesson describes various types of crowds and crowd control techniques. It also discusses actions to prevent disorder and defines responsibilities of security officers, police, and riot control forces.</p>
Unit 4: Crime Prevention and Physical Security	
<i>Unit Description:</i>	
This unit presents 5 chapters: Environmental Crime Control, Physical Security, Concepts and Applications, Alarm System Fundamentals, Access Control, and Detection Technology.	
<i>Chapter Title:</i>	<i>Description:</i>

Environmental Crime Control	<p>There is danger in thinking that once security measures have been implemented, there will never again be a crime or unwanted activity in the secured area. Unfortunately factors such as the effects of displacement and diffusion of benefits motivate wrongdoers and force security practitioners to continually review potential threats and adequacy of current security efforts.</p> <p>This lesson defines differences between environmental crime prevention and social crime prevention and discusses theories of crime prevention. It also describes the Crime Prevention through Environmental Design (CPTED) theory, Defensible Space through Urban Design, and other practical applications.</p>
Physical Security Concepts and Applications	<p>Competent protection professionals must understand and be able to apply modern concepts and equipment that enhance physical security.</p> <p>This lesson discusses the basics concepts of physical security planning and applications of security lighting. It also defines types of glass glazing and intrusion detection and discusses other physical security features including system monitoring, card access, door-locking hardware, closed-circuit television safes, vaults, and fencing. In addition, it discusses options for continuing education and physical security certification.</p>
Alarm System Fundamentals	<p>Alarm systems often form the backbone of a facility's physical protection program and are very likely to be encountered by protection officers or security specialists as they perform their daily duties. Professional protection and security officers should understand the basic alarm system components and functions.</p> <p>This lesson describes alarm system fundamentals, types of alarm monitoring, and equipment used for monitoring. It also discusses the layers of an alarm system and various types of alarms and defines proper methods for responding to security alarms.</p>
Access Control	<p>Control of access to property, services, events, or information is a large part of asset protection. A security officer will almost certainly be expected to perform a duty relative to access control during the course of his/her employment, and should therefore be familiar with the equipment and procedures used to perform this core job task.</p> <p>This lesson discusses the concept of access control and methods of implementation. It also describes roles of professional security officers in access control and the value of sound record keeping and data storage practices.</p>
Detection Technology	<p>Protection officers are likely to be involved in selection and implementation of detection equipment and should therefore be aware of current detection technology and devices.</p> <p>This lesson discusses detection technology and devices and describes advances in these areas. It also defines considerations for selecting and implementing various technology options for enhancing asset protection.</p>

Unit 5: Safety and Fire Protection

Unit Description:

This unit presents 3 chapters: Fire Prevention, Detection, and Response, Occupational Safety and Health and the Protection Officer, and An All Hazards Approach to Hazardous Materials.

Chapter Title:

Description:

Fire Prevention, Detection, and Response

Fire has long been one of the most feared threats to life and property. Fires not only destroy homes and buildings, but they can also consume vast expanses of wilderness or entire neighborhoods and take the lives of people. Once initiated, fires spread rapidly and become extremely hard to control or extinguish. Protection professionals must understand the nature of fire and effective procedures for preventing, detecting, and responding to fires.

This lesson describes components of fire, fire hazard areas, and types of fires. It also discusses roles and responsibilities of protection professionals in fire prevention, detection and response.

Occupational Safety and Health and the Protection Officer

Risk can take many different forms. It can affect people, information, tangible assets, reputation, and the environment in all organizations. The Occupational Safety and Health Administration (OSHA) has many regulations with which employers must comply. Protection officers are likely to play key roles in risk identification and mitigation and compliance with OSHA requirements. Therefore, they require extensive, specific knowledge necessary to perform these tasks.

This lesson discusses the relationship between work environment and health describes the basic elements involved in establishing an Occupational Safety and Health program. It also discusses major causes of occupational accidents and illnesses and the roles of the protection officer in ensuring the safety and health of employees in the workplace.

An All Hazards Approach to Hazardous Materials

A hazardous material is anything that has the potential to cause harm to people or the environment (plants, animals, and waterways) if released in an uncontrolled manner. There are literally millions of materials that could be classified as hazardous. In addition, some materials might not be considered hazardous in their original state but become hazardous once they are used or become "waste."

This lesson describes hazardous materials and discusses protection officers' when responding to hazardous materials incidents.

Unit 6: Information Protection

Unit Description:

This unit presents Information Security and Counterintelligence.

Chapter Title:

Description:

<p>Information Security and Counterintelligence</p>	<p>Information is often a key business, corporate, and/or personal asset that requires adequate protection. Protection professionals should be able to offer alternatives that ensure adequate information security.</p> <p>This lesson discusses information security and counterintelligence and identifies various information security vulnerabilities, security countermeasures, and reasonable risk mitigation. It also defines common roles of professional protection officers and security service providers in protection of sensitive information and intangible assets.</p>
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Unit 7: Deviance Crime and Violence

Unit Description:

This unit presents 5 chapters: Workplace Crime and Deviance, Substance Abuse, Workplace Violence, Crisis Intervention, and Strikes, Lockouts, and Labor Relations.

Chapter Title:

Description:

Workplace Crime and Deviance

In any organization, some employees will steal. The more opportunity allowed for theft, the more theft there will be. Protection officers are likely to be responsible for preventing employee theft and therefore require specific information about this common crime.

This lesson discusses theories of workplace crime how these theories might be use minimize occurrence. It also describes specific strategies and actions for preventing and responding to the most common crime at the workplace, theft.

Substance Abuse

Substance abuse is a threat to our society and public safety. It favors no race, age group, intelligence level, social or economic status, or sex. It consumes anyone who dares to embrace its false promises for perpetual self-gratification and well-being and results in affected individuals being ineffective and/or dangerous on the job.

This lesson discusses substance abuse in the workplace and describes psychoactive drugs and the behaviors resulting from their use and/or abuse. It also defines risks these behaviors pose for employees and employers.

Workplace Violence

Violence is pervasive in our world and has been part of human society since earliest recorded time. Violence can range from threats and verbal abuse to physical assaults and homicide and one of the leading causes of job-related deaths in the United States. Workplace violence is a specialized problem that security professionals must deal with in their day-to-day work lives. Therefore, protection officers must understand causes and indications of potential violence and how to prevent violence in the workplace.

This lesson defines workplace violence and describes actions organizations can take to prevent workplace violence incidents. It also discusses methods to better prepare the security officer to recognize potential threats, take appropriate preventive actions, and properly react to incidents when they occur.

Crisis Intervention

The risk that violence may be perpetrated against individuals in our modern workplaces is a major security/protection officer concern. The protection officer, by the nature of his/her job function, must deal with individuals who present the threat of violent behavior. These individuals pose a serious threat to themselves, employees, the public, and security/protection personnel.

This lesson discusses crisis intervention and other techniques that aid in keeping protection officers safe while their job duties.

<p>Strikes, Lockouts, and Labor Relations</p>	<p>Labor relations are a subsection of industrial relations that include employers and employees dealing with matters such as collective bargaining and associated activities. Because disruptions in normal labor relations can lead to major disruptions in the workplace, protection officers should have thorough knowledge of the security practices and procedures that should be implemented in event of a breakdown in civil labor relations</p> <p>This lesson describes types of strikes and security procedures that should be implemented before and during strikes. It also discusses actions that should be documented during a strike or employee misconduct, and the importance of this documentation in related disciplinary procedures.</p>
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Unit 8: Risk and Threat Management

Unit Description:

This unit presents 4 chapters: Security Risk Management, Emergency Planning, Terrorism, and Anti-terrorism and VIP Protection.

Chapter Title:	Description:
Security Risk Management	<p>Risk management is practiced by prudent corporations and individuals. Protection/Security officers are likely to have key roles in risk mitigation and therefore require detailed knowledge of relevant practices and procedures.</p> <p>This lesson defines key elements of security risk management and risk management cycles/processes. It also describes the practice of risk management using thorough risk assessment and risk monitoring programs and discusses tools to assess situations, develop feasible options, and recommended realistic solutions to meet defined protection objectives.</p>
Emergency Planning	<p>Emergencies large and small happen every day and in all types of environments. Regardless of their scale, emergencies have a number of things in common including appropriate protection/security officer responses.</p> <p>This lesson defines types of potential emergencies and discusses the importance of planning for emergency situations. It also describes procedures for creating, reviewing, and integrating an emergency response plan.</p>
Terrorism	<p>The world is experiencing an era of increased terrorism that will likely continue for decades. Protecting individuals and businesses from terrorists' actions is a key security professionals' responsibility that requires knowledge of terrorists' motivations and potential actions, as well as steps that should be taken to decrease threats of terrorism.</p> <p>This lesson defines terrorism describes the environment in which terrorists operate, and discusses tactics that can be used by security professionals to decrease threats posed by terrorism.</p>
Antiterrorism and VIP Protection	<p>Terrorists' actions may focus on specific individuals. Security professionals may be charged with protecting key individuals, and must therefore have knowledge necessary to accomplish this important task.</p> <p>This lesson describes terrorist actions and activities, ways to defend against them, and appropriate security personnel actions in event of hostage and suicide attack situations. It also discusses procedures for creating an antiterrorist strategy and defines common antiterrorist techniques.</p>

Unit 9: Investigations

Unit Description:

This unit presents 5 chapters: Investigation: Concepts and Practices for Security Professionals, Crime and Incident Scene Procedures, Interviewing and Statements, Foundations for Surveillance, and Report Writing and Field Notes.

<i>Chapter Title:</i>	<i>Description:</i>
Investigation: Concepts and Practices for Security Professionals	<p>Investigation can take many forms—from the simple asking of a few questions and recording answers in a report to full-scale forensic examinations. Although seldom recognized, conducting investigations is a common security/protection officer job task.</p> <p>This lesson discusses preliminary and follow-up investigations. It also defines the roles of protection officers as liaisons and discusses investigation tools and techniques, and proper protocols for protection officers testifying following an investigation.</p>
Crime and Incident Scene Procedures	<p>When incidents that result in losses occur, it is important that the scene is protected so that evidence is not damaged or lost. Security/protection officers are often called upon to perform this task.</p> <p>This lesson describes skills the protection officer will require to manage an incident scene until expert assistance arrives.</p>
Interviewing and Statements	<p>It is normally a trained investigator's duty to conduct interviews and obtain statements. However, while performing duties to protect an incident scene, protection officers will often be in situations where persons will speak to them and reveal information that is important to investigation of the incident or crime. It is therefore important that protection officers understand the importance of statements, whether written or verbal, and how to properly conduct themselves when engaged in interviews or obtaining information or statements.</p> <p>This lesson defines interviews and statements and discusses the importance of verbal and nonverbal communication during an interview. It also describes proper procedures for interviewing witnesses, victims, and suspects.</p>
Foundations for Surveillance	<p>Surveillance can range from a lone person observing individuals and/or events to extremely large, sophisticated, and complex electronic arrays that requires three or more people to monitor. Regardless of the scope, security/protections officers may be required to perform surveillance, and should therefore possess the required knowledge and skills.</p> <p>This lesson discusses types of surveillance operations and equipment requirements. It also defines laws and privacy issues pertaining to surveillance describes guidelines for recording and retaining information derived from surveillance operations.</p>

Report Writing and Field Notes	<p>As in many other professions, reports are essential to the security industry. In fact, report writing is one of the most essential security/protection officer functions. Security/protection officers' reports are often considered to be direct reflections of their professionalism.</p> <p>This lesson discusses the basic components and importance of report writing. It also defines the purposes of field notes in report writing and the describes qualities of good reports.</p>
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Unit 10: Legal Aspects of Security

Unit Description:

This course presents Legal Aspects of Security.

Chapter Title:

Legal Aspects of Security

Description:

Laws are enacted to ensure individuals keep their promises, not cause harm, and act in the best interests of society. When laws are broken, security/protection officers may be called upon to act. However, to protect themselves and/or their employers, they must know what actions are usually considered legal and appropriate.

This lesson describes how the current legal system developed and defines differences between criminal and civil law. It also discusses actions security officers and their employers can use to protect themselves against liability and the potential costs of litigation and damages.

Unit 11: Officer Safety and Use of Force

Unit Description:

This unit presents 4 chapters: Use of Force, Defensive Tactics and Officer Safety, Industrial Hazards, Safety, and the Security Patrol Officer, and Apprehension and Detention Procedures.

Chapter Title:

Use of Force

Description:

Even when acting in an official capacity, laws and moral codes restrain the amount of force a person is allowed to use against another human being. Use of excessive force can subject a security/protection officer and/or his/her employer to legal prosecution and/or civil penalties. It is therefore of utmost importance that security/protection personnel understand the laws and concepts that determine the degree of force that can be justifiably used.

This lesson discusses the general concepts of use of force. It also describes general situations when force is permitted, when retreat is appropriate, and when force may be deemed "excessive."

Defensive Tactics and Officer Safety

Security officers' jobs involve protecting people, property, and other assets. However, their most important job is ensuring their personal safety.

This lesson discusses the concept of officer safety, and describes general situations that may warrant use of various defense options, ranging from verbal conflict resolution to deadly force.

<p>Industrial Hazards, Safety, and the Security Patrol Officer</p>	<p>The security officer is a valuable member of a facility safety team. This role is critical for prevention, reporting, and investigation of workplace accidents/incidents and overall maintenance of a secure workplace. The role of security personnel should focus on identifying risks that may evolve into critical safety conditions.</p> <p>This lesson discusses the various forms of criminal violence and safety hazards that can occur in the workplace. It also describes proper methods for conducting security risk assessments and self-assessments, and for protecting oneself from injuries in the workplace.</p>
<p>Apprehension and Detention Procedures</p>	<p>Apprehending and/or detaining a person against his/her will, commonly referred to as “arrest,” is a serious matter. Most “sworn” law enforcement officers are granted the legal authority to arrest; many security/protection officers are not. It may be legal for security/protection officers to apprehend and detain an individual under certain circumstances, but doing so when not appropriate or warranted can have significant repercussions. It is therefore critical for security/protections to know and consider all factors relevant to apprehension and detention.</p> <p>This lesson defines the term arrest and describes what constitutes an arrest and submission to authority. It also discusses the importance of officers knowing their authority and jurisdiction and applying the reasonableness standard to their duties. In addition, it identifies criminal and civil laws that a security/protection officer can be charged with if he/she exceeds his/her authority or fails to properly apply the reasonableness standard and defines tactical guidelines to employ when the need to take physical control of another person arises.</p>
<p>Unit 12: Relations With Others</p>	
<p><i>Unit Description:</i></p>	
<p>This unit presents 5 chapters: Human Relations in a Global Environment, Public Relations, Community Relations: Making the Strategy Come Alive, Networking and the Liaison Function, and Ethics and Professionalism.</p>	
<p><i>Chapter Title:</i></p>	<p><i>Description:</i></p>
<p>Human Relations in a Global Environment</p>	<p>Security personnel are obligated to help and protect all persons in their work setting. They should not prejudge people or discriminate against specific groups. Doing so is bad for customer relations and may be a violation of law.</p> <p>This lesson discusses human relations and the importance of understanding and respecting diversity. It also describes actions that enhance communication and defines ethical behavior.</p>

Public Relations	<p>Public relations implies mutual understanding between an organization and its constituent. With respect to security, the term “public” is defined as a group of people sharing a common interests relative to the work environment, plus the general public. Security/protection officers are expected to foster sound public relations by their attitudes and actions.</p> <p>This lesson defines public relations and discusses the importance of projecting a positive image to others including local communities and the media. It also describes methods for promoting effective customer relations and qualities of effective public relations.</p>
Community Relations: Making the Strategy Come Alive	<p>A truly effective security/protection officer understands and appreciates how his/her actions fit into and support the overall strategy of a security operation. An effective officer is capable of employing the “soft skills” of interacting with people to create positive outcomes. Being able to work with others in a manner consistent with the operation’s strategy is the mark of a true professional.</p> <p>This lesson discusses the concept of the experience economy, methods to create positive experiences, and ways to build relationships within communities. It also describes the importance of contact protocols in managing client relationships.</p>
Networking and the Liaison Function	<p>Security professionals regularly interact with company/client employees, management, law enforcement officials, emergency response personnel, and government inspectors or agents. Professional relationships with these people can potentially affect security professionals in a variety of positive ways.</p> <p>This lesson discusses types of liaison and basic networking activities and describes various networking opportunities.</p>
Ethics and Professionalism	<p>Security and protection are increasingly provided by non-governmental agencies and individuals with the result that what was once considered merely a career field is increasingly considered a profession. Security/protection officers benefit from this emerging distinction in a variety of ways including increased esteem and pay. They should therefore strive to have their actions adhere to accepted ethical and professional standards.</p> <p>This lesson defines key terms and concepts relating to ethics and professionalism within the protection industry and describes steps for making ethical decisions. It also discusses key ethical issues in protection and reasons unethical behaviors occur.</p>