Security Specialist Training

SECURITY SPECIALIST TRAINING OVERVIEW

Goal of the Security Specialist Training Program

The goal of this training is to prepare new Security Specialists to address and respond to a multitude of situations which impact the organization's guests, employees, property, assets, operations, interests, and brand image.

The Security Specialist advances organization's mission and goals by ensuring a safe and secure environment while achieving the highest level of guest service.

Security Specialist Training Program Objectives

Objective A: Provide Clear Guidance, Standards, and Expectations for Security Specialists

1. Train Security Specialist on department policies, plans, and procedures.
2. Evaluate progress daily and provide feedback with focus on Security Specialist's ability to understand training content, demonstrate and apply skills learned and demonstrate an attitude of willingness to learn, receive feedback, and be guest-service oriented.
3. Require Security Specialist to acknowledge and electronically sign all policies, plans, and procedures.

Objective B: Empower Security Specialist to Respond to Incidents by Providing Training in Critical Topics

1. Active threat response
2. Natural disasters and power failures
3. Evacuation plans
4. Use of force & scene management
5. First Aid, CPR, AED, and blood-borne pathogens
6. Incident documentation & report writing
7. Radio communication skills
8. Verbal commands & interactions
9. Use of fire extinguishers and chemical spill kits
10. Vehicle operations

Objective C: Instill the Importance of Organization's Core Behaviors, Mission, and Guest Service Standards

1. Core Behaviors: Passion, Respect, Innovation, Diversity, and Excellence in all interactions with staff, guests, volunteers, and vendors.
2. Mission, Vision, and Brand: Who We Are and Where We're Going.
3. Set priorities in alignment with safety and care demonstrated through exceptional guest service.

Learning Methods

Security Specialist training duration will be three weeks with a blended learning approach utilizing trainer-led sessions, self-study, asynchronous online, and on-the-job experiential training. The training topics will focus on foundational knowledge for all security personnel and will be instructed by knowledgeable subject matter experts already within the department, organization, or through partnerships with local, state, or federal agencies.

Program Resources Required

- Quiet meeting space for Trainer and Security Specialist
- Computer with both internet and network access
- Access to staff online resource applications
- Support materials including course material binder with checklists, job aids, and maps

Program Outline

Week One:

Security Department Operations (Team Introduction, Goals and Mission, Organizational Chart)

Security Specialist On-boarding (On-boarding Checklist, Security Specialist Training Checklist, Code of Conduct, Uniform and Equipment, Radio Operations and Protocol)

Incident Management and Reporting (Report Writing, Intro to ARMS, Briefing Reports)

Security Policies (Computer Threats, Service Animals, Alcohol, Weapons, Drones, Trespass)

Safety (Electrical, Building Searches, Active Threats, Evacuation, Ehelters in Place, Natural Disasters, Chemical Spills, Power Failures)

Sector Patrol 1 (Restricted areas, barricades, hazards, emergency management, chemical poster identification, location of first aid and AED kits, fire extinguishers, and chemical spill kits. Opening and closing responsibilities, incident reports, and skills demonstration)

Week Two:

Red Cross First Aid and AED Training Certification (Online course and skills demonstration)

First Aid Kits, AED, and Trauma Kit Overview (Basic first aid bags and trauma kit)

Scene Management (Preserve life, restore order, maintain safety, code black, medical emergency, physical altercation, interview subjects)

Fire Extinguisher (types and practice)

Fire Panel (sprinkler system, water valves, pull-station covers)

Week Three:

Sector Patrol 2 (Restricted access areas, barricades, hazards, emergency management, chemical poster identification, location of first aid and AED kits, fire extinguishers, and spill kits. Opening and closing, incident reports, skills demonstration)

Sector Patrol 3 (Restricted areas, barricades, hazards, emergency management poster identification, location of first aid and AED kits, fire extinguishers, and spill kits. Opening and closing, incident reports, skills demonstration)

GARAGE / PARKING LOT Patrol (Restricted areas, barricades, hazards, location of first aid and AED kits, fire extinguishers, and spill kits. incident reports)

Security Command Center (Dispatch protocol, Avigilon camera identification, alternate station)

Evaluation Strategy

Based on the Kirkpatrick Model of training evaluation:

Level 1: Reaction - The degree to which participants find the training favorable, engaging and relevant to their jobs

- Daily observation reports
- Weekly check-in with Supervisor

Level 2: Learning - The degree to which participants acquire the intended knowledge, skills, attitude, confidence and commitment based on their participation in the training.

- Trainer-led discussions and observations of Security Specialist understanding and demonstration of job duties, policies, and protocol
- Knowledge exam conducted weekly
- Skills exam conducted in weeks two and three
- Weekly check-in with Security Specialist and Supervisor

Level 3: Behavior - The degree to which participants apply what they learned during training when they are back on the job.

- Proper response to drills, security department drills, and incidents with complete and accurate written reports
- Monthly reviews for first six months
- Correlate Security Specialist training with organizational values

Level 4: Results - The degree to which targeted outcomes occur as a result of the training.

- Problem solving skills demonstrated through problem-based learning exercises on topics related to events and activities (Summer heat and dehydration, event management, etc.)
- Documented demonstration of adherence to and promotion of organization's policies and procedures through in-person demonstrations and online transcripts in learning management system
- Increased retention of Security Specialists