



Florida Department of Agriculture and Consumer Services
Division of Licensing

SECURITY OFFICER TRAINING CURRICULUM GUIDE

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COMMISSIONER

Chapter 493, Florida Statutes

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Forty hours of training is required by Section 493.6303(4), Florida Statutes (Supp. 1994), offered in a 24-hour course and a 16-hour course. Subjects to be taught and the corresponding number of hours are outlined below.

Course A (24 hours)

**Chapter 493, Florida Statutes and
Chapter 5N-1, Florida Administrative Code** **2.0 hrs.**

- Legislative Intent, s. 493.6100
- Definitions, s. 493.6101(1),(2),(3),(7),(8),(9),(13),(14),(18),(19),(23)
- Inapplicability, s. 493.6102(1)
- Initial Application For License, s. 493.6105
- License Requirements, ss. 493.6106 and 493.6303
- Investigation of Applicants by Department of Agriculture and Consumer Services, s. 493.6108
- License; Contents; Identification Card, s. 493.6111
- Renewal Application For Licensure, s. 493.6113
- Cancellation or Inactivation of License, s. 493.6114
- Weapons and Firearms, s. 493.6115 and 790.06
- Grounds for Disciplinary Action, s. 493.6118(1)(a)-(t), (2),(6)
- Violations; Penalties, s. 493.6120
- Use of State Seal, s. 493.6124
- Classes of License, s. 493.6301
- Uniforms; Required Wear; Exceptions, s. 493.6305
- Vehicles Used By Security Agencies; Lights, s. 316.2397
- Unlawful Symbols of Authority, ss. 843.085 and 493.6118(1)(i)
- Complaints, 5N-1.100(4)
- Probable Cause Determination, 5N-1.100(4)
- Disciplinary Guidelines, 5N-1.113
- Filing Application, 5N-1.120
- License Issuance; Transferability, 5N-1.120(1)
- Operation of Licenses, 5N-1.124(1)
- Licensed Firearms Instructors, 5N-1.134
- Ammunition, 5N-1.129
- Fees, 5N-1.116(3)
- Fingerprint Fee, 5N-1.116(3)

Legal Issues: Liability **2.5 hrs.**

- Florida criminal laws relative to common crimes, such as theft, assault, battery, robbery, and burglary
- Limitations of arrest authority (citizen arrest; retail theft)
- Legal use of force and Chapter 776, Florida Statutes
- Response to crimes in progress
- Guidelines for when a client requests a search

Basic Emergency First Aid **2.0 hrs.**

- Provide the student with the basics of first aid techniques so that he will be able to service a victim's needs until professional assistance arrives
- Basic first aid instructions on various injuries; wounds and shock; emergency response requirements
- Provide information about the Florida Good Samaritan Act
- Orientation to blood borne pathogens

Emergency Procedures **1.5 hrs.**

- Fire and bomb threat evacuations
- Natural disaster preparation and responses (hurricane and floods)
- Major electrical failure

Ethics and Professional Conduct **2.0 hrs.**

- Describe what professional conduct is for a security officer
- Code of Conduct or Code of Ethics (defined)
- Uniform and personal grooming
- Effective assertiveness
- Discipline
- Readiness: Shift work and sleep adjustment
- Alertness
- Honesty
- Developing rapport with management, employees and guest
- Sexual Harassment
- Internet, Cell Phone and Text-Messaging Etiquette

Access Control **1.0 hr.**

- People
- Vehicular
- Basic Technology
- TWIC Definition

Patrol Techniques **1.50 hrs.**

- Define patrolling
- Purposes for patrol
- Types of patrols
- Identify required equipment for a security officer
- Mobile patrol and vehicle safety (defensive driving techniques)
- Preventative patrols and fire watches
- Fixed post duties and vehicle control

Observation Techniques and Report Writing

3.0 hrs.

- Observation techniques
- Field note-taking, prerequisite to good reporting
- Report elements: the six interrogatives defined (who, what, when, where, why and how)
- Characteristics of a good report (clear, neat, complete, brief, accurate, prompt)
- Procedure (outline, draft, final product)
- Importance of proofreading
- Sample reports common to the security industry
- Punctuation and capitalization
- Grammar guidance
- Introduce student to bullet-style outline

Interviewing Techniques

1.0 hr.

- Explain what an interview is
- Explain the difference between interview versus interrogation
- Explain the styles of interviewing
- Provide an understanding of how to develop rapport with the victim, witness, or suspect
- Explain how to motivate the person being interviewed
- The interview approach
- Explain how to end an interview
- Define deceptive cues

Fire Detection, Suppression and Life Safety

1.5 hrs.

- Mission of the security officer regarding fires
- Definition of fire, highlighting the necessary ingredients
- Responsibilities of security officer regarding:
 - Fire prevention
 - Safeguarding of others
 - Fire extinguishing
- Procedures for controlling small fires
- Fire extinguishing methods (cooling, smothering, starving)
- Use of extinguishing agents:
 - List of extinguishing agents
 - Identification of extinguishers and relative markings
- Sodium fires
- Acids
- Life safety issues, such as:
 - Life safety plans
 - Fire detection, location and intensity
 - Evacuation
- Explain s. 877.15, Florida Statutes, failure to control or report a dangerous fire

Crime and Accident Prevention Techniques and Practices

2.0 hrs.

- Methods of prevention (thefts by use of lock, inspection or alarm technology)
- Methods of prevention (injury, eliminating hazards and reporting)
- Methods of prevention. Securing company equipment, property and reporting deficiencies
- CCTV

Crime and Accident Scene Protection **1.0 hr.**

- Definition of a crime/accident scene
- Value of crime/accident scene integrity (to investigators, etc.)
- Duties of the first security officer on the scene:
 - Determines what makes up the crime/accident scene
 - Isolating and protecting the crime/accident scene
- Methods to protect the crime/accident scene
- Evidence preservation
- Contamination of evidence
- Chain of custody
- Identifying witnesses

Terrorism Awareness **2.0 hrs**

- Definition and history of terrorism
- National Threat Levels
- Types of terrorist attacks
- Role of Security Officer
- Recognition and response to potential terrorist activities

Examination **1.0 hr.**

Total: 24.0 hrs.

Note:

Additional subject material may be added, but core topics and subtopics must be stressed.

EXAMINATION - Course A (24 Hours)

Examination must consist of 100 questions, as follows, with a passing grade of 75 percent. No more than 50 percent of the questions for each core topic may be true or false.

<u>Subject</u>	<u>Questions</u>
Chapter 493, F.S. and Chapter 5N-1, F.A.C.	8
Legal Issues; Liability	10
Basic Emergency First Aid	8
Emergency Procedures	7
Ethics and Professional Conduct	8
Access Control	6
Patrol Techniques	7
Observation Techniques and Report Writing	11
Interviewing Techniques	6
Fire Detection, Suppression and Life Safety	7
Crime and Accident Prevention Techniques and Practices	8
Crime and Accident Scene Protection	6
<u>Terrorism Awareness</u>	<u>8</u>
	TOTAL: 100

Course B (16 hours)

Public Relations **1.0 hr.**

- Private security/law enforcement relations
- Firefighter and EMT interaction
- Relations with the media
- Community relations
- Courtesy and etiquette issues

Courtroom Procedures **1.0 hr.**

- Explain the security officer's role as a witness in both criminal and civil court
- Explain the roles of the judge, prosecutor, defense attorney and jury
- Explain the security officer's rights as a victim/witness
- Identify the types of questions a witness may be asked
- Use of reference records
 - Value of good notes and reports
 - Use of security records in court
- Explain subpoena, deposition and pretrial hearing
 - Who is required to attend
 - Discussing the case, dos and don'ts
- Courtroom testimony issues
 - Preparation
 - Giving testimony
- Courtroom demeanor

Fundamentals of Personal Security **2.0 hrs.**

- Explain the proper use of cognitive and affective skills - calmness, courtesy, patience, and self-control
- Provide an awareness of the types of weapons that might be used against a security officer - batons, chemical weapons, knives, guns, etc.
- Responding to violent crimes
- Defusing hostility, de-escalation techniques
- Evasive tactics
- Weapon safety awareness
- Review the security officer's use of weapons as outlined in Chapter 493, Florida Statutes
- Explain the steps to be followed when responding to a potentially violent situation

Interpersonal Communications **2.0 hrs.**

- Perception factors - appearance, body language, tone of voice
- Clarifying verbal and written communication (speaking well)
- Demonstrate professional communication
- Identify the effects of threats or challenges which are directed toward the security officer
- Identify the effects of threats or challenges that are directed toward a citizen by the security officer

Professional Communications

.5 hr.

- Two-way radio use and procedures
- Telephone etiquette
- Other professional communication techniques

Traffic Direction

1.0 hr.

- General responsibilities of traffic controllers
- Areas where security officers may direct traffic
- Position and posture in directing traffic
- Identify practical hand signals
- Identify safety equipment
- Use of the whistle
- Use of the flashlight
- Use of traffic cones and flares

Crowd Control

1.0 hr.

- Types of crowds (peaceful, hostile, demonstration, etc.)
- Characteristics of crowds
- Identify methods for directing flow of crowd traffic
- Teamwork among security officers in crowd control situations
- Crowd control techniques
 - Interaction procedures
 - Effective assertiveness
 - Issuing directives
 - Eliciting cooperation
 - Identifying Agitator
- Effective security officer behavior in crowd control situations
- Riot and protest preparation

Special Problems for Security

4.0 hrs.

- Fundamentals of understanding unique behavior
 - Dealing with disabilities
 - Emotionally distressed
 - Elderly
 - Juveniles
 - Street people (trespassers)
- Controlled substances
 - Identification and recognition
 - Dealing with people under the influence
- OSHA first responders duties (such as hazardous materials)
 - How to read and understand labels
 - Responding to hazardous materials incidents
 - Security officer safety and accident prevention
- Violence in the workplace
 - History and scope of the problem
 - Awareness of potential violence
 - Security actions to prevent workplace violence
 - Physical security measures
 - Detection of abnormalities
 - Reporting incidents
 - Responding to violent behavior
 - Role of crisis management and trauma teams (security officer's role in providing assistance)

Terrorism Awareness

2.50 hrs.

- Dynamics of a Terrorist Attack
- Proactive Counter Intelligence and Operational Security (OPSEC)
- Physical Security and Access Control
- Bomb Incident Response
- Mail Screening
 - Biological/Chemical
 - Explosive
- Types of Attacks and Responses (BENICE)
 - Biological
 - Explosive
 - Nuclear
 - Incendiary
 - Chemical
 - Energetic
- Samples of Florida Incidents

Examination

1.0 hr.

Total: 16.0 hrs.

Note:

Additional subject material may be added, but core topics and subtopics must be stressed.

EXAMINATION - Course B (16 Hours)

Examination must consist of 70 questions, as follows, with a passing grade of 75 percent. No more than 50 percent of the questions for each core topic may be true or false.

<u>Subject</u>	<u>Questions</u>
Public Relations	6
Courtroom Procedures	6
Fundamentals of Personal Security	8
Interpersonal Communications	8
Professional Communications	4
Traffic Direction	4
Crowd Control	4
Special Problems for Security	20
<u>Terrorism Awareness</u>	<u>10</u>
TOTAL: 70	