



Florida Department of Agriculture and Consumer Services
CHARLES H. BRONSON, Commissioner
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Please Respond to:
Division of Licensing
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Tallahassee, FL 32315-9100
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IMPORTANT NOTICE

DATE: April 9, 2010
TO: Class "DS" Security Officer Schools/Training Facilities
CC: Class "B" Security Agencies (without enclosures)
FROM: Constance N. Crawford, Director, Division of Licensing *CNK*
SUBJECT: **Changes to the Security Officer Training Curriculum EFFECTIVE JULY 1, 2010**

The Private Investigation, Recovery, and Security Advisory Council (PIRSAC) Training Subcommittee held a public meeting in October 2009 in Orlando to review the Class "D" Security Officer Training Curriculum Guide and to solicit input for recommended changes. Many of you attended that meeting, and the Division of Licensing and PIRSAC appreciate your comments and suggestions.

As you are aware, the Council's Training Subcommittee undertook the curriculum review with the intent of making changes to the course content so that security officers entering the profession would have the proper training to meet the current needs of the industry and its clients. The full Council approved the subcommittee's recommended changes at the December 2009 PIRSAC Meeting and asked the Division to require schools to implement the changes effective July 1, 2010.

The Division has now incorporated the recommended changes, and the revised curriculum guide is available on our [website](#). You will find that changes to the guide did not increase the number of training hours required, nor did those changes constitute a major overhaul of the general framework of the course content. An overview of the revisions is provided on the following pages, and a copy of the revised curriculum guide is also enclosed. We believe that the security officer-training curriculum has been improved as a result of the Council's review, and I want to express my appreciation to all who contributed at the October public meeting, the Council's training subcommittee members, and the Council members for their diligence and thoughtful consideration in conducting their review.

School Administrators: Prior to July 1, 2010 -- Please be sure to submit an official written statement affirming that your facility will teach the revised format starting July 1, 2010 and include a copy of the revised examinations. Your statement and revised exams should be addressed to: Division of Licensing, P O Box 9100, Tallahassee, FL 32315-9100.

If you have any questions about the revised security officer training guidelines, please call the Regional Office nearest you.



Course A (24 hours)

Chapter 493, Florida Statutes and Chapter 5N-1, Florida Administrative Code

1. Increased from 1.5 hours to 2 hours
2. Added **790.06** to topic entitled *Weapons and Firearms*
3. Deleted these topics:
 - Schools or Training Facilities, 5N-1.134
 - School License, 5N-1.134(2)
 - School Staff; Licensing Requirements; Standards, 5N-1.138
 - School Curriculum; Examination, 5N-1.140

Legal Issues: Liability – No Change

Basic Emergency First Aid – No Change

Emergency Procedures

1. Decreased to 1.5 hours (from 2 hours)
2. Deleted this topic:
 - Riot and protest preparation

Ethics and Professional Conduct

1. Added these topics
 - Sexual Harassment
 - Internet, Cell Phone and Text-Messaging Etiquette

Access Control

1. Added 1 hour
2. Added these topics
 - People
 - Vehicular
 - Basic Technology
 - TWIC Definition

Patrol Techniques

1. Decreased to 1.5 hours (from 2 hours)

Observation Techniques and Report Writing

1. Revised topic entitled *Report elements* to the six interrogatives: who, what, when, where, why, and how
2. Added this topic:
 - Introduce student to bullet-style outline

Interviewing Techniques

1. Revised topic to read "Explain the difference between interview versus interrogation"
2. Added this topic:
 - Define deceptive cues

Fire Detection, Suppression and Life Safety

1. Decreased to 1.5 hours (from 2 hours)
2. Removed 'salvage work' as bulleted item under topic entitled "Responsibilities of security officer regarding"
3. Removed 'fire-fighting equipment not previously identified' as bulleted item under topic entitled "Life Safety Issues, such as"

Crime and Accident Prevention Techniques and Practices

1. Added this topic:
 - CCTV

Crime and Accident Scene Protection – No Change

Terrorism Awareness – No Change

Course A (24 hours) Examination

SUBJECT	Number of Questions Effective 07/01/2010
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
Terrorism Awareness	8
TOTAL	100

Course B (16 hours)

Public Relations

1. Decreased to 1 hour (from 2 hours)

Courtroom Procedures – No Change

Fundamentals of Personal Security

1. Added de-escalation techniques to topic entitled *Defusing hostility*
2. Deleted this topic:
 - Insight as to legal problems encountered by a security officer firing weapons on the job

Interpersonal Communications – No Change

Professional Communications

1. Decreased to 1/2 hour (from 1 hour)

Traffic Direction – No Change

Crowd Control

1. Added "Identifying Agitator" to topic entitled *Crowd Control Techniques*
2. Added this topic:
 - Riot and protest preparation

Special Problems for Security

1. Added "Security officer safety and accident prevention" to topic entitled *OSHA first responders duties*

Terrorism Awareness

1. Increased from 1 hour to 2.5 hours
2. Deleted these topics:
 - Definition and history of terrorism
 - National Threat Levels
 - Types of terrorist attacks
 - Role of Security Officer
 - Recognition and response to potential terrorist activities
3. Added these topics:
 - 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

Course B (16 hours) Examination

SUBJECT	Number of Questions Effective 07/01/2010
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



Florida Department of Agriculture and Consumer Services
Division of Licensing

SECURITY OFFICER TRAINING CURRICULUM GUIDE

CHARLES H. BRONSON
COMMISSIONER

Chapter 493, Florida Statutes

Post Office Box 9100 • Tallahassee, FL 32315-9100 • (850) 245-5691
Internet Address: <http://mylicensesite.com>

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>
TOTAL: 100	

Course B (16 hours)

Public Relations **1.0 hr.**

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

Courtroom Procedures **1.0 hr.**

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

Fundamentals of Personal Security **2.0 hrs.**

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

Interpersonal Communications **2.0 hrs.**

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

Professional Communications **.5 hr.**

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

Traffic Direction **1.0 hr.**

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

Crowd Control **1.0 hr.**

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

Special Problems for Security **4.0 hrs.**

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

Terrorism Awareness

2.50 hrs.

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

Examination

1.0 hr.

Total: 16.0 hrs.

Note:

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

EXAMINATION - Course B (16 Hours)

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

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

TOTAL: 70