



Florida Department of Agriculture and Consumer Services  
Division of Licensing

**SECURITY OFFICER TRAINING CURRICULUM GUIDE**

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COMMISSIONER

Chapter 493, Florida Statutes

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

**Course A (24 hours)**

**Chapter 493, Florida Statutes and**

**Chapter 5N-1, Florida Administrative Code**

**2.0 hrs.**

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

**Legal Issues; Liability** **2.5 hrs.**

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

**Basic Emergency First Aid** **2.0 hrs.**

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

**Emergency Procedures** **1.5 hrs.**

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

**Ethics and Professional Conduct** **2.0 hrs.**

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

**Access Control** **1.0 hr.**

- People
- Vehicular
- Basic Technology
- TWIC Definition

**Patrol Techniques** **1.50 hrs.**

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

## **Observation Techniques and Report Writing**

**3.0 hrs.**

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

## **Interviewing Techniques**

**1.0 hr.**

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

## **Fire Detection, Suppression and Life Safety**

**1.5 hrs.**

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

## **Crime and Accident Prevention Techniques and Practices**

**2.0 hrs.**

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

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

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

**Terrorism Awareness** **2.0 hrs**

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

**Examination** **1.0 hr**

**Total: 24.0 hrs.**

Note:

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

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**EXAMINATION - Course A (24 Hours)**

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

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

## **Course B (16 hours)**

### **Public Relations** **1.0 hr.**

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

### **Courtroom Procedures** **1.0 hr.**

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

### **Fundamentals of Personal Security** **2.0 hrs.**

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

### **Interpersonal Communications** **2.0 hrs.**

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

**Professional Communications** **.5 hr.**

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

**Traffic Direction** **1.0 hr.**

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

**Crowd Control** **1.0 hr.**

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

**Special Problems for Security** **4.0 hrs.**

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

**Terrorism Awareness**

**2.50 hrs.**

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

**Examination**

**1.0 hr.**

**Total: 16.0 hrs.**

Note:

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

**EXAMINATION - Course B (16 Hours)**

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

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

**TOTAL: 70**