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Security officers and security officer supervisors

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Security officers and security officer supervisors

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Preface

This National Standard of Canada has been reaffirmed by the CGSB Committee on Security Officers and Security Officer Supervisors.

The following definitions apply in understanding how to implement this National Standard of Canada:

- "shall" indicates a **requirement**;
- "should" indicates a **recommendation**;
- "may" is used to indicate that something is **permitted**;
- "can" is used to indicate that something is **possible**, for example, that an organization is able to do something.

Notes accompanying clauses do not include requirements or alternative requirements. The purpose of a note accompanying a clause is to separate explanatory or informative material from the text. Annexes are designated normative (mandatory) or informative (non-mandatory) to define their application.

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Security officers and security officer supervisors

1 Scope

1.1 General

This National Standard of Canada sets out minimum requirements to be used when selecting uniformed security officers and supervisors to protect people, property and information. It provides a “Security Officers Basic (Pre-assignment) Training Program” (see Annex A), a “Security Officer Supervisors (Pre-assignment) Training Program” (see Annex B) and “Performance Guidelines for Suppliers of Training for Security Officers and Supervisors” (see Annex C).

The testing and evaluation of a product against this standard may require the use of materials and/or equipment that could be hazardous. This standard does not purport to address all the safety aspects associated with its use. Anyone using this standard has the responsibility to consult the appropriate authorities and to establish appropriate health and safety practices in conjunction with any applicable regulatory requirements prior to its use. CGSB neither assumes nor accepts any responsibility for any injury or damage that may occur during or as the result of tests, wherever performed.

1.2 Health

Notwithstanding the content of the health criteria in this standard, users may need to waive certain criteria where a particular duty requirement will permit. Users may also need to consider provincial and federal legislation concerning duty to accommodate where a particular duty requirement may exist.

1.3 Security clearances

This standard does not specify requirements for security clearances to be undertaken or obtained. However, where the duties of security officers and supervisors may provide access to sensitive data, high-value materiel or critical-infrastructure property, users may wish to require specific security clearances.

1.4 Bonding

This standard does not specify bonding requirements. Bonding is usually a prerequisite to licensing of a licensed security company by appropriate jurisdictions but may not be universally required.

1.5 Civil liability

The need for security officers and supervisors to have civil liability coverage should be considered.

1.6 Training programs

The attention of users is drawn to the preambles to the training programs outlined in Annexes A and B.

1.7 First aid and CPR training

Training and certification in first aid and CPR (cardiopulmonary resuscitation) is a requirement of this standard.

1.8 This standard is intended for conformity assessment.

2 Normative references

The following normative documents contain provisions that, through reference in this text, constitute provisions of this National Standard of Canada. The referenced documents may be obtained from the sources noted below.

Note: The contact information provided below was valid at the date of publication of this standard.

An undated reference is to the latest edition or revision of the reference or document in question, unless otherwise specified by the authority applying this standard. A dated reference is to the specified revision or edition of the reference or document in question.

2.1 Department of Justice Canada

Canadian Charter of Rights and Freedoms

Criminal Code

2.1.1 Contact information

The above may be obtained from the Department of Justice Canada, Communications Branch, Public Affairs Division. Telephone: 613-957-4222. Fax: 613-954-0811. E-mail: webadmin@justice.gc.ca. Web site: www.justice.gc.ca.

2.2 National Research Council of Canada (NRC)

National Fire Code of Canada

2.2.1 Contact information

The above may be obtained from the National Research Council of Canada, Publication Sales. Telephone: 613-993-2463 or 1-800-672-7990. Fax: 613-952-7673. E-mail: CONSTPubSales-Ventes@nrc-cnrc.gc.ca. Web site: www.nrc-cnrc.gc.ca.

3 Terms and definitions

For the purposes of this National Standard of Canada, the following terms and definitions apply.

3.1

access/egress control function

controlling, monitoring or inspecting of people, articles and vehicles entering, leaving or within a designated area.

3.2

appropriate authority

person or body designated in orders as having responsibility for that particular matter.

3.3

area protection system

alarm system established to detect abnormal conditions within the alarmed area.

3.4

authorized

expressly permitted by orders.

3.5

client

person or an organization hiring and employing a security officer company.

3.6

disability

physical or mental impairment that substantially limits a major life activity.

3.7

employer

person or an organization that employs one or more security officers or supervisors or both.

3.8

on-the-job training (OJT)

any training activity that is undertaken at the work site in response to clearly identified needs.

3.9

orders

standing orders, post orders or other written or verbal instructions from an appropriate authority.

3.10

perimeter protection system

alarm system established to detect abnormal conditions on the perimeter of the area being protected.

3.11

point or object protection system

alarm system established to detect abnormal conditions at or near a specific point or object.

3.12

police

police force having the legislative authority to provide police service within a specific geographical area.

3.13

post

designated location within the work site to which a security officer is assigned for duty.

3.14

property

property as defined in section 2 of the *Criminal Code* ("property").

3.15

security clearance

formal authorization given to a specific individual by the appropriate authority permitting access to designated places and information and for the performance of designated tasks.

3.16

security officer

person employed or contracted principally to protect persons, property and information.

3.17

security officer supplier/employer

employer of security officers providing security services to a client.

3.18

supervisor

person employed or contracted principally to supervise one or more security officers.

3.19

unauthorized

not authorized/not permitted.

3.20

uniformed

required to wear a uniform that conforms to the requirements of 4.5 of this standard.

3.21

work post

designated location where a security officer is required by orders to report.

3.22

work site

area being protected.

4 General requirements

4.1 Age

All security officers and supervisors shall meet the minimum age requirements for employment legislated for the jurisdiction in which they are employed.

4.2 Health

Security officers and supervisors shall meet the following health requirements:

4.2.1 Certification of health

Where a certification is required (see 5a), certification shall be performed by a person practicing in the appropriate field and who is licensed to do so in Canada.

4.2.2 Mental and physical health

All security officers and supervisors shall possess an acceptable level of mental and physical health consistent with the ability to perform their assigned safety and security tasks appropriately.

4.2.3 Visual acuity

Eyesight shall be equal to or better than 20/20 in one eye and 20/30 in the other when using glasses/lenses. If accepted for employment, individuals shall be required to show certification at appropriate intervals to attest to meeting the eyesight requirements.

4.2.4 Hearing

Hearing loss in each ear, corrected if necessary to meet the requirement, shall be less than 30 dB when tested by audiogram for frequencies below 2000 Hz.

4.2.5 Speech

Security officers and supervisors shall be able to clearly communicate verbally.

4.2.6 Sense of smell

Security officers and supervisors shall demonstrate the ability to reasonably detect odours.

4.3 Citizenship/employment authorization

Security officers and supervisors shall provide valid documentation proving that they are Canadian citizens, landed immigrants or permanent residents of Canada holding a valid employment authorization document.

4.4 Language and communication

Security officers and supervisors shall be able to communicate in the languages required (see 5b) by the client, as evidenced by the ability to perform the following:

4.4.1 Oral interaction

They shall be able to conduct face-to-face and telephone conversations with colleagues, clients and members of the public concerning work-related matters.

4.4.2 Reading and comprehension

They shall be able to read orders, duties, signs, labels, lists and procedures and demonstrate that the written material has been understood.

4.4.3 Writing

They shall be able to write in a clear and concise manner.

4.5 Uniforms

Security officers and supervisors shall wear a uniform that:

- a) identifies the security officer employer;
- b) bears the words “Security/Sécurité” or “Security” in a readily visible location, in accordance with provincial regulations;
- c) bears insignia readily distinguishable from the insignia on police uniforms.

4.6 Deportment, appearance and sobriety

Security officers and supervisors shall maintain a standard of appearance and deportment at least as high as in any other work situation where the worker is in contact with the public. Security officers and supervisors shall not be under the influence of an illegal drug or alcohol while on duty. This also applies to prescribed or over-the-counter drugs that could adversely affect performance.

4.6.1 Security officers and supervisors shall maintain a high standard of civility when in contact with the public by reflecting appropriate courtesies and forms of address.

4.7 Training and experience

4.7.1 Where evidence of a security officer's or supervisor's level of training and experience is required (see 5c), such evidence shall be provided by the employer to the client.

4.7.2 Basic training course

The basic training course is set out in Annex A for security officers and in Annex B for supervisors.

4.7.3 Experience and training requirements

To meet the requirements of this standard:

- a) security officers shall have successfully completed the Security Officers Basic (Pre-assignment) Training Program set out in Annex A;
- b) supervisors shall have successfully completed the Security Officers Basic (Pre assignment) Training Program set out in Annex A and the Security Officer Supervisors (Pre-assignment) Training Program set out in Annex B.

4.7.4 First aid and CPR training

Training and current certification in first aid and cardiopulmonary resuscitation (CPR) shall be by a recognized first aid/CPR training organization using qualified instructors.

5 Options

The following are options available in the application of this standard:

- a) medical certification (see 4.2.1);
- b) language requirement (see 4.4);
- c) evidence of a level of training and experience (see 4.7.1).

Annex A (normative)

Security officers basic (pre-assignment) training program

Preamble

The following pre-assignment formal training is intended to provide persons with the occupational and behavioural skills and attitudes necessary to function as a security officer, as required by provincial regulations and in accordance with other legislation. Successful completion of this basic training will provide security officers with the concepts and knowledge whereby they may function effectively as security officers. The subjects covered are intended to provide security officers with a sound basis on which to deal with many on-the-job situations. Many tasks performed are quasi-law enforcement in nature, where good public relations and awareness of the legal authority and responsibility for use of force are extremely important. On the successful completion of this training, security officer candidates shall be able to:

- a) deal with the public in a professional and ethical manner;
- b) arrest people under the authority as specified in the *Criminal Code* or provincial legislation or relevant statute and to be aware of the rights and freedoms of individuals under the *Canadian Charter of Rights and Freedoms*;
- c) communicate effectively, both verbally and in writing;
- d) present verbal and material evidence in courts and other judicial settings;
- e) conduct themselves appropriately in court;
- f) write reports and protect evidence;
- g) direct traffic where legislation permits and control traffic movement in a safe and appropriate manner;
- h) detect or prevent thefts, vandalism and other criminal/provincial offences;
- i) report and deal appropriately with perimeter protection systems, intrusion, fire, carbon dioxide, water, smoke, alarms and other building and access control systems and security systems that may be assigned to a work site;
- j) react and take appropriate measures in emergency situations;
- k) respond to bomb threats and suspicious packages;
- l) make use of conflict resolution techniques;
- m) understand human rights and diversity;
- n) perform other duties as required of security officers.

Note: The pre-assignment training program may take place in a classroom setting or may be achieved through alternate training methods providing that the requirement of the security officer to spend an equivalent amount of time on the training program can be verified.

Program content and minimum hours of training

Section	Program content	Minimum hours of training
A.1	Administration, introduction and evaluation of candidates' knowledge	3
A.2	Introduction to duties and responsibilities	2
A.3	Professionalism and public relations	3
A.4	Legal authority, duties and responsibilities	6
A.5	Use of force principles and guidelines	6
A.6	Alarm and protection systems	2
A.7	Traffic movement	1
A.8	Personnel and materiel access control	3
A.9	Report writing, note taking, evidence and crime-scene sketching	4
A.10	Response to emergency situations; fire detection, prevention, safety; explosive devices, bomb threats, suspicious packages	9
A.11	Patrol procedures	4
A.12	Labour disputes	2
A.13	Relations with the police	1
A.14	Effective communications	8
A.15	First aid and CPR training	Additional hours as required
Total		54

Note: The number of hours for the teaching of this entire course has been set to be no less than 54 (not including CPR training). This standard recognizes that different class sizes and student abilities may result in some minor variance in the content hours for individual topic.

A.1 Administration, introduction and evaluation of candidates' knowledge

Minimum duration: 3 h

A.1.1 Administration

The time spent on administration shall be used to brief candidates on the administrative arrangements related to the training course.

A.1.2 Introduction

The introduction shall provide the candidates with an overview of the training program and shall include some remarks about security officer standards and a statement of course objectives.

A.1.3 Evaluation

The time allotted for evaluation shall be used to measure the candidates' success in meeting the training objectives. Evaluators should consider the following:

- a) each training topic has an evaluation component comprised of evaluation items;
- b) evaluation items shall comprehensively address the topic content;
- c) each evaluation item shall be objectively measurable, whether by written question or demonstration evaluation;
- d) each evaluation item that is knowledge based shall have a written question, formulated by the school/instructor. Questions shall be administered in a written or electronic form, excluding oral exams for students with a documented learning disability.

A.2 Introduction to duties and responsibilities

Minimum duration: 2 h

A.2.1 Security officers protect people, property and information. This session provides an overview of the principal duties and responsibilities involved in these security requirements.

A.2.2 Instruction

This session shall include the following instruction:

A.2.2.1 Duties related to security of people

- a) Fire and other abnormal conditions (e.g. flood, sprinkler system and smoke).
- b) Action of unruly groups or individuals (e.g. crowd control).
- c) Injuries and situations where they could occur.
- d) Physical hazards, existing or potential.
- e) Emergency evacuation procedures and measures.
- f) Familiarity with the uniqueness of work locations within the work site.
- g) Identity (ID) cards, local pass systems and procedures.
- h) Elevator and escalator operations.
- i) Knowledge of all emergency phone numbers and response procedures.

A.2.2.2 Duties related to security of property

- a) Controlling access (entry and exit) of vehicles, articles and persons to the property.

- b) Fire prevention/detection and use of firefighting equipment.
- c) Traffic movement and parking.
- d) Control of keys and locks.
- e) Conducting patrols, both internal and external.
- f) Punch-clock procedures and patrol-monitoring systems.
- g) Lost and found procedures.
- h) Knowledge of property vulnerabilities and hazards.
- i) Knowledge of utility control locations.
- j) Knowledge of rules governing restricted areas.

A.2.2.3 Duties related to security of information

- a) Need for confidentiality of information in accordance with applicable privacy legislation.
- b) Need for an elementary understanding of computer technology in order to recognize potential loss situations:
 - 1) laws applicable to the misappropriation (*Criminal Code*, section 342.(1)) and misuse of computer/electronic information;
 - 2) understanding of the concepts of intranet and Internet, and the threat of viruses and hackers;
 - 3) understanding of the various techniques used in computer information theft (electronic storage mediums);
 - 4) understanding of software piracy and copying.

A.2.2.4 Types of assignments

- a) Fixed post.
- b) Patrol post.
- c) Vehicle patrol.
- d) Roving patrol.

A.2.2.5 Security officer communications

- a) Communications system requirements and procedures, information to be relayed in emergency situations.
- b) Post orders and specific duties.
- c) Operation of control-room equipment.
- d) Dealing with the news media.
- e) Knowledge of the liaison process with law enforcement and safety agencies.

A.2.3 Evaluation

When evaluated, each candidate shall be able to:

- a) give examples related to the protection of people from the security duties defined in this topic;
- b) give examples related to the protection of property from the security duties defined in this topic;
- c) explain the need for confidentiality of information as defined in this topic.

A.3 Professionalism and public relations

Minimum duration: 3 h

A.3.1 Security officers are expected to project a professional image at all times. During the course of their duties, security officers are often visible to, and interact with, a variety of persons, including customers, visitors, employees, tenants and the public. Often, they are the first (and sometimes the only) link with the public. Because security officers constitute the largest segment of the security industry, and because of their visibility and interaction with the public, their conduct is vital to the maintenance of a professional image for the industry as a whole. This session reviews the general personal qualities and human relations skills required of security officers when performing their duties.

A.3.1.1 The security officer shall be able to direct the media to the appropriate spokesperson and occasionally deal with media representatives. This session shall provide the security officer with an overview of the role of and relations with the media.

A.3.2 Instruction

This session shall include the following instruction:

A.3.2.1 Personal presentation

- a) Well-fitted, pressed, clean uniform.
- b) Clean shoes.
- c) Clean, neatly groomed hair.
- d) Personal cleanliness.

A.3.2.2 Conduct and deportment

- a) Is courteous and friendly.
- b) Is dignified and confident.
- c) Is calm and composed.
- d) Is tactful and considerate.
- e) Exercises restraint.
- f) Maintains proper physical stance.
- g) Walks smartly and with purpose.
- h) Maintains work post (clean and tidy).

- i) Presents positive personal attributes and modes of behaviour.

A.3.2.3 Discipline and integrity

- a) Obeys rules, orders and the law.
- b) Sets an example.
- c) Is reliable and punctual.
- d) Gets the job done.
- e) Does not offer or accept favours.

A.3.2.4 Attitude and self-improvement

- a) Maintains an interest in the job.
- b) Keeps abreast of relevant new knowledge, techniques, etc.
- c) Seeks and takes additional refresher training.
- d) Reviews one's own performance periodically.

A.3.2.5 Importance of customer service

- a) Principles of customer service:
 - 1) anticipating the customer's needs;
 - 2) listening and responding to the customer's concerns;
 - 3) exceeding the customer's expectations.
- b) Principles of telephone etiquette:
 - 1) giving a professional and friendly greeting;
 - 2) being conscious of tone;
 - 3) giving the caller undivided attention.

A.3.2.6 Dealing with the media

- a) Role of the media:
 - 1) informing the public — the primary function;
 - 2) gathering "newsworthy" information.
- b) Relations with the media:
 - 1) Understanding the rights of the media (*Canadian Charter of Rights and Freedoms*, Part 1, par. 2 [b]) and the limitations of their rights because of access to information and privacy legislation.

A.3.2.7 Human rights and diversity

- a) Review of the multicultural, heterogeneous character of Canadian society and its implications for public relations.
- b) Particular needs and concerns of young people and how these can be accommodated within the security officer's job.
- c) Particular needs and concerns of persons with a disability and how these can be accommodated within the security officer's job.
- d) Importance of obtaining instructions from the employer and client about communicating with the public and the media, and adhering to those instructions.
- e) Understanding of unacceptable conduct, such as harassment and discrimination.
- f) Understanding of mutual respect pertaining to culture, race, religion, gender, language and sexual orientation.

A.3.3 Evaluation

When evaluated, each candidate shall be able to discuss, understand and demonstrate using examples, the following:

- a) appropriate personal presentation related to working in a uniformed position;
- b) appropriate security officer conduct and deportment;
- c) responsibilities of security officers related to discipline and integrity;
- d) methods discussed in this topic by which security officers may be able to develop a positive work attitude;
- e) principles of customer service;
- f) basic rights of the media according to the *Canadian Charter of Rights and Freedoms*;
- g) ways in which security officers may perform their duties, having consideration for persons with special needs;
- h) ways in which security officers should perform duties in a culturally appropriate manner.

A.4 Legal authority, duties and responsibilities

Minimum duration: 6 h

A.4.1 Security officers may be called upon to exercise a variety of legal authorities of arrest, detention, search, seizure, inspection, use of force, *Canadian Charter of Rights and Freedoms*, etc. This session reviews the sources and extent of such authorities, and the legal confines within which they may be exercised. The potential legal consequences of wrongful exercise of such authorities are also covered.

A.4.2 Instruction

This session shall include the following instruction:

- a) legal status of a security officer (e.g. as citizen and agent of client/owner of property);

- b) authorities available to a security officer under the *Criminal Code*, common law and case law (e.g. arrest without warrant and release of arrested person, protection of other persons, defence of property, self-defence, seizure and use of force);
- c) legal meaning and definition of informed consent pertaining to waiver of rights and what constitutes removal of the consent;
- d) authorities available to a security officer under provincial and municipal legislation (e.g. trespass and provincial offences legislation and parking by-laws);
- e) implications of the *Charter of Rights and Freedoms* for the exercise of legal authority by security officers and the reasons security officers (private individuals) shall advise individuals of their rights, and the implications if they do not advise the individual arrested;
- f) classification of offences (i.e. indictable, summary conviction and dual procedure) under the *Criminal Code*;
- g) brief review of the most commonly encountered security-related criminal and other offences;
- h) essential features of the landlord-tenant relationship and the respective rights and responsibilities of landlords and tenants in such a relationship;
- i) legal duties of security officers to assist the police in their enforcement of the law and the turning over of appropriate matters to the police;
- j) relevant legislation concerning the licensing and regulation of security officers;
- k) the client or employer's rights to specify the extent to which, and circumstances under which, certain powers will be exercised by security officers in the course of their duties, and the importance of adhering to the client's or employer's instructions in this regard;
- l) potential legal consequences of wrongful exercise of authority (e.g. civil and criminal liability, administrative sanctions and discipline by employer);
- m) requirements for conducting legal searches on access or egress of the facility including the legal significance of giving adequate notice to employees, customers and other members of the public of any requirements to submit to a search;
- n) principles of civil liability and their implications:
 - 1) dissemination of information and the protection of confidentiality and trade secrets;
 - 2) admissions of wrongdoing or fault by security personnel to potential plaintiffs;
 - 3) concept of "negligent security" in providing security service;
- o) powers of arrest under the *Criminal Code*;
- p) common criminal offences in the workplace under the *Criminal Code*:
 - 1) common assault;
 - 2) assault with a weapon;
 - 3) assault causing bodily harm;

- 4) aggravated assault;
- 5) sexual assault;
- 6) theft over/under;
- 7) mischief;
- 8) break and enter;
- 9) indecent assault;
- q) protection under the *Criminal Code*:
 - 1) persons acting under authority;
 - 2) excessive force;
 - 3) use of force to prevent the commission of an offence;
 - 4) arrest of wrong person — person assisting;
 - 5) duty of person carrying out the arrest;
 - 6) preventing breach of the peace;
 - 7) arrest for breach of peace;
 - 8) use of force to suppress riots;
 - 9) duty of officers if rioters do not disperse;
 - 10) self-defence against unprovoked assault;
 - 11) self-defence in case of aggression;
 - 12) provocation;
 - 13) preventing assault — extent of justification;
 - 14) defence of personal property — assault by trespasser;
 - 15) defence with and without claim of right;
 - 16) defence of dwelling;
 - 17) defence of house or real property — assault by trespasser;
 - 18) assertion of right to house or real property — assault in case of lawful entry-trespasser-provoking assault.

A.4.3 Evaluation

When evaluated, each candidate shall be able to:

- a) explain the legal status of a security officer under the *Criminal Code*;
- b) discuss, understand and demonstrate using examples, the citizen powers of arrest under the *Criminal Code*;
- c) discuss, understand and demonstrate using examples, the common law authority to search incidental to arrest;
- d) discuss, understand and demonstrate using examples, the authority to use force incidental to arrest, and in self-defence, under the *Criminal Code*;
- e) discuss, understand and demonstrate using examples, “consent” with respect to the waiver of rights;
- f) discuss the legal authorities provided to security officers by provincial, territorial and municipal legislation in the jurisdiction of work;
- g) discuss, understand and demonstrate using examples, the requirements of the *Canadian Charter of Rights and Freedoms* with respect to arrest and detention by a security officer;
- h) list the classifications of offences under the *Criminal Code* and give examples of offences in each classification;
- i) describe the rights of landlords and tenants in the landlord-tenant relationship in the jurisdiction of work;
- j) explain the responsibilities of a security officer when assisting police in their enforcement of law;
- k) describe the licensing requirement as it relates to individual security officers in the jurisdiction of work;
- l) give examples of the possible consequences of wrongful exercise of authority;
- m) demonstrate the ability to conduct a legal search on access to or egress out of the workplace, including the legal significance of giving adequate notice to persons who shall submit to a search as discussed in A.4.2 m);
- n) explain the principles of civil liability and their implications pertaining to dissemination of information, admission of wrongdoing by security personnel and the concept of “negligent security”;
- o) explain “power of arrest” under the *Criminal Code*;
- p) explain criminal offences in the workplace under the *Criminal Code*;
- q) explain “protection” under the *Criminal Code*;
- r) explain the civil liability implications of security personnel admitting to wrongdoing;
- s) discuss, understand and demonstrate using examples, the concept of “negligent security”.

A.5 Use of force principles and guidelines

Minimum duration: 6 h

A.5.1 There are a number of “use of force” guidelines that have been developed to assist law enforcement and security practitioners with the complex issues of “decision” and “articulation.” These use of force guidelines were designed as a method for security practitioners and their trainers to explain the rationale for using necessary force.

A.5.2 Instruction

This session shall include the following instruction:

- a) training in the use of force guidelines and relevant applications of specific *Criminal Code* sections as they relate to the expected performance of security officer duties;
- b) methodology and application of use of force guidelines as a means of articulating the use of force by persons who may have to apply force in the lawful performance of their duties. The session will also address all applicable federal and provincial laws that relate to the authority, application and justification of using force.

A.5.3 Evaluation

When evaluated, each candidate shall be able to:

- a) articulate the concept of use of force guidelines;
- b) articulate and describe a prescribed use of force model;
- c) articulate and describe “profiled behaviours”;
- d) articulate and describe “profiled responses”;
- e) articulate and describe a “situation”;
- f) define and recognize signs and symptoms of “excited delirium” and “positional asphyxia”;
- g) articulate and describe “use of force” references in the *Criminal Code*.

A.6 Alarms and protection systems

Minimum duration: 2 h

A.6.1 Security officers respond to alarms. This session provides candidates with a basic understanding of the principles of protective and fire alarm systems that they are likely to encounter, with some information on the functioning of such systems.

A.6.2 Instruction

This session shall include the following instruction:

- a) explanation of the operation of various types of alarm systems;
- b) types of security alarm equipment;
- c) perimeter, area, building, and point or object protection systems;
- d) common causes of false alarms;
- e) procedures to be followed when an alarm is activated.

A.6.3 Evaluation

When evaluated, each candidate shall be able to:

- a) describe the primary purpose of alarm systems;
- b) describe the general operating-procedures of an alarm system;
- c) describe the general types of protection systems;
- d) give examples of common causes of false alarms;
- e) describe the procedures to be followed following the activation of an alarm system.

A.7 Traffic movement

Minimum duration: 1 h

A.7.1 Security officers direct traffic. This session covers the correct way to direct vehicular and pedestrian traffic and the proper use of hand signals.

A.7.2 Instruction

This session shall include the following instruction:

- a) situations where security officers may be required to direct traffic;
- b) appropriate clothing and equipment for time of day and weather conditions when directing traffic;
- c) hand and traffic control signals;
- d) emergency vehicles;
- e) authority;
- f) traffic control devices and their meaning;
- g) vehicle accident reporting procedure.

A.7.3 Evaluation

When evaluated, each candidate shall be able to:

- a) list the appropriate clothing and equipment for use by a security officer when directing traffic;
- b) demonstrate an understanding of the hand/traffic control-signals;
- c) describe the procedures for dealing with emergency vehicles in a given traffic-control situation;
- d) state the legal authority of a security officer to perform traffic control duties in the jurisdiction of work;
- e) explain the correct procedure for reporting a vehicle accident in the jurisdiction of work.

A.8 Personnel and materiel access control

Minimum duration: 3 h

A.8.1 Security officers control movement of personnel and materiel into, out of, or within a facility — movement that is essential for normal operations to prevent unauthorized access and egress. Security officers shall understand access controls and measures involving the interaction of human resources in conjunction with other supporting security elements such as electronic systems and physical barriers.

A.8.2 Instruction

This session shall include the following instruction:

- a) information on the function and limits of access control;
- b) techniques to control access/egress:
 - 1) personnel recognition;
 - 2) identification technology;
 - 3) card systems;
 - 4) badges/special passes;
 - 5) electronic access/egress control;
 - 6) key and locking systems, including handling of keys and access control devices;
 - 7) conducting security checks and searches;
 - 8) shipping and receiving controls;
 - 9) intrusion alarm systems and responses;
 - 10) physical barriers;
- c) importance of understanding the access control system and the rules governing its use at the work site;
- d) importance of enforcing adherence to systems;
- e) importance of forms, and collecting and reporting information;
- f) recognizing and dealing with individuals, groups and materiel that may pose a threat.

A.8.3 Evaluation

When evaluated, each candidate shall be able to:

- a) describe the primary function of access control;
- b) discuss, understand and demonstrate using examples, the techniques used to control access;
- c) state the reasons for having appropriate access control policies at work sites.

A.9 Report writing, note taking, evidence and crime-scene sketching

Minimum duration: 4 h

A.9.1 Security officers complete written reports of occurrences, duties performed and a comprehensive description of the entire tour of duty. Security officers also protect evidence and appear in court as witnesses. This session will assist candidates to prepare reports, to present facts about the protection of evidence, and to conduct themselves appropriately in court.

A.9.2 Instruction

This session shall include the following instruction:

- a) importance and use of the notebook;
- b) rules of note taking;
- c) types of evidence;
- d) importance of witnesses;
- e) techniques for collecting, documenting and preserving evidence;
- f) crime scene management (e.g. protection of witnesses, victims and evidence, and sketches);
- g) court procedures governing the use of security officers as witnesses;
- h) basic knowledge of court structure and procedures including disclosure issues, etc. (both criminal and civil);
- i) types of reports (definitions);
- j) ingredients of a good report (with an emphasis on being clear and concise).

A.9.3 Evaluation

When evaluated, each candidate shall be able to:

- a) discuss, understand and demonstrate using examples, the importance of the notebook;
- b) list the rules of note taking;
- c) list the types of evidence;
- d) discuss, understand and demonstrate using examples, the role of a witness in providing corroborative evidence;
- e) describe the steps to be followed for collecting, documenting and preserving evidence properly;
- f) describe the steps to be followed for protection of a scene and importance of establishing a perimeter when required;
- g) describe the procedures for handling evidence at a crime scene;
- h) explain the procedures for security officers acting as witnesses in a court proceeding;
- i) describe the basic court structure of the jurisdiction of work;
- j) write a clear and concise report.

A.10 Response to emergency situations; fire detection, prevention, safety; explosive devices, bomb threats, suspicious packages

Minimum duration: 9 h

A.10.1 Security officers are expected to react to the unexpected, to minimize the negative impact caused by emergency situations occurring at the work site. They may be called upon to perform a myriad of duties during disaster or emergency operations. Security officers in the regular performance of their duties encounter situations requiring identification and elimination of hazards. At times, security officers are required to take a leadership role in emergencies. Security officers may be the first contact for a victim or witness to an incident. Security officers may be required to protect a scene because of a criminal or civil action; they should therefore understand the importance of scene management. This session stresses the organization's processes and the security officer's responsibilities in relation to those processes.

This session will also help candidates to understand the causes of various types of fires and the basic tenants of prevention and safety, to better protect the people and property associated with their assignment.

Security officers respond to bomb threats or reports of suspicious packages. This session will provide the candidates with a basic knowledge and understanding of explosive devices, dangerous materials and emergency procedures to follow when a bomb threat or suspicious package is received. The candidates will also be instructed in the correct and safe method of searching, identifying and securing the area containing the suspicious object until the police arrive.

A.10.2 Instruction

This session shall include the following instruction:

- a) understanding of the emergency measures plan for the work site;
- b) functions of a security officer during emergency situations;
- c) understanding of the applicable provincial Workplace Hazardous Material Information System (WHMIS), including purpose, key elements and Material Safety Data Sheets;
- d) understanding of the federal or applicable provincial *Occupational Health and Safety Act*, including the purpose, the right to know about issues that affect the health and safety of security officers or other persons in the workplace, the right to refuse unsafe or unhealthy work, and the right to participate in a joint federal-provincial health and safety committee, report unsafe conditions, and voice concerns or opinions on any issue that affects their health and safety or that of the workplace;
- e) understanding of the chemical, biological, radiological or nuclear (CBRN) terrorist attack;
- f) understanding of fire hazards, including the properties of flammable liquids, gases and volatile solids;
- g) understanding of the use of a fire extinguisher;
- h) understanding of sprinkler systems, fire alarms, installed extinguishing systems, exit lights, panic hardware, fire/hose standpipes and fire doors;
- i) the following responsibilities and duties:
 - 1) activation of a building alarm;
 - 2) notification of emergency services;

- 3) direction of evacuation, where necessary;
- 4) directing fire department to scene and advising of any known hazard;
- 5) vehicle and pedestrian traffic control;
- 6) evidence preservation;
- j) definition of an explosive device;
- k) instruction for bomb threat and suspicious package recipients;
- l) bomb threat reactive procedures:
 - 1) appropriate responses to telephone threats;
 - 2) appropriate responses to suspicious packages;
- m) procedure for crowd control during evacuations;
- n) procedure for identifying an explosive device or suspicious material and the area where it could be found (including improvised explosive devices [IEDs]);
- o) correct method of conducting a search;
- p) procedure on discovery of a suspicious object;
- q) securing an area containing a suspicious object.

A.10.3 Evaluation

When evaluated, each candidate shall be able to:

- a) give examples of fire hazards and safety hazards;
- b) demonstrate an understanding of the operation of a common fire extinguisher;
- c) explain the operation of common fire-suppression systems;
- d) discuss, understand and demonstrate using examples, the role of the security officer in reporting a fire;
- e) discuss, understand and demonstrate using examples, the role of the security officer in the detection of a fire;
- f) discuss, understand and demonstrate using examples, the role of the security officer upon the attendance of a fire department at a fire scene;
- g) describe the function of an emergency measures plan;
- h) list the major functions of a security officer during an emergency operation;
- i) explain the function of WHMIS Material Safety Data Sheets in the jurisdiction of work;
- j) explain the proper procedures to follow when receiving a bomb threat or a report of a suspicious package;
- k) describe the appropriate responses to a telephone bomb threat;

- l) describe the procedural steps for evacuations resulting from a bomb threat or suspicious package;
- m) demonstrate an understanding of the correct method of conducting a search for an explosive device;
- n) explain the procedures to be followed upon discovery of a suspicious object, package or device.

A.11 Patrol procedures

Minimum duration: 4 h

A.11.1 Security officers perform patrols.

A.11.2 Instruction

This session shall include the following instruction:

A.11.2.1 Purposes of patrols

- a) Security, prevention of losses and protection of assets.
- b) Detection of safety and fire hazards.
- c) Minimizing the opportunity for crime through prevention, detection and response.

A.11.2.2 Types of patrols

- a) Foot.
- b) Remote visual.
- c) Mobile.

A.11.2.3 Aspects of patrols

- a) Frequency and timing.
- b) Determination of area activity patterns.
- c) Use of mechanical and technical aids.

A.11.2.4 Patrol preparation

- a) Knowledge of work-site total security system.
- b) Knowledge of work-site rules, regulations and post orders.
- c) Physical and mental preparation.
- d) Equipment readiness to transmit and receive voice communications and emergency signals.

A.11.2.5 Powers of observation

- a) Importance of ability to recognize, analyze, relate and recall.
- b) Awareness of work-site routines and ability to interpret these routines.

A.11.3 Evaluation

When evaluated, each candidate shall be able to:

- a) list the purposes of patrols;
- b) list the elements of an effective patrol;
- c) list the steps to be followed when preparing to conduct an effective patrol;
- d) describe the factors that facilitate effective powers of observation.

A.12 Labour disputes

Minimum duration: 2 h

A.12.1 Most security officers work in or about the workplace of clients' employees. In performing their duties, security officers shall know the essential features of the employer-employee relationship and the implications for their work. This is especially the case when the security officer is required to work during a labour-management dispute. In this session the general principles of labour-management relations relevant to a security officer's work, and the role and responsibilities of security officers during industrial disputes are reviewed.

A.12.2 Instruction

This session shall include the following instruction:

- a) features of the employer-employee relationship;
- b) rights and responsibilities of employers and employees in such a relationship;
- c) relationship between security officers and clients;
- d) role of security officers during labour-management disputes;
- e) need for security officers to conduct themselves in such a way as not to interfere with the rights of management and labour.

A.12.3 Evaluation

When evaluated, each candidate shall be able to:

- a) explain the rights of an employer and an employee in a labour dispute;
- b) describe the legal relationship between a security officer and the clients of the security officer's employer in the jurisdiction of work;
- c) describe the role of the security officer during a labour dispute and explain the importance of local labour issues;
- d) explain the importance of non-interference in employee's rights during a labour dispute.

A.13 Relations with police

Minimum duration: 1 h

A.13.1 During the course of their duties, security officers will be called upon to co-operate with the police and may also be expected to summon them for assistance. It is therefore essential that security officers understand the respective roles of private security and police, and the general principles governing their relations. These important issues are covered in this session.

A.13.2 Instruction

This session shall include the following instruction:

- a) review of the organization and the role of police forces in Canada;
- b) role of the police in enforcing the law and maintaining order on public- and private- property;
- c) principles governing private security-police relations, such as the importance of adhering to the client's policy for co-operation and relations with the police.

A.13.3 Evaluation

When evaluated, each candidate shall be able to:

- a) describe the organizational structure of police forces in Canada;
- b) describe the role of the police in Canada;
- c) describe the authority of the police in the enforcement of law and the maintenance of order on public and private property;
- d) list the principles governing security-police relations.

A.14 Effective communications

Minimum duration: 8 h

A.14.1 Security officers consistently face situations that require a certain amount of skill to diffuse, especially when responding to crisis situations. It is important for them not only to properly communicate but also to use communication to their advantage.

A.14.2 Security officer's role in conflict resolution

- a) Remains calm and shows a willing, listening attitude.
- b) Acknowledges that the person believes in his/her complaint.
- c) Never argues and is conscious of volume, tone and cadence of voice, facial expressions, posture, gestures and other body language and non-verbal communication cues.
- d) Admits errors and avoids assigning blame.
- e) Follows the client's policies when choosing options to solve a person's problems or to appease the person.

- f) If necessary, refers the person to someone who would be able to deal more directly with the person's concerns or problems.
- g) Documents the encounter (makes detailed notes) and reports up.

A.14.3 Evaluation

When evaluated, each candidate shall be able to:

- a) articulate the term "effective communications";
- b) identify and articulate the goals for effective communications;
- c) articulate the major elements in the process of verbal communications;
- d) articulate non-verbal messages;
- e) identify and articulate the obstacles to effective communications;
- f) identify and articulate the methods that improve verbal communications;
- g) articulate the term "proxemics" (proximity to a person);
- h) perform the skills that display awareness during interaction with others.

A.15 First aid and CPR training

Minimum duration: as required

A.15.1 Security officers shall complete First aid and cardiopulmonary resuscitation (CPR) training courses, and obtain certification.

Annex B

(normative)

Security officer supervisors (pre-assignment) training program

Preamble

The following pre-assignment formal training is intended to provide persons with the occupational and behavioural skills and attitudes necessary to function as supervisors. Successful completion of this training course will provide supervisors with the concepts and knowledge whereby they may function effectively and efficiently in dealing with a myriad of responsibilities.

The Security Officers Basic (Pre-Assignment) Training Program (Annex A) course is a prerequisite to this level.

Note: The pre-assignment training program may take place in a classroom setting or may be achieved through alternate training methods, providing that the requirement of the supervisor to spend an equivalent amount of time on the training program can be verified.

Program references

The following is a partial listing of references that apply to this training program:

- a) industry and company standards and code of ethics;
- b) employee standards legislation regarding labour codes, collective agreements and contracts;
- c) occupational health and safety legislation;
- d) *National Fire Code of Canada*, Parts 2 and 6;
- e) provincial Workplace Hazardous Material Information System (WHMIS) Regulations;
- f) Annex A (Mandatory) — Security Officers Basic (Pre-assignment) Training Program;
- g) labour relations legislation regarding suspensions, dismissals and strike situations;
- h) provincial legislation or human rights laws regarding discrimination and harassment.

Program content and minimum hours of training

Section	Program content	Minimum hours of training
B.1	Administration, introduction and evaluation of candidates' knowledge	4
B.2	Supervision	7
B.3	Human resources and staff relations	7
B.4	Fire prevention, safety and emergency procedures	7
B.5	Legal responsibilities	8
B.6	Performance evaluation reports and techniques	2
B.7	On-the-job training (OJT) theory	1
Total		36

Note: The number of hours for the teaching of this entire course shall not be less than 36. This standard recognizes that different class sizes and student abilities may result in some minor variance in individual topic content hours.

B.1 Administration, introduction and evaluation of candidates' knowledge

Minimum duration: 4 h

B.1.1 Administration

The time spent on administration shall be used to brief the candidates on administrative arrangements related to the training course.

B.1.2 Introduction

The introduction shall provide the candidates with an overview of the training program and should include some remarks regarding standards for supervisors and a statement of course objectives.

B.1.3 Evaluation

The time allotted for evaluation shall be used to measure the success of candidates in meeting the training objectives. Evaluators should consider the following:

- a) each training topic has an evaluation component comprised of evaluation items;
- b) evaluation items shall comprehensively address the topic content;
- c) each evaluation item shall be objectively measurable, whether by written question or demonstration evaluation;
- d) each evaluation item that is knowledge based shall have a written question, formulated by the school/instructor. Questions will be administered in a written or electronic form, excluding oral exams for students with a documented learning disability.

B.2 Supervision

Minimum duration: 7 h

B.2.1 Overview

B.2.1.1 A supervisor shall understand the need for leadership in an organization, including the hazards and rewards associated with the position, the importance of employee loyalty, and the need for a high ethical standard.

B.2.1.2 Instruction

This session shall include the following instruction:

- a) role of supervisor:
 - 1) growth of organizations;
 - 2) achievement of organizational goals through others;
- b) transition to supervisor:
 - 1) challenges of being a supervisor (e.g. not always popular, isolation, pressures from superiors and subordinates, and difficult decisions required);
 - 2) rewards of being a supervisor (e.g. new challenge, personal growth and new community);
- c) supervisor and loyalty (Client/Employer);
- d) ethics:
 - 1) professionalism and development;
 - 2) maintenance of standards and regulations;
 - 3) exemplary behaviour;
- 4) industry standards and ethics.

B.2.1.3 Evaluation

When evaluated each candidate shall be able to:

- a) explain the role of a supervisor in terms of the organizational hierarchy;
- b) discuss, understand and demonstrate using examples, the principles of effective delegation;
- c) discuss, understand and demonstrate using examples, the challenges and rewards of becoming a supervisor;
- d) discuss, understand and demonstrate using examples, the implications of loyalty as it applies to the organization, the group, superiors, subordinates and supervisors, and the importance of setting an ethical standard on the job.

B.2.2 Principles of supervision

B.2.2.1 Supervisors plan, organize, direct and control security operations. They work and communicate with personnel over whom authority is exercised, convert written policies into tasks and, through delegation, influence human action to achieve the greatest combined effectiveness in getting work done.

B.2.2.2 Instruction

This session shall include instruction about the following principles of supervision:

- a) planning and organizing:
 - 1) identifying job tasks;
 - 2) assigning priorities;
 - 3) identifying necessary resources;
 - 4) assessing budgetary requirements;
 - 5) getting the job done — what, who, where, when, how;
 - 6) organizing daily activities;
 - 7) distributing reports;
- b) directing and controlling:
 - 1) demonstrating principles of leadership;
 - 2) communicating ideas (two-way feedback);
 - 3) issuing orders;
 - 4) measuring progress;
 - 5) identifying deviations;
 - 6) taking corrective measures;
- c) delegating:
 - 1) purpose;
 - 2) authority;
 - 3) responsibility;
 - 4) accountability;
 - 5) personal development;

d) problem solving and decision making:

- 1) identifying problem;
- 2) developing alternatives;
- 3) evaluating alternatives;
- 4) identifying best option;
- 5) implementing decision;

e) training;

f) evaluating performance.

B.2.2.3 Evaluation

When evaluated each candidate shall be able to:

- a) explain the basic principles of supervision;
- b) explain the different levels of supervision and the roles of different levels of management;
- c) demonstrate the ability to plan and organize job-related tasks;
- d) demonstrate methods of communicating with subordinates;
- e) explain the principles of budgets;
- f) discuss, understand and demonstrate using examples, the principles of delegation;
- g) discuss, understand and demonstrate using examples, the problem-solving and decision-making processes.

B.3 Human resources and staff relations

Minimum duration: 7 h

B.3.1 The supervisor requires leadership skills to motivate subordinates and deal effectively with personnel problems. This session provides the candidate with a basic understanding of interpersonal relationships, the disciplinary process, applicable labour codes, collective agreements and contracts, and the handling of problems or grievances.

B.3.2 Instruction

This session shall include the following instruction:

- a) relationships with subordinates;
- b) general requirements of applicable employee standards legislation:
 - 1) working conditions, hours of work, overtime, etc.;
 - 2) application of collective agreements and contracts;
 - 3) implication of the above requirements (see B.3.2 b) 1 and 2) for supervision;

- c) general principles of occupational health and safety legislation and their implications for supervisory responsibilities, especially:
 - 1) redeployment of personnel;
 - 2) allocation of assigned duties;
 - 3) recognition of circumstances in which employees may lawfully refuse to perform assigned duties;
- d) providing the framework for motivation of security officers:
 - 1) importance and methods of motivating security officers;
 - 2) recognizing indicators of security officer satisfaction;
 - 3) recognizing leadership potential of security officers;
 - 4) administering the program and procedures for the promotion and advancement of qualified members of the security officer force;
- e) identifying causes of security officer dissatisfaction:
 - 1) importance and methods of motivating security officers;
 - 2) recognizing indicators of security officer dissatisfaction;
 - 3) minimizing effects of security officer “malcontent syndrome”;
- f) administering corrective and disciplinary measures:
 - 1) introduction to corrective and disciplinary measures;
 - 2) types of actions to redirect behaviours;
 - 3) factors affecting choice of actions;
 - 4) application of corrective measures, person to person;
 - 5) administration of progressive disciplinary actions;
- g) handling problems, complaints and grievances:
 - 1) documenting company personnel policies;
 - 2) submitting a written complaint;
 - 3) preparing a written response;
- h) personal problems affecting job performance:
 - 1) recognizing the signs of emotional and substance abuse problems;
 - 2) responding to security officers with emotional and substance abuse problems.

B.3.3 Evaluation

When evaluated, each candidate shall be able to:

- a) explain the supervisor's relationship with subordinates;
- b) explain applicable legislation concerning employee standards, labour codes, collective agreements and contracts as they affect the security officer force;
- c) explain the principles of occupational health and safety legislation and their impact on the security officer force;
- d) explain the importance and ways of motivating subordinates;
- e) discuss, understand and demonstrate using examples, the causes and indicators of security officer dissatisfaction with workplace;
- f) give examples of problem subordinates and explain in accordance with the instruction given how each situation should be handled;
- g) give examples of progressive disciplinary measures;
- h) explain how to handle security officer complaints or grievances;
- i) explain the importance of developing career standards;
- j) give examples of visible characteristics of emotional and substance abuse problems.

B.4 Fire prevention, safety and emergency procedures

Minimum duration: 7 h

B.4.1 Supervisors respond to emergency situations and implement emergency plans and procedures, ensuring that general fire prevention and safety practices are followed. They shall be able to recognize hazardous situations and deficiencies in fire prevention and safety practices and to recommend solutions to correct them.

B.4.2 Instruction

This session shall include the following instruction:

- a) understanding of the *National Fire Code of Canada*, Parts 2 and 6;
- b) responsibilities and duties of supervisors:
 - 1) emergency preparedness, including testing of the security officer force;
 - 2) responses and follow-up to an emergency situation;
 - 3) performance of the security officer force during an emergency situation;
 - 4) monitoring of emergency or contingency plans and procedures;
 - 5) conducting or ensuring the conduct of fire and safety inspections, including the inspection of emergency equipment and the work site for hazardous conditions;
- c) receiving, recording, investigating, reporting and recommending solutions to emergency and safety-related problems and complaints.

B.4.3 Evaluation

When evaluated, each candidate shall be able to:

- a) demonstrate, using examples, a knowledge of the *National Fire Code of Canada*, Parts 2 and 6;
- b) demonstrate, using examples, a knowledge of applicable provincial Workplace Hazardous Material Information System (WHMIS) regulations, the supervisor's responsibilities regarding the training of security officers, and other pertinent information;
- c) demonstrate how to conduct fire and safety inspections including the inspection and the supervision of the inspection of a site for hazardous conditions;
- d) demonstrate how to record, respond and recommend solutions to emergency and safety-related problems and complaints.

B.5 Legal responsibilities

Minimum duration: 8 h

B.5.1 Supervisors are required to meet a variety of legal responsibilities in performing their duties. This session shall provide important legal requirements and accountability of which supervisors need to be aware. In addition, time should be assigned to a review of the legal requirements covered in Annex A, A.4.

B.5.2 Instruction

This session shall include the following instruction:

- a) principles of labour relations law:
 - 1) requirements for lawful suspensions and dismissals of employees;
 - 2) legal and permissible conduct of security personnel in dealing with a strike situation;
- b) requirements of provincial legislation, human rights acts:
 - 1) discrimination in the workplace;
 - 2) harassment, including how to identify it, what the various types are, how to prevent it, and the supervisor's responsibilities if harassment is detected;
- c) procedures for conducting an initial investigation and preparing reports:
 - 1) obtaining and recording information and taking initial statements;
 - 2) ensuring that suspects and witnesses are accorded their constitutional and other legal rights.

B.5.3 Evaluation

When evaluated, each candidate shall be able to:

- a) discuss, understand and demonstrate using examples, the principles of labour relations in law;
- b) explain workplace harassment and discrimination and describe the requirements of applicable legislation to harassment and discrimination;
- c) discuss, understand and demonstrate using examples, the methods applicable to conducting an investigation, including taking initial statements and ensuring that parties involved are accorded their constitutional rights.

B.6 Performance evaluation reports and techniques

Minimum duration: 2 h

B.6.1 To realize its mission, an organization shall monitor the performance of its employees. Supervisors and subordinates play a dual role in this process, which is fundamental to regulating current performance and providing the basis for establishing new objectives.

B.6.1.1 Supervisors are required to evaluate subordinates on their performance in accordance with organizational and departmental goals, on-the-job responsibilities and the needs of the employees performing the job.

B.6.2 Instruction

This section shall provide techniques on how to perform the task, including:

- a) describing the advantages of the performance management process;
- b) clarifying job responsibilities and setting performance objectives with the employee;
- c) following up with periodic performance reviews or coaching sessions to determine the objectives accomplished to date;
- d) conducting interviews and communicating the assessment to ensure that both parties agree on job requirements, expectations, objectives and priorities;
- e) giving supportive and corrective feedback to assist the recipient in improving level of performance;
- f) dealing with emotional responses of subordinates to criticisms of their performance;
- g) keeping performance records from which to prepare assessments for use in the performance reviews or appraisal sessions;
- h) identifying training and development needs.

B.6.3 Evaluation

When evaluated, each candidate shall be able to:

- a) explain the advantages of the performance management process;
- b) discuss, understand and demonstrate using examples, the necessity of clarifying job responsibilities and setting performance objectives with the employee;
- c) describe how to conduct periodic performance reviews or coaching sessions to determine the accomplishment of objectives;
- d) demonstrate the ability to conduct an interview with the purpose of evaluating security officers and to ensure that both parties agree on set goals, job requirements, expectations and priorities;
- e) describe how to conduct an annual appraisal interview and explain the steps involved in the completion of an individual's performance evaluation;
- f) demonstrate an ability to deal with emotional responses of subordinates to criticisms of their performance;
- g) explain why it is necessary to keep performance records;
- h) discuss, understand and demonstrate using examples, how training and development needs can be identified.

B.7 On the-job training (OJT) theory

Minimum duration: 1 h

B.7.1 Supervisors are required to train subordinates or peers at the work site. This is a continuing responsibility of supervisors, and this session provides the supervisor with the necessary knowledge to fulfil this requirement.

B.7.2 Instruction

This session shall include the following instruction:

- a) definition and characterization of on the-job training (OJT);
- b) requirements for analyzing the task that requires OJT:
 - 1) determining what should be done;
 - 2) determining what is being done;
 - 3) noting the differences between what should be done and what is being done;
- c) planning the required OJT:
 - 1) preparing a standard methodology for OJT at the work site;
 - 2) preparing an objective for OJT;
 - 3) selecting the environment for OJT;
 - 4) preparing a plan and timetable;
 - 5) preparing the teaching and coaching guide;
 - 6) preparing the security officer for OJT by explaining the importance of the job and the training, and stating what will be accomplished by the end of the session;
 - 7) demonstrating the correct performance in a clear, orderly, complete, practical manner;
 - 8) providing feedback and appraisal to the security officer;
 - 9) evaluation of the content and presentation of OJT:
 - i) reviewing the objective;
 - ii) reviewing the content of the program;
 - iii) evaluating the security officer's performance at intervals;
 - iv) requesting feedback from the security officer on the adequacy and effectiveness of OJT.

B.7.3 Evaluation

When evaluated, each candidate shall be able to:

- a) describe and characterize OJT;
- b) explain the elements and sub elements of OJT;
- c) describe how OJT for a specific task is prepared;
- d) explain why it is important to brief the security officer prior to OJT;
- e) explain why a demonstration of the proper procedures should be included in OJT;
- f) explain why feedback and appraisal are necessary parts of OJT;
- g) discuss how the content and presentation of OJT are evaluated.

Annex C

(normative)

Performance guidelines for suppliers of training for security officers and supervisors

C.1 Scope

C.1.1 This annex specifies requirements for the training of security officers and supervisors. It also describes the expected levels of service that the training supplier shall offer in the delivery of training services.

C.2 Course delivery and evaluation

C.2.1 The training supplier shall deliver a training program and conduct and grade evaluations in accordance with the requirements of CAN/CGSB-133.1-2017.

C.2.2 To successfully complete the evaluation, a candidate shall obtain a grade of at least 75% on a written examination, which includes but is not limited to all requirements of CAN/CGSB-133.1-2017, Annex A or Annex B.

C.2.3 A candidate who fails to successfully complete the evaluation on the first attempt may be re-tested. If the candidate fails to successfully complete the evaluation after testing a second time, the candidate shall wait three months before undergoing testing a third time. The candidate shall take remedial training during the three-month waiting period.

Following additional training, only one re-evaluation may be issued to a candidate who did not obtain the grade specified in C.2.2.

C.2.4 Course delivery shall be monitored.

C.3 Resources

C.3.1 The training supplier shall designate a co-ordinator to oversee all aspects of the training program.

C.3.2 The training supplier shall ensure that adequate training facilities and resources are provided.

C.3.3 The training supplier shall utilize trainers who have demonstrable instructional ability and meet one or more of the following qualifications:

- a) appropriate professional designation or documented recognized expertise in the subject area;
- b) appropriate combination of documented education and a minimum of two years of work experience in the appropriate subject area.

C.4 Control of course material

C.4.1 All course material shall be reviewed and approved for compliance with this standard by the training supplier/co-ordinator prior to publication and at each revision. A master list or equivalent document control-procedure identifying the current revision status of course materials shall be established and be readily available to preclude the use of invalid or obsolete documents.

C.4.2 The training supplier shall ensure that examinations are not used for training purposes.

C.5 Records

C.5.1 Types of records

The training supplier shall maintain appropriate records, which shall include but not be limited to the following:

- a) course outline or course training standard containing a description of each element, the contents of each element and the training resources used by the instructor;
- b) training timetable;
- c) course participants;
- d) trainers and their qualifications;
- e) facilities used;
- f) dates and language of course delivery;
- g) samples of lesson plans and quizzes;
- h) media, resources and materials used;
- i) examinations administered and results;
- j) records of management reviews.

C.5.2 Record format, storage, retention and evaluation

- a) Records may be in any type of media, such as hard copy or electronic media.
- b) Records shall be legible and shall be stored and retained in such a way that they are readily retrievable in facilities that provide a suitable environment to prevent damage, deterioration or loss.
- c) Retention times shall be at least seven years.
- d) Records shall be made available for evaluation by authorized auditors.

C.6 Documentation of successful completion

C.6.1 Issuance of documentation of training

The training supplier shall issue the successful candidate a document acknowledging successful completion of training and evaluation as a security officer or supervisor according to CAN/CGSB-133.1-2017 Annex A or B, which contains, as a minimum, the following:

- a) name of the individual;
- b) date of issue of the certificate;
- c) course title;
- d) standard number (CAN/CGSB-133.1-2017) and Annex (A or B), to which the individual has been trained;

- e) name of the issuing agency;
- f) signature of an official from the issuing agency.

Note: The acknowledgement of training may be in the form of a wallet-sized card.

C.6.2 Revocation of documentation of successful completion

Documentation of successful completion of training shall be invalid if two years have elapsed without the individual performing the duties in the security sector.

C.6.3 Renewal

An individual whose certificate is no longer valid because two years have elapsed without the individual performing the duties of a security officer or supervisor may apply for re-certification if the candidate:

- a) has successfully completed the training course; or
- b) has successfully completed and received the required grade for a re-certification evaluation with or without additional training.