

# Professional Security

| *Online Course Catalog*



## Professional Security Course Catalog

With more than 1 million individuals working as security professionals in the United States, training has never been more critical. Vector Solutions offers engaging online training, featuring scenario-based interactions and videos, for campus security, casino security, private security, hospital security, shopping center security, and much more. With thousands of courses spanning public safety industries, more than 10,000 public agencies rely on Vector Solutions to assign, deliver, track, and report online and in-person training in one place.



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Professional security training is essential to effectively handle potential threats ensuring the safety of individuals and property. Equip security officers with the necessary skills and knowledge to respond to emergencies, enforce regulations, and mitigate risks.



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## BASIC SECURITY OFFICER TRAINING SERIES

- BSOTS: Asset Protection and Security
- BSOTS: Civil Law and Civil Liability
- BSOTS: Communications
- BSOTS: Criminal Law and Criminal Liability
- BSOTS: Emergency Situations
- BSOTS: Ethics, Deportment, and Professional Conduct
- BSOTS: Fire Protection and Life Safety
- BSOTS: Human and Public Relations
- BSOTS: Investigations
- BSOTS: Patrols and Fixed Posts
- BSOTS: Physical Security and Crime Prevention
- BSOTS: Report Writing



### **BSOTS: Asset Protection and Security (0.5-hour)**

The field of asset protection/security is vast and complex, and it is continually changing. This course helps security professionals develop and maintain an understanding of this evolving industry by discussing basic security terms, basic security functions, business organization principles, history and traditions of security, types of security operations, and professionalism.

### **BSOTS: Civil Law and Civil Liability (0.5-hour)**

Civil law predates criminal law and is a much larger body of law. It has been developed to handle differences between people such as torts, negligence, or breach of contract. This course explains the difference between criminal and civil law and discusses such important issues as negligence, vicarious liability, and intention torts; prevention and avoiding civil liability; deputization, detention, and merchants' privilege; juvenile detention; and use of force.

### **BSOTS: Communications (0.5-hour)**

Communication is essential to security operations. Communication must be accurate, precise, and dependable for any protection mission to succeed. Therefore, security professionals must understand the process of communication, communication and courtesy, interpersonal communication, how to overcome the barriers to communication, written communication, emergency communication, and communications equipment.

### **BSOTS: Criminal Law and Criminal Liability (0.5-hour)**

The legal concerns security officers face are both varied and complex. Because security professionals can become entangled in criminal liability, they should learn all they possibly can about the elements of a crime, burden of proof and criminal liability, crimes faced by security practitioners, the concept of legal authority, protection of property, and use of force.

### **BSOTS: Emergency Situations (0.5-hour)**

There are numerous types of emergency situations that security professionals may be faced with, and each facility will have its own unique emergencies. To better handle these situations, security professionals need to understand traffic control and traffic accidents, incident scene protection, crowd management, bomb threat response, medical emergencies, natural disasters, and workplace violence.

### **BSOTS: Ethics, Deportment, and Professional Conduct (0.5-hour)**

This course discusses the morals, values, and conduct within the security profession, the importance of how security professionals carry themselves, and basic standards for professional conduct by security officers. Topics covered include what it means to be professional, certification programs, security officer discretion, codes of ethics, recognizing an ethical problem, and standards of security officer conduct.



### **BSOTS: Fire Protection and Life Safety (0.5-hour)**

Fire is a serious threat. The destructive capabilities of fire are enormous, making it a significant concern for security professionals. To help ensure safety, security officers must understand the basic classifications of fire, fire hazards on patrol, detection systems and use of fire, extinguishers, fire prevention, safety investigation, and HazMat.

### **BSOTS: Human and Public Relations (0.5-hour)**

As they are often ambassadors for their organization, security officers must be adept at human relations and understand the various publics that the organization serves. To that end, this course covers the topics of client-centered security, attitude, the public security professionals serves, tactics to build client-oriented security, dealing with angry people, and improving relationships with law enforcement.

### **BSOTS: Investigations (0.5-hour)**

Investigation is getting the facts about something and documenting those facts in a usable format. This is generally accomplished by interviewing people and writing reports, skills that are indispensable to the security professional. This course discusses practices for investigations, preliminary and follow-up investigations, interviewing skills, preservation of evidence, chain of custody, and testifying in court.

### **BSOTS: Patrols and Fixed Posts (0.5-hour)**

Patrols are really the catalysts of the physical security system, and fixed guard posts are present at virtually every facility. This course discusses the purposes and techniques of patrol, use of senses, rules of observation and perception, patrolling in darkness, fixed post duty, and practical tactics.

### **BSOTS: Physical Security and Crime Prevention (0.5-hour)**

Physical security is the heart of security and crime prevention. It is the essence of what the security profession is about and is a technical, detailed, and ever-changing field. Security personnel must have a keen understanding of physical security, including the basic components of security; threat assessment; the military model; barriers, lighting, and locks; fencing, gates, and alarms; and aggressive protection.

### **BSOTS: Report Writing (0.5-hour)**

Report writing is the culmination of an investigation. It is the written record of the work that was done. Because reports represent their work, security professionals need to have a firm understanding of management's use of reports, the five Cs of report writing, taking proper field notes, writing descriptions, interrogatories, and common problems with report writing.



## SUPERVISORS TRAINING SERIES

- Supervisors: Behavior and Motivation
- Supervisors: Counseling and Sexual Harassment
- Supervisors: Employee Performance Evaluations
- Supervisors: Substance Abuse
- Supervisors: Time Management
- Supervisors: Time Management





### **Supervisors: Behavior and Motivation (0.5-hour)**

There are certain skills a supervisor must possess. One of the most important concepts to understand is the relationship of needs, motives, and behavior. Simply stated, an individual's behavior is determined by their strongest need at that time. This course provides viewers with a basic understand of two theories of motivation and behavior by examining the variety of influences that determine the behavior and motivation, Abraham Maslow's "Hierarchy of Needs" theory, Frederick Herzberg's "Motivation-Hygiene" theory, and how to implement elements of these studies into a practical application for understanding behavior and motivation.

### **Supervisors: Counseling and Sexual Harassment (0.5-hour)**

Employee counseling can be one of those uncomfortable situations where a supervisor interacts with a subordinate, one-on-one. The goal of this training session is to provide an understanding of the 4 areas of employee counseling, the purpose of performance counseling, steps a supervisor should take to prepare, conduct, and follow up a counseling session.

### **Supervisors: Employee Performance Evaluations (0.5-hour)**

Employee performance evaluations – most supervisors probably don't look forward to that, and most employees probably dread them as much as they do going to the dentist. However, performance evaluations are one of the primary functions of a supervisor, and they help all employees become more productive and more satisfied with their role in the organization. This course provides the participant with a basic understanding of performance evaluations and a process to implement them.

### **Supervisors: Substance Abuse (0.5-hour)**

Every organization has three resources available: the human resource, the financial resource, and the physical resource. People are our most important resource because a good employee has tremendous value. They can serve the organization very well so it is extremely important to be mindful of these resources. This course provides participants with an understanding of the supervisor's role in dealing with a people problem that is becoming more prevalent – substance abuse.

### **Supervisors: Time Management (0.5-hour)**

Time is something that cannot be controlled. It can only be managed. The fact is, there are only 24 hours in a day, and this cannot be changed. Your goal is to make the most of that time. That is time management. This course provides viewers with information about time management and with the proper tools to manage time efficiently.

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## GENERAL DUTIES

- Access Control
- Basic Security Tool Kit
- Building Searches
- Correcting Common Errors in Report Writing
- Crime and Incident Scene Investigations (2 modules)
- Customer Service as a Security Function
- Defining a Professional
- Detection Procedures
- Developing and Improving Observational Skills (2 modules)
- Diversity Awareness and Sexual Harassment
- Effective Interviewing
- Enforcement Techniques
- Establishing Positive Work Relationships
- Ethical Decision Making
- Event Security (3 modules)
- Gang Trends
- General Report Writing
- Inspections
- Intelligence Gathering
- Interviewing at the Scene
- Juveniles and Gangs
- Maintaining a Safe Work Environment
- Physical Fitness for Security Officers (2 modules)
- Preparing for the CPP Examination
- Professional Communication (2 modules)
- Radio Communication (2 modules)
- Reducing Liability and Officer Risk Through Customer Service
- Search and Escort
- Search and Seizure (2 modules)
- Security and Police Relations
- Shoplifters
- Tactical Responses to Practical Situations
- Telephone Techniques
- Testifying as a Security Officer
- The Basics of Fixed Security Posts
- Vehicle Search: Finding Weapons and Devices





## Access Control (0.5-hour)

Access control is the both the most basic and most important function of security. And while technology is a great asset, it is the security officer who truly drives access control. In this course, Jim Crumbley, CPP, PPS, provides an overview of access control concepts as well as on-the-job specifics to demonstrate how and why security officers are critical to effective access control.

## Basic Security Tool Kit (0.5-hour)

The job of a security officer can be both demanding and rewarding. Officers work in a variety of environments and are called upon to perform many functions. Regardless of the type of post or the nature of the company's business, experience tells us that to succeed officers must master certain basic skills. This course examines the good habits and routines that make security officers successful.

## Building Searches (0.5-hour)

A building patrol is something that every security officer will do at one point or another. Generally, officers are looking for security violations or just making sure that an area is secure. A building search is usually conducted as a result of an alarm, unauthorized entry, or evidence of a break-in. This course identifies basic concepts and strategies that will assist officers when conducting perimeter and interior searches.

## Correcting Common Errors in Report Writing (0.5-hour)

Despite the advances that have been made in the area of information technology, report writing continues to stop some security officers in their tracks. Although a blank report can be intimidating, it doesn't have to be. This course discusses how to identify and correct common errors in report writing with simple and effective tips.

## Crime and Incident Scene Investigations (2 modules) (1-hour)

**Module 1** - In most instances, the uniform police officer is the first responder to a crime scene. However, crimes and incidents do occur where the professional security officer will arrive on scene first. Knowing what to do when this happens not only assists law enforcement, but it is useful for possible legal or liability claims that arise. This course examines why it is critical that the officer be trained in crime and incident scene preservation and documentation.

**Module 2** - Security-related incidents are as likely to end up in court as criminal incidents, so it's important to document both types of activity. This course demonstrates an effective process for documenting accidents, incidents and crimes through the use of sketches, video, and still photography. This will not only assist law enforcement but also be useful for possible legal or liability claims. Also covered in this course is the 12 Response Reminders for accident, incident, and crime scene investigations.

## Customer Service as a Security Function (0.5-hour)

Providing security to clients is providing them with a service. That service should be perceived as ideal, tailored to the clients, and designed to fit their needs. That high level of service does not simply occur; strategies must be in place that will allow the flexibility to blend providing security and excellent service. This course reviews service expectations, examines the unique characteristics of security service, and explains the attributes a client seeks when selecting a security provider.

## Defining a Professional (0.5-hour)

The security industry and its security officers are constantly under scrutiny. To continue to improve public perception of security officers must raise their level of professionalism. In this course, veteran security trainer Loretta Veney, CPP, uses the acronym, PROFESSIONAL, to demonstrate how being prompt, responsible, observant and factual, can significantly increase your level of professionalism on the job.

## Detection Procedures (0.5-hour)

On a day that has become known as 9-1-1, terrorists attacked New York City and The Pentagon in Washington, D.C. This has brought the country together like no other event since Pearl Harbor, but it has also generated a lot of fear. Security plays a huge role in both the fight against terrorism and controlling that fear. This course discusses the availability of bomb and weapons detection procedures and equipment, identifies the capabilities of detection dogs and metal detectors, and examines training and certification standards.

## Developing and Improving Observational Skills (2 modules) (1-hour)

**Module 1** - How do we see what we see? What physical properties have an impact on the visual information that is sent to our brains? As trained observers, security officers need to be aware of several things including the properties of light, determining visibility, the connection between attention and perception, the use of the flashlight, the anxiety of the dark, and operating in reduced lighting. In this course, Rick Fiems, CPO, CSS examines what it means to be observant.

**Module 1** - Private security professionals face a variety of challenges on a daily basis that challenge their abilities to observe and report accurately. This course informs security professionals about the variety of ways that they must put their observation skills to the test; explains how these skills might be challenged; and discusses meaningful and simple ways that they can improve their capacity to observe details and report crucial information.

## Diversity Awareness and Sexual Harassment (0.5-hour)

How a security officer conducts himself reflects on the organization as well as the individual. It's important the officer is well versed in the subjects of diversity awareness, discrimination, and sexual harassment. In this course, Loretta Veney, CPP, examines acceptable and unacceptable behavior in the workplace.



## Effective Interviewing (0.5-hour)

How do you handle interviews? Are you getting all the information you need to know? This part 1 of this course Tom Conley reviews the qualities of an effective interview, the differences between truthful and deceptive people, the elements of an effective investigation, and the importance of good note-taking. In part 2, Lieutenant Steve Williams, an instructor for the Northern Mississippi Law Enforcement Training Center discusses the steps for conducting an effective interview.

## Enforcement Techniques (0.5-hour)

How do you enforce rules and regulations at your workplace? Do you have any specific techniques? This course discusses effective enforcement techniques that use interpersonal skills, presence, and communication skills. It also examines the “ask, tell, make”; concept and two other major aspects of enforcement.

## Establishing Positive Work Relationships (0.5-hour)

Everyone with at least a hint of ambition wants to grow professionally. The harsh reality is that not everyone will realize their professional goals. Personal and professional growth requires at least three things- integrity and honesty, appropriate skill sets, and the ability to identify and exceed expectations. This course discusses how the establishment of a positive working relationship with superiors and clients can be of benefit and enhance career growth.

## Ethical Decision Making (0.5-hour)

Being able to make the appropriate choice when confronted with an ethical question is of paramount importance to the professional security officer. Ethical decision-making is a key component of officer survival. While there is no absolute right or wrong approach to an ethical dilemma, there are some acceptable parameters of workplace behavior. This course reviews the PORT acronym for ethical decision-making, offering structure and guidance to officers making ethical choices.

## Event Security (3 modules) (1.5-hour)

**Module 1** - When a special event takes place at your facility, many security problems arise. Knowing what variables affect a crowd and what to do about them can prevent serious injuries to both the people and security officers. In this course, Critical Intervention Services explains how to successfully manage the crowd at an event and offers some tips on crisis resolution.

**Module 2** - The security profession like most others goes through periods where things remain relatively quiet. The so-called routine days are nice breaks from the hectic pace that can come during some times of the year. Every once in a while, security officers are faced with the prospect of handling a special event. These can run the gamut from total disruption to minor inconvenience. Regardless of the type of event, simple planning can go a long way toward eliminating problems and maximizing security coverage. This course explains the process of successfully planning special event security.

**Module 3** - Contemporary Services Corporation (CSC) is one of the oldest and largest event-security providers in North America. CSC has provided security for everything from rock concerts to the Academy Awards to fishing tournaments. In this course, CSC founder and CEO Damon Zuwalt along with John Thomas, Assistant Chief of Public Safety at The University of Southern California, offer their perspectives on the multi-layered and widely varied aspects of crowd control. They also share tips about the elements of a good plan, when and how to use communications, conflict resolution, alcohol-induced behavior, when to call for backup, and the most important components of the job: public relations and customer service.

### **Gang Trends (0.5-hour)**

Increasingly, gang activity impacts all corners of our environment, from the urban to suburban; no area is immune. As a security officer, you interact with gangs differently than law enforcement, yet your observations, interactions, and presence are imperative for the protection of the people and property you serve. This course will help you understand the nature of gangs, as well as trends, identifiers, and actions you can take as a security officer to discourage gang behavior.

### **General Report Writing (0.5-hour)**

For many departments, report headings are a fill in the blank format. However, some incidents require a written narrative that may be used as evidence in a civil or criminal trial or as the basis of disciplinary action against an employee. This course focuses on the report narrative: how and what information to gather, and techniques to transfer that information into an accurate, complete, and fair report.

### **Inspections (0.5-hour)**

Security officers in the performance of their duties are often required to search hand-carried items such as purses, packages, and brief cases. They may also be required to search vehicles, work areas, lockers, and people. This course discusses what constitutes an inspection, how to conduct inspections at entry/exit points, and how to properly inspect a vehicle.

### **Intelligence Gathering (0.5-hour)**

Normally, when people think of the function of gathering and classifying intelligence information, they tend to think in terms of organizations like the CIA or the military. They are two of the biggest users, but they are far from the only ones. Security officers should also be large-scale users of information. This course examines what role intelligence gathering plays in security professional's everyday duties; the differences between operational, tactical and effective intelligence; and how best to gather information during a crisis.

### **Interviewing at the Scene (0.5-hour)**

How do you handle interviews? Are you getting all the information you need to know? This part 1 of this course Tom Conley reviews the qualities of an effective interview, the differences between truthful and deceptive people, the elements of an effective investigation, and the importance of good note-taking. In part 2, Lieutenant Steve Williams, an instructor for the Northern Mississippi Law Enforcement Training Center discusses the steps for conducting an effective interview.

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### Juveniles and Gangs (0.5-hour)

Gangs and juveniles often are a problem in the retail environment. Security officers face an increasing problem of the congregation of juveniles with gang activities in and around retail properties. This course examines some of things security officers can do to best serve the merchants, patrons, and property owners. Topics covered include loitering and juvenile behavior, approaches to juvenile problems, what constitutes a gang, and gang identification graffiti.

### Maintaining a Safe Work Environment (0.5-hour)

Safety is the process of minimizing job hazards. Similar to determining security concerns, safety concerns are determined through risk assessments. Knowing these risks is crucial. OSHA mandates minimum safety standards, and the employer is legally responsible for maintaining a safe work environment. This course defines work safety, examines the security guard's role in promoting a safe working environment, and identifies safety hazards to be aware of when patrolling facilities.

### Physical Fitness for Security Officers (2 modules) (1-hour)

To function as a security professional you need both mental and physical toughness. You get your mental skills through reading, instruction, and experience. But what about your physical skills? After all, safety starts with a security officer, and you have to take care of yourself before you can take care of others. Taking care of yourself includes health maintenance, fitness, and back safety. This two-part course provides an overview on how to build and maintain your fitness through weight training and exercise.

### Preparing for the CPP Examination (0.5-hour)

For years the world has recognized the need for competent professionals who can effectively manage complex security issues that threaten people and assets. This course introduces the American Society for Industry Security (ASIS), discussing the history of the organization's certified protection professional (CPP) program, qualifications for testing, administration of the test, and the examination structure and content.

### Professional Communication (2 modules) (1-hour)

Often when people enter a facility, the security officer is the first person they interact with. The impression officers leave not only says a lot about their professionalism, but also may affect the patron's decision to do business at the facility. In this course, Dave Smith discusses ways to improve public relations with visitors and employees.

### Radio Communication (2 modules) (1-hour)

**Module 1** - The radio is the single most important tool used by security professionals. But sometimes officers take the radio's transmission quality as well as regular radio and battery maintenance for granted. This is an attitude that can jeopardize the radio's capability and, ultimately, officer safety. This course discusses basic radio components; how to optimize battery performance; the essentials of a pre-shift maintenance check; and finally, how to recognize and correct transmission problems.

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**Module 2** - The radio is a critical, vital tool in your everyday operation as a professional security officer. Using officer scenarios, this course demonstrates two-way radio communication techniques that increase efficiency and standardization; examines basic radio protocol; and identifies methods to construct and deliver proper messages on the radio. Additionally, this course provides various techniques that will help the security officer be more professional when answering, transferring, and handling multiple calls.

### **Reducing Liability and Officer Risk Through Customer Service (0.5-hour)**

Security is a customer service organization, and officers must understand the benefits of providing high quality customer service to the public. This course reviews the core responsibilities of security and describes how service delivery can often enhance operations while providing greater officer safety and reducing liability. In addition, this course discusses how an emphasis on service can help build a security officer's career.

### **Search and Escort (0.5-hour)**

Searching and escorting subjects involves physical contact and risk. This course demonstrates techniques used to search subjects, and how to effectively escort a subject with and without handcuffs. Also discussed is how to properly search and escort both cooperative and potentially uncooperative individuals.

### **Search and Seizure (2 modules) (1-hour)**

What constitutes a search? What constitutes a seizure? When does a security officer have the right to conduct a search? In this course, Rick Fiems, assistant professor of Law Enforcement at Black Hawk College in Moline, Ill., discusses the fundamentals of search and seizure as well as the rules that security officers must follow. Part 2 of this course examines the Fourth Amendment of the U.S. Constitution and how it applies to the security officer. Security officers will learn the different types of searches, what constitutes a search, and what constitutes a seizure.

### **Security and Police Relations (0.5-hour)**

What is your relationship with police? Has it been positive or negative? What can you do to improve it? This course examines the relationship between police and security discussing both the differences and similarities of each profession. It also discusses what to do to build and maintain a strong and professional relationship with sworn peace officers.

### **Shoplifters (0.5-hour)**

Shoplifting is a monumental problem. It can literally make or break merchants. This course examines how security officers can interreact with loss prevention efforts of merchants in order to handle this problem in the most effective way for the merchant and for the property. Defining a shoplifter, what to do during the initial response, and how to detain a shoplifter will be discussed.

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### **Tactical Responses to Practical Situations (0.5-hour)**

It might turn out to be just another day on the job, but then again it might not. As a security officer, you can't count on things to be routine all the time. When you least expect it, you may respond to a situation that can go from practical to tactical in a matter of seconds. This course discusses how to make the transition from routine to real danger more efficiently.

### **Telephone Techniques (0.5-hour)**

One of the most important things to remember about using the telephone is that you, the security officer, represent the department. You are the voice of your chief, your security director, your public safety person. What you say directly effects your department. In this course, Rich Abrams of Yale University discusses how you should answer the telephone, how to handle multiple calls, how to make the caller feel important, and advanced dispatch techniques.

### **Testifying as a Security Officer (0.5-hour)**

The investigation is complete and the report written. You have interviewed witnesses and gathered the evidence, but your work is not done. At some point, someone will ask to be briefed about the incident. Be it a supervisor, plant manager, personnel director, company president, lawyer or a judge, you must be ready and prepared to testify in an informal or formal proceeding. This course examines what security officers will need to know about testifying.

### **The Basics of Fixed Security Posts (0.5-hour)**

Fixed posts are common to virtually all protected environments, and manning them takes up a significant portion of a protection officer's time. This course examines the basics of the fixed security post, and the key components of post orders. It also discusses fixed post safety measures, and identifies the problems that may occur while you are on duty.

### **Vehicle Search: Finding Weapons and Devices (0.5-hour)**

Security officers need to have a basic understanding of the principles and techniques of conducting a vehicle search. This course uses a series of graphics and scenarios, to offer a better understanding of the following: identifying and searching for destructive devices; establishing search parameters; assessing and controlling the environment of the search; and conducting a thorough search by using the overlap concept.





## EMERGENCY SITUATIONS AND WORKPLACE VIOLENCE

- Bomb Threat Response
- Emergency Department Security
- Emergency Response in the Retail Setting
- Evacuations
- Fire Apparatus and Response in a Healthcare Facility
- First Aid Essentials
- First Response to Felony Crimes
- Handling Emergency Situations
- Hate Crimes
- Infant Abduction (2 modules)
- Introduction to Emergency Management (2 modules)
- Workplace Violence Prevention



### **Bomb Threat Response (0.5-hour)**

The number of bomb threats, actual bombings, including incendiary devices increases each year in North America. They impact businesses regardless of their size or type. Sometimes the impact is not just money but also lives. This course discusses bombs or explosive devices; common bombing misconceptions; a security officer's role in various types of bombing incidents; the correct response to suspicious packages; and effective bomb search locations and techniques.

### **Emergency Department Security (0.5-hour)**

Drugs, economic conditions, and a decline in moral values are some of the reasons for an increase in violence in our society. Murder, rape, gang violence and crime are now commonplace in even the most peaceful of neighborhoods and communities. These conditions bring the same problems into hospital emergency departments. This course explores the problem of emergency department security from numerous perspectives and provides some suggestions for decreasing the threats.

### **Emergency Response in the Retail Setting (0.5-hour)**

What would you do if an armed person were reported to you? What would you do if a fire were reported to you? What would you do if a violent person who was not armed were reported to you? This course examines duties and responsibilities a security officer has in providing for the public safety, including domestic dispute, fire response, and armed and non-armed persons.

### **Evacuations (0.5-hour)**

Security officers have a variety of duties in a variety of industries. But no matter the responsibilities, all security officers will be expected to know their facility's emergency procedures and to assist during a crisis. One of the most important procedures is evacuation, and this course offers some effective strategies for handling evacuations and demonstrations.

### **Fire Apparatus and Response in a Healthcare Facility (0.5-hour)**

As the line between safety and security becomes less defined in security operations, fire prevention becomes a greater responsibility for the security officer. On-duty Officers must learn how to inspect fire equipment to ensure it functions properly, thus saving the facility from major fire losses. This course tours a healthcare facility to show what to look for during fire equipment inspections.

### **First Aid Essentials (0.5-hour)**

Working as a professional security officer in the 21st century is a challenging job. Often the primary role is customer service. However, there are critical responsibilities toward safeguarding people and property, reducing liability, and responding to emergencies. Most officers will have to respond to a medical emergency at some point in their career, and those medical emergencies could be life-threatening. This course discusses several basic emergency response procedures that every security officer should know including first aid, shock, bleeding, CPR, the Heimlich maneuver, and how to safely move an injured person.

## **First Response to Felony Crimes (0.5-hour)**

There can be no denying the fact that the role of the security officer has been changing drastically in the past few years. With every budget cutback that occurs in the public sector, the need for a highly trained, private security officer seem to double. And with that need, comes more dangerous situation for the security officers. This course examines the role of the security officer in handling the initial response to a felony or serious crime incident. Learn the basic components of a response plan: helping the injured, determining the extent of the crime or incident scene, setting boundaries, protecting the incident scene, preserving the evidence, and making notes.

## **Handling Emergency Situations (0.5-hour)**

Professional officers have a responsibility to adequately handle emergency situations. In this course, the security officer learns the basic principles of an emergency response. In addition, the officer learns about the three distinct phases of an emergency situation: the pre-event, the event and the post-event.

## **Hate Crimes (0.5-hour)**

Security professionals are in the business of observation. One of the most important parts of the job is to keep a trained eye out for potential safety and security concerns. Traveling in and around the workplace, security professionals will have the opportunity to see people at both their best and their worst. One example of people at their worst is when an individual expresses unfounded hate toward others of a different race, sex, sexual orientation, or national origin. This course examines the difference between a hate crime and a hate incident, and identifies how to handle the situation if one occurs at your facility.

## **Infant Abduction (2 modules) (1-hour)**

Do you have a comprehensive, practiced infant abduction plan in place? Do you have security equipment/systems to augment your infant security initiatives? Geared toward security managers and supervisors in the healthcare setting, this two-part course explains conducting a security risk assessment, adding security equipment/systems, and evaluating your infant security programs. Users will learn a multidisciplinary/multidimensional approach to infant security, including descriptions of the “typical” abductor and of effective practice drills.

## **Introduction to Emergency Management (2 modules) (1.5-hour)**

A security officer’s role is ever-growing and expanding. The duties of the private security officer are changing with the environment it serves including emergency preparedness. The idea of a lone security professional caring for a large facility with no chance of incidents are of the past. Today, a professional’s scope of responsibility and activity is far more advanced and technological in nature than could be handled by one person. Part 1 of this course introduces the issue of emergency management, including the history of the EMA, general definitions, types of emergencies and situations, and the lifecycle of an emergency event. Part 2 of this course examines security professional interaction with emergency responders during a catastrophic event, including basics of the Incident Management System, the primary functional locations of activity during a disaster, and the roles of the security when responding to an incident.

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## Workplace Violence Prevention (0.5-hour)

Keeping people safe from violence in the workplace is a constant concern for employers in every industry. In fact, studies show that even since 9/11, workplace violence ranks in the top three threats to business, often higher than terrorism. As a security officer, you play a major role in workplace violence prevention. Do you know the warning signs? Will you recognize workplace violence when you see it? Do you know how and when to intervene? This program defines and describes workplace violence and offers proactive strategies to prevent it from escalating into a dangerous, possibly lethal situation.





## HUMAN RESOURCES AND PUBLIC RELATIONS

- Command Presence
- Communicating With Angry People
- Communication Mistakes to Avoid
- Dealing with Mentally Ill Persons
- Defusing Conflict and Crisis
- Engaging the Customer
- Lobby or Reception Area Security
- Lost Children
- Proxemics and Personal Space
- Public Relations
- Tactical Communications



### **Command Presence (0.5-hour)**

Command presence is essentially presenting yourself as someone in authority who is to be trusted, respected, and obeyed. It all boils down to how you present yourself. Do you look, act, and speak the part? This program discusses each of these aspects of command presence as well as discussing the pitfalls of letting the badge go to your - known as Badge-itude.

### **Communicating With Angry People (0.5-hour)**

Inevitably, a security officer will have to handle a situation involving an irate, disruptive person. In this course, Rick Fiems, Department of Public Safety Chief at Black Hawk College in Moline, Ill., introduces the “7-6-5 Method.” Learn about the seven channels of communication, the six principles for dealing with upset people, and a five-part formula to control the situation.

### **Communication Mistakes to Avoid (0.5-hour)**

Communicating with the public is a standard part of a security officer’s job, and often includes dealing with people who are confused, angry, or upset. How you respond can mean the difference between a situation that ends quietly and quickly and one that escalates. In this course, international trainer Robert Betancourt explains how to avoid the most common communication mistakes that make people feel slighted, disrespected, wronged, and defensive.

### **Dealing with Mentally Ill Persons (0.5-hour)**

Whether working in the private or public sector, security officers will encounter and deal with a number of different people. The mentally ill person can be a unique case, often requiring special treatment. Though the majority of mentally ill persons are not dangerous, they can be difficult to manage if they are not dealt with in a proper manner. This course discusses how to properly deal with situations involving persons with a mental illness or disorder.

### **Defusing Conflict and Crisis (0.5-hour)**

As you patrol the workplace, you come across a woman who is crying uncontrollably. What do you do? You’re patrolling the parking lot and a customer verbally attacks you. How do you handle it? This course explains how to defuse a conflict or crisis by using verbal and non-verbal communication. It also explores active listening, proper body language, and recognizing the “real” issue.

### **Engaging the Customer (0.5-hour)**

Security officers must interact with a variety of people on a daily basis. Those interactions may not always go as well as they could. In this course, the security officer will receive six steps to engage the customer, including making eye contact, noticing customer behavior, and simply being alert. These strategies can dramatically improve the security officer’s ability to pay attention, note unusual behavior, and deter wrongdoers.

### **Lobby or Reception Area Security (0.5-hour)**

Providing security in a lobby or reception area is one of the most common assignments for security officers. It is also one of the most important. In this course, security officers will be provided information about security in a lobby or reception area. Using scenarios involving upset, aggressive and potentially violent people, officers will be given instructions on the importance of their actions and appearance in dealing with guest and others at the reception area.

### **Lost Children (0.5-hour)**

Lost children are a key concern of protection professionals who work in environments where there are children present. Any facility, building or property faces the potential of having children separated from their parents or guardians. This course examines the preparation for the issue of lost children including sound policy development, professional practices by security officers, and constant training.

### **Proxemics and Personal Space (0.5-hour)**

Maybe you have found managing a crowd of people two people get a little too close for comfort. Or in discussing a situation with an angry patron, you've had to "keep someone at arm's length." In this course, Rick Fiems, Public Safety Director at Black Hawk College in Moline, Ill., discusses the principles of proxemics and personal space as they apply to officers' behavior.

### **Public Relations (0.5-hour)**

Why is it so important to develop good relations with the public? How can you, as a security officer, promote good relations with the public? And how do you communicate with patrons and merchants? In this course, Troy Johnson, Senior Vice President of Chesley Brown International, answers these questions and more.

### **Tactical Communications (0.5-hour)**

Most security officers deal with a host of different people in a variety of situations every day. While officers must be polite and courteous, they must also be capable of being firm and taking charge when the situation demands it. This course examines how both verbal and non-verbal communication influence others, as well as how security officers can improve the impression they make.





## OFFICER SAFETY AND SURVIVAL

- Edged Weapon Defense
- Evaluate and Use Non-Verbal Messages (2 modules)
- Handcuffing Techniques
- Legally Defensible Training Tactics (2 modules)
- Non-aggressive Defense
- OC Sprays
- Principles for the Use of Force
- Security Officer Safety
- Tactical Thinking





## Edged Weapon Defense (1-hour)

The most common edged weapon attacks occur without warning and within arms reach of the intended victim. Security officers often interact closely with people and may not initially see the edged weapon. In this course, George Demetriou demonstrates instinctive defensive techniques for the security officer. Both armed and unarmed security officers will learn how to respond when surprised by sudden, aggressive arm motions by countering the edged weapon threat and gaining positional and tactical advantage.

## Evaluate and Use Non-Verbal Messages (2 modules) (1-hour)

**Module 1** - Nonverbal body gestures are generally universal and consistent in our multicultural society. Being able to read body language, or unspoken dialogue, can help security officers gain the upper hand in any contact or possible confrontation. The key is to observe not just one but multiple body gestures to determine an individual's attitude and intention. In this course, international trainer Robert Rail explains how to recognize the threat level of a potentially aggressive individual, how to evaluate the nonverbal messages of others, and how to deal with people from different countries or backgrounds.

**Module 2** - Nonverbal body gestures are generally universal and consistent in our multicultural society. Being able to read body language, or unspoken dialogue; can help security officers gain the upper hand in any contact or possible confrontation. The key is to observe not just one but multiple body gestures to determine an individual's attitude and intention. This course reviews typical body signs exhibited by aggressive, neutral, and defensive individuals while in a seated position. It also addresses how to elicit useful information through the process of interactive dialogue and how your voice and gestures can influence an individual's reaction to you.

## Handcuffing Techniques (0.5-hour)

One of the most dangerous duties for a security officer is applying handcuffs. If done incorrectly, it can lead to injury and possible litigation. In this course, Mark Dunston, Deputy Chief of Police Ocean Springs, Miss., examines how to properly approach a subject, how to effectively apply handcuffs, and handcuff preparation and maintenance.

## Legally Defensible Training Tactics (2 modules) (1.25-hour)

**Module 1** - Protecting oneself is one of if not the most important elements of a security officer's job. But it doesn't always have to involve weapons or hand-to-hand combat. This course provides security officers with a working knowledge of the following: the five-step model for self defense; the available tools for self defense; approved, unapproved, and improvised defensive Weapons; the use of force continuum; and other basic self-defense concepts.

**Module 2** - The first priority when a security guard begins their shift everyday is to make sure they end that shift the same way you started – in one piece. In this course, Sgt. Dave Spell of the Gwinnett County Police Department discusses alert conditions, proper escort techniques, defensive dress, strategies to respond to a fight, and effective responses to choke holds.

[\*\*BACK\*\*](#)

### **Non-aggressive Defense (0.5-hour)**

When a person suddenly has an emotional outburst and tries to get past you, what do you do? Overly emotional or overly stressed people sometimes become irrational because, in their eyes, the security officer has no right to block their access, and they then become physical. This course examines the S.T.A.R. system and how using it security officers can de-escalate such a situation with the least potential liability.

### **OC Sprays (0.5-hour)**

Just because you may not carry OC (pepper) Spray doesn't mean you won't be exposed to its extremely painful effects sometime during your career. OC Spray is easily available and carried by both the public and law enforcement. This course instructs officers on techniques that make OC Spray most effective against assailants, the responsibilities concerning its use, and how to reduce the pain and recover faster if you are exposed.

### **Principles for the Use of Force (1-hour)**

A person pushes a security officer. What is the officer to do? Punch him? Kick him? According to the Principles for the Use of Force, the officer should do neither. But what if the situation escalates to a higher level? This course explains how to address these situations using the fundamental principles of defensive tactics.

### **Security Officer Safety (0.5-hour)**

Most accidents are caused by unsafe conditions, faulty equipment, or simple human error. Correcting these problems can prevent most of the common injuries that security officers suffer. This course discusses common sense steps security officers can take to prevent most types of injuries on the job.

### **Tactical Thinking (0.5-hour)**

When you're a security officer on duty, there is no substitute for self-protective or Tactical Thinking. That involves analyzing the situation you're up against, thinking ahead to what problems you might encounter, and deciding what to do and say with the situation. This course offers no nonsense tips for dealing with a situation that could go bad, and provides verbal and non-verbal cues to help identify when a person is behaving suspiciously.



## SECURITY MANAGEMENT

- Basics of Risk Management
- Emergency Preparedness and Crisis Management
- Fusion Centers
- Leadership Principles
- Preparing Performance Evaluations
- Professional Standards
- Reducing Business Risk
- Sexual Harassment
- Supervisor Communication



## **Basics of Risk Management (0.5-hour)**

Assets, risk, threats, property loss: these are terms that you've probably heard in your career as a security officer. But do you know what they mean? And do you know how they affect the job that you perform every day? Especially if you're new to the security industry, chances are that you don't. But even seasoned professionals can use a refresher course on the basics of risk management. This course discusses the basic concepts of managing risk; what qualifies as an asset, the kinds of losses that you're charged with preventing and tips and strategies you can use to protect your organization's assets.

## **Emergency Preparedness and Crisis Management (0.5-hour)**

Emergency preparedness can be called many different things: Emergency Management, Disaster Recovery, or Business Continuity Planning. Regardless of the terms used, security plays a key role in preparing any organization for an emergency. Supervisors and management should understand the basic concepts of emergency preparedness as business survival depends on it. This course examines strategic steps officers can take for emergency preparedness, and describes security responsibilities for the most common of emergencies.

## **Fusion Centers (0.5-hour)**

Fusion centers are high-tech, hubs of information where intelligence and information is analyzed and then sent out to officers and security professionals. This course examines the importance of these centers to law enforcement, what they are, and how they improve law enforcement's response to terrorism and crime. Specifically, this course discusses the mission, scope, and sensitive issues that have arisen due to the implementation of fusion centers in police agencies, and the roles private and corporate security professionals play in the equation.

## **Leadership Principles (0.5-hour)**

True leadership requires dedication, focus, and flexibility. Leadership is harder than supervision and more personal than management. Supervision is temporary in nature, while true leadership is permanent. Poor leadership comes and goes but strong leaders and their effect on our lives last a lifetime. This course outlines and discusses what constitutes a security leader and provides guidelines on how supervisors can become leaders.

## **Preparing Performance Evaluations (0.5-hour)**

Every performance evaluation ends up in your permanent record. How do you know if it is fair, unbiased and thorough? This course outlines the preparation and steps a supervisor should take to make sure the evaluation is constructive and accurate. Veteran security supervisor, Richard Fiems, Public Safety Chief at Blackhawk College, Moline, Ill., sheds light on supervisor's responsibilities to prepare and conduct a fair review. In addition, the course identifies tips on how to make the evaluation less painful and more productive.



### **Professional Standards (0.5-hour)**

Security has not always been considered a profession. However, changes in corporate America, increased terrorist activity, greater liability, and increased regulatory requirements have driven the push toward professionalism in the industry. But before the security supervisor can fully understand what it means to be a professional, they must first understand the standards of security professionalism. This course explains how professional standards are set and provides an overview of the most prestigious security certifications and their requirements. The viewer will also learn some of the protection officer Code of Ethics and understand how compliance with exact standards improves security.

### **Reducing Business Risk (0.5-hour)**

Many security professionals have seen young and slightly idealistic employees view their role as black and white. These officers believe their primary job is to get the bad guys. What these officers seem to miss or ignore is to reduce business risk. This course explains how security impacts business risk and describes security principles as they relate to business. Users will learn what is meant by strategic and permeating security, how layered security operates, and the purpose and performing of patrols.

### **Sexual Harassment (0.5-hour)**

One of the most prevalent charges in the workplace today is sexual harassment. Seemingly innocent interactions between coworkers now carry the risk of exposure to millions of dollars in judgments and fines. No industry is immune from potentially devastating lawsuits, not even the security industry. This course outlines conditions that may create a sexual harassment claim; explains how to properly initiate a sexual harassment investigation while stressing the importance of proper documentation; and discusses remaining impartial during the harassment inquiries.

### **Supervisor Communication (0.5-hour)**

The ability to communicate clearly and concisely is the single most important skill that a security supervisor can possess. Without communication, there is no coordination; without coordination, there is no organization. Coordinating and organizing are two functions that form the essence of supervision. Communication is the glue that holds the whole process together. This course describes various factors that may affect communication; provides methods to overcome barriers and become a better listener; and offers suggestions to improve your communication skills at all levels.



## TRAFFIC CONTROL AND VEHICLE SAFETY

- Focus on Vehicles
- Parking Lot Security
- Safe Driving Strategies
- Traffic Safety and Control



### **Focus on Vehicles (0.5-hour)**

The use of vehicles on campuses for the purpose of security patrol has been growing. Not every security officer is going to use a vehicle for patrol, but the same basic standards for vehicle patrol apply to both foot patrol and stationary posts. This course discusses the benefits of vehicular patrols, offers security guards a working knowledge of safety issues involving the use of vehicles, explains the liability of false arrest, and demonstrates the correct way to approach a vehicle.

### **Parking Lot Security (0.5-hour)**

Security Officers can be called upon to perform a variety of duties in and around parking lots and garages. These generally include functions like patrolling, directing traffic, and controlling access. Officers are also sometimes asked to retrieve keys locked in cars, jump-start dead batteries, and render other assistance. This course shows security officers the steps necessary to maintain security in a parking structure and how to implement those steps effectively.

### **Safe Driving Strategies (0.5-hour)**

Driving a vehicle while on patrol poses many unique challenges for security professionals and increases the likelihood of an accident. This course examines proactive road management, pre-driving habits, cause of most accidents, common collision types, visual control zone, and how to maintain a safety gap or cushion. The course also details a checklist of common procedures for reporting a collision.

### **Traffic Safety and Control (0.5-hour)**

Controlling traffic is an exciting yet very dangerous assignment. Safety is of the utmost importance. In this course, Orlando Police Department safety trainer Joe and host Dave Smith walk you through safety equipment, the safe use of cones and flares, and how to direct traffic in both daytime and nighttime settings.





## HOMELAND SECURITY

- Terrorism: The Security Challenge
- Threat of Terrorism in the U.S.





## **Terrorism: The Security Challenge (0.5-hour)**

Knowing how security should respond to and prevent acts of terrorism may be a bit confusing. Security officers deal with so many threats on a regular basis that terrorism can seem a remote possibility. Nonetheless, remember that by practicing sound security principles revolving around basic crime prevention and customer service, officers will already be playing a critical role in combating the threat of terror. This course defines terrorism, examines the trends of domestic and international terrorism, describes security's role in combating the threat of terror, and identifies critical contact information needed to report possible acts of terrorism.

## **Threat of Terrorism in the U.S. (0.5-hour)**

The security officer will often need to identify types of terrorists that pose a threat within the United States. This course describes the key areas of knowledge necessary to understand terrorism, differentiates between right-wing and left-wing terrorist groups, and identifies the activities associated with the various types of terrorists. Managing the threat of terrorism and the role of the security officer will also be discussed.



## CAMPUS SECURITY SERIES

- Alcohol Abuse on Campus
- Campus and Community Relations
- Campus Awareness and Crime Prevention
- Campus Security Report Writing
- Crime and Incident Scene Protection
- Critical Incident Response in the School Environment
- Fire and Emergency Response Planning
- Legal Responsibilities
- Physical Security in the School Environment
- Residence Hall Security
- Special Events



### **Alcohol Abuse on Campus (1-hour)**

Alcohol abuse on college and university campuses is a growing problem. Alcohol is brought onto the campus by students, visitors and even faculty and university staff members. It's estimated that seven out of every ten security related calls on a college campus are alcohol related. This course identifies the negative impact of alcohol use and abuse on a college/university campus; examines some positive steps to control the problem; and discusses the symptoms of abuse and situations that often lead to excessive alcohol consumption on and off campus.

### **Campus and Community Relations (0.5-hour)**

At the end of this course, the participating student will be able to explain the unique relationship that exists between a college or university and the city, town, village or county that adjoins the campus. Emphasis will be placed on understanding strategies and programs that will help enhance the communication process and promote mutual understanding.

### **Campus Awareness and Crime Prevention (1-hour)**

Campus security officers can spot and avoid dangerous situations by using several practical techniques. This course explains the basic theory of security awareness and discusses the importance of maintaining a high level of awareness while on a college or university campus.

### **Campus Security Report Writing (0.5-hour)**

This course explains the importance of report writing in the overall campus security function and demonstrates the proper method for gathering information concerning criminal and non-criminal activity on a college campus.

### **Crime and Incident Scene Protection (1-hour)**

The best scene control and processing is a result of a planned approach by everyone involved. This course discusses the importance of protecting the integrity of an incident scene, and demonstrates various methods of searching for and protecting physical evidence.

### **Critical Incident Response in the School Environment (0.5-hour)**

A critical incident can happen at any moment. When we talk about critical incidents in a school, it is hard not to think of Columbine or Virginia Tech, but not all critical incidents involve school shootings. Critical incidents can occur on and off campus, how you plan for these incidents is crucial to an effective response.

### **Fire and Emergency Response Planning (0.5-hour)**

Fires and emergencies happen without warning, and how you plan for these emergencies is crucial to an effective response. This course explains the importance of implementing and practicing a disaster

plan on a college or university campus. Emphasis will be placed on planning and the use of a team concept in anticipating and meeting the emergency recovery needs of the college or university.

### **Legal Responsibilities (1-hour)**

The legal responsibilities of a campus security professional continue to expand. This course discusses why it is important for campus security professionals to know that the actions they do or do not take can have legal ramifications for their department as well as for them personally.

### **Physical Security in the School Environment (0.5-hour)**

Over the years, school campuses have taken on a different look. With today's threat of violence and the ability of students to overcome previous security features, today's modern school design is partially based on security. This course examines the physical security features that will help campus security officers provide a safe, secure environment for both students and staff.

### **Residence Hall Security (1-hour)**

Securing a residence hall is no small task. Large numbers of people are entering and leaving on an hourly basis. But by educating the students, and taking proactive steps to increase awareness, you can provide a safe place for your students to live and thrive. This course explains the need for extra security precautions in a residence hall environment, and identifies many of the common security risk situations that develop in a residence hall. It also emphasizes developing an understanding of the importance of prevention as a means of controlling residence hall crime.

### **Special Events (1-hour)**

Providing security for an event is a major task. As you have seen, multiple factors have to be considered for each event. The planning phase is a crucial step and must be taken seriously. This course identifies the importance of planning for special events on a college/university campus and the proper use of the campus resources regarding the protection of life and property. It also emphasizes gathering special intelligence and the subsequent best utilization of campus resources.





## CASINO SECURITY SERIES

- Emergency Procedures in the Casino Industry
- Role of the Security Officer in the Casino Industry
- Security Officer Procedures in the Casino Industry



## **Emergency Procedures in the Casino Industry (0.5-hour)**

Casinos operate on a 24-hour basis. This means that the security professional is always on call and has to be ready to respond at a moment's notice. Responding to an emergency is one of the most important calls that a security officer will answer. How an officer responds can have a dramatic impact on the victims as well as the casino. This course examines the response procedures for a variety of situations.

## **Role of the Security Officer in the Casino Industry (0.5-hour)**

A casino can be a challenging work environment. Many of today's casinos can be compared to small cities. The numbers of services that security personnel offer are vast and vary from location to location. Securing a large facility takes coordination and a highly motivated individual who is dedicated to the protection of people and assets while providing a customer-friendly approach.

## **Security Officer Procedures in the Casino Industry (0.5-hour)**

In today's modern casino, there are numerous procedures that take place around the clock. The movement of assets from point A to point B is a critical element of every casino. Moving these assets in a safe and secure manner is the responsibility of the security staff. Although every casino will have their own particular procedures for each activity, the concept is basically the same. This course describes the role of the security officer in the transfer of assets in a casino, explains the importance of observation skills, and describes the working relationship between security and surveillance.





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