

**Work Process Schedule
Security Officer, Commercial Real Estate
O*NET-SOC CODE: 33-9032.00 RAIS CODE: 0695HY**

Description: Protect property and personnel (staff and public). Patrols property and buildings. Reports irregularities, such as fire hazards, safety hazards, thefts, trespassers, etc., to the proper authorities and calls in the appropriate agencies, such as police, fire and rescue services. Operates monitors and maintains electronic security and communications equipment. Assist staff with unruly visitors and may provide other assistance under the supervision of appropriate facility staff as needed. Provides direction and assistance to staff and guests. Investigates complaints and responds to incidents to protect and secure crime scenes. Enforces facility policies and procedures.

Term: Competency-based (estimated 3,000 to 6,000 hours) It is intended that after a combination of 3,000 to 6,000 hours of OJL, including a minimum of 281 to 364 recommended hours of related instruction, the apprentice will demonstrate competence in the skills outlined below. Select apprentices will be able to demonstrate competence and receive advanced placement in the program.

On-The-Job Learning: Apprentices will receive training in the various work experiences listed below. The order in which this training is given will be determined by the flow of work on the job and will not necessarily be in the order listed. The times allotted to these various processes are the estimated times which the average apprentice will require to learn each phase of the job. They are intended only as a guide to indicate the quality of the training being provided and the ability of the apprentice to absorb this training in an average amount of time. The total term of apprenticeship is indicated below.

<u>Competencies</u>	<u>Hours Min. - Max.</u>
1. Orientation	75 - 150
A. General	
1. Ethics	
2. Introduction to the Facility	
3. History and Philosophy of facility	
4. Customer Service	
5. Human Resources	
6. Confidentiality	
7. Exposure Control*	
8. Radiation Safety*	
9. Safety Issues*	
10. Security Issues	
11. Body Mechanics*	
12. Tour of Facilities	

- 13. OSHA Orientation
- 14. Quality Assurance
- B. Specific
 - 1. Legal Rights and Responsibilities
 - 2. Confidentiality
 - 3. Introduction to Disaster/Fire and Safety Plans
 - 4. Introduction to Department Procedures

- 2. Administration375 - 750**
 - A. Documentation
 - 1. Shift Logs
 - B. Incident Report
 - C. Organizational Structure
 - D. Personnel Policy/Procedures
 - E. Professional Development “Possible Criminal Justice Academy Graduation”
 - F. Quality Assurance

- 3. Public/Guest Employee Relations (Customer Service)..... 150 - 500**
 - A. Interpersonal Skills
 - B. Services
 - C. Communication Skills

- 4. Technical Duties & Enforcement.....750 - 1500**
 - A. Key Lock Access Systems
 - B. Patrol
 - C. Regulatory/Enforcement Procedures
 - 1. Specific Training
 - 2. Restraint Equipment and Procedures
 - 3. Lockbox Operation
 - 4. Search Procedures
 - 5. Transport Operation
 - D. Investigations, Interrogations and Interviews
 - E. Crime Scene Preservation and Securing Area
 - F. Physical Plant Security Hostages, On Site Disturbances
 - G. Surveillance and Equipment
 - 1. Electronic Screening
 - 2. Metal Detectors
 - H. Identification Systems
 - I. Court Appearances and Testimony

- 5. Disaster/Fire/Safety Control & Functions750 - 1300**
 - A. Familiarity with Disaster/Fire and Safety Plans
 - 1. Bomb Threats Diseases, Chemical Agents
 - 2. Fires
 - 3. Disasters

4. Infant Abduction	
5. Safety	
B. Radiation Safety	
C. Infection Control	
D. Construction and Renovation Issues	
E. Safety Training and OSHA	
6. Communication Systems.....	200 - 400
A. Telephone/Fax Procedure Report Writing, Log Books, Record Keeping	
B. Radio/Paging Procedures	
C. Computer Procedures-Safety Protocols	
D. Scanner Procedures	
E. Alarm Systems and Procedures	
7. Equipment Care and Use of.....	75 - 150
A. Introduction and Orientation to Proper use of Equipment	
B. Routine Maintenance	
C. Repair or Replacement Procedures	
8. Hazardous Materials.....	250 - 500
DESCRIPTION:	
A. Recognize and identify hazardous materials	
B. Contain and control hazardous material releases	
C. Become familiar with specialized safety equipment/Protective clothing	
D. Implement procedures in response to evacuation and chemical releases	
E. Assess potential hazardous material incidents	
9. Fire Arms Training (If Required).....	250 - 500
A. Training to coincide with State and local laws	
B. Licensing with State Laws	
C. Training for job situations	
D. Use of proper safety equipment	
E. Care, use and maintenance of specific firearms	
10. Other Specialty Training.....	125 - 250
A. Methods of Restraint	
B. Restraint Equipment	
C. Self Defense	
*Meets recommended training standards by State laws & OSHA	
Total Hours.....	3,000 - 6,000

**Related Instruction Outline
Security Officer, Commercial Real Estate**

Description: The following related training outline identifies subject matter that must be mastered by the apprentice in order to successfully complete the program. Hours assigned are approximate.

Core Skills	<u>Hours</u> <u>Min.</u> <u>Max.</u>
A. Powers to Arrest Course	8
• California (CA) Powers to Arrest	
• CA Weapons of Mass Destruction (WMD)/ Terrorism	
B. Security Officer Basic Course (SOBC)	8
• Introduction to AlliedBarton Security	
• Role of Security Officer	
• Report Writing	
• Legal Powers & Limitations	
• Preventing Discrimination & Harassment	
• Emergency Situations	
• Access Control	
• Communications & Public Relations	
• Customer Service	
• Ethics & Conduct	
• Code & Regulations	
C. Facility Specific Training	40
• Operational Procedures Manual for worksite	
• AlliedBarton Security emergency contacts	
• Client emergency contacts	
• Post Orders	
• Patrol Routes & Procedures	
• Access Control Procedures	
• Fire Emergency Procedures	
• Medical Emergency Procedures	
• Heating, Air Conditioning, & Electrical Emergencies	
• Crime Emergencies	
• Foul Weather Procedures	
• How to Operate Site Security Equipment	
• Special Report Writing Procedures	
• Accident Reporting Procedures	
• Safety Orientation	
• Lost & Found Procedures	
• Special Customer Service Procedures	

D. Master Security Officer (MSO) Program..... 60

MSO Level 1 (satisfied by obtaining Security Guard License)

MSO Level 2

- Fire Safety Officer
- Physical Security & Loss Prevention
- Patrol
- Crime Prevention & Response
- Workplace Safety

MSO Level 3

- Report Writing II
- Preventing Workplace Violence
- Emergency Situations II
- Dealing with Aggressive Behavior
- Terrorism Awareness & Response

MSO Level 4

- Customer Intimacy
- Time Management
- Investigations
- Cultural Diversity
- Strikes, Pickets and Crowd Control

MSO Level 5

- Interpersonal Communications
- Managing Conflict
- Interviewing Witnesses & Suspects
- Teamwork
- Principles

E. Fire Safety Officer (FSO) Course..... 3

- What is a Fire?
- Classes of Fire
- Detecting a Fire
- What to Do When a Fire is Detected
- Fire Extinguishers
- Fire Protection Systems
- How to Avoid Injury During a Fire
- Fire Prevention Tips
- Hazardous Materials
- Documenting a Fire

F. Ready Response..... 3

- Responding to Emergencies
- Risk Assessment and Reducing Risk
- Bombs and Explosive Situations

- Chemical Weapons: Sarin, Mustard Gas, Cyanide
- Biological Weapons: Anthrax, Botulism, Smallpox, Tularemia
- Radiological Weapons: “Dirty Bombs”
- Dealing with the Media During Emergencies

G. Public Relations 5

- Gender & Racial Discrimination & Harassment
- Respect (stereotyping/attitude)
- Verbal Skills / Crisis Intervention
- Intro to Diversity
- Substance Abuse & Mental Illness
- Ethics & Professionalism

H. Observation & Documentation..... 4

- Report Writing
- Observation & Patrol Techniques
- Asking Appropriate Questions
- Observing Suspects & Suspicious Activities

I. Communication and Its Signification..... 4

- Internal
 - Contract Support
 - Radio / Monitors
 - Other Technology
- External
 - Fire Fighters
 - Medical Personnel
 - Police/Sheriff/Other Enforcement Officials

J. Liability / Legal Aspects 4

- Personal / Contractor / Employer Liability
- Criminal, Civil, Administrative Law
- BSIS Codes & Regulations
- Role of a Security Officer

K. Supervisors Workshop 8

L. Driver Training Course 8

M. Fire Safety Officer (FSO) Course 4

N. Ready Response (anti-terrorism training)..... 4

O. Americans with Disabilities ACT (ADA)	3
• ADA Intro	
• How the ADA applies to AlliedBarton	
P. Safety	6
• Artificial External Defibrillator (AED) (HeartStart) Familiarization	
• Blood-Borne Pathogen Training	
• Heat Casualty Prevention	
• Workplace Violence	
Q. Crime Scene Containment	2
R. Explosive Device Recognition	2
S. Identity Theft and How to Prevent it	4
T. Report Writing	4
• Refresher	
• The 7 Essentials	
• The 5 C's	
U. Sexual Harassment	2
V. Traffic Control	3
W. Workplace Violence	4
X. Elevator Entrapment	4
Y. LEAP (Learning that Emphasizes Assistance and Preparation)	44
• Fire Alarms	
• Access Control	
• Bomb Threats	
• Medical Emergencies	
• Broken Windows	
• Patrol	
• Suspicious Persons/Disturbances	
• Power Outages	
• Customer Service	
• Safety Awareness	
• Elevator Entrapments	
Z. Specialized Service Offerings (SSOS) on site	40 - 123
• Fire Safety Officer Training	
• Emergency Prep	

- Evacuation Procedures
- CPR/First Aid/AED*
- Customer Service
- On-Site Procedural Training

*Meets recommended training standards by State laws & OSHA

Total hours281 - 364

**Work Process Schedule
Security Officer, Health Care
O*NET-SOC CODE: 33-9032.00 RAIS CODE: 0695HY**

Description: Protect property and personnel (staff and public). Patrols property; buildings. Reports irregularities, such as fire hazards, safety hazards, thefts, trespassers, etc., to the proper authorities and calls in the appropriate agencies, such as police, fire and rescue services. Operates monitors and maintains electronic security and communications equipment. Assist staff with unruly visitors and may provide other assistance under the supervision of appropriate facility staff as needed. Provides direction; assistance to staff and guests. Investigates complaints and responds to incidents to protect and secure crime scenes. Enforces facility policies and procedures.

Term: Competency-based (estimated 3,000 to 6,000 hours) It is intended that after a combination of 3,000 to 6,000 hours of OJL, including a minimum of 277 to 360 recommended hours of related instruction, the apprentice will demonstrate competence in the skills outlined below. Select apprentices will be able to demonstrate competence and receive advanced placement in the program.

On-The-Job Learning: Apprentices will receive training in the various work experiences listed below. The order in which this training is given will be determined by the flow of work on the job and will not necessarily be in the order listed. The times allotted to these various processes are the estimated times which the average apprentice will require to learn each phase of the job. They are intended only as a guide to indicate the quality of the training being provided and the ability of the apprentice to absorb this training in an average amount of time. The total term of apprenticeship is indicated below.

<u>Competencies</u>	<u>Hours Min. - Max.</u>
1. Orientation.....	75 - 150
A. General	
15. Ethics	
16. Introduction to the Facility	
17. History and Philosophy of facility	
18. Customer Service	
19. Human Resources	
20. Health Insurance Portability and Accountability Act (HIPAA)	
21. BloodBorne Pathogen	
22. Radiation Safety*	
23. Safety Issues*	
24. Security Issues	
25. Body Mechanics*	
26. Tour of Facilities	
27. Occupational Safety and Health Administration (OSHA) Orientation	

28. Joint Commission on Accreditation of Health Care Organizations (JCAHO) Orientation	
29. Quality Assurance	
B. Specific	
1. Legal Rights and Responsibilities	
2. Introduction to Disaster/Fire and Safety Plans	
3. Introduction to Department Procedures	
4. Patient Rights	
2. Administration	375 - 750
A. Documentation	
1. Shift Logs	
B. Incident Report	
C. Organizational Structure	
D. Personnel Policy/Procedures	
E. Professional Development "Possible Criminal Justice Academy Graduation"	
F. Quality Assurance	
3. Public/Guest Employee Relations.....	150 - 500
(Customer Service)	
A. Interpersonal Skills	
B. Services	
C. Communication Skills	
D. Media Relations	
4. Technical Duties & Enforcement.....	750 - 1500
A. Key Lock Access Systems	
B. Patrol	
C. Regulatory/Enforcement Procedures	
6. Specific Training	
7. Restraint Equipment and Procedures	
8. Lockbox Operation	
9. Search Procedures	
10. Transport Operation	
D. Investigations, Interrogations and Interviews	
E. Crime Scene Preservation and Securing Area	
F. Labor Actions	
G. Surveillance and Equipment	
3. Electronic Screening	
4. Metal Detectors	
5. Closed Circuit Television (CCTV)	
6. Infrared Protection Systems	
7. Emergency Call Boxes	
H. Electronic Access Control Systems	
I. Court Appearances and Testimony	

- J. 51-50 Regulations
 - K. Sensitive Areas
 - 1. Emergency Departments
 - 2. Maternity Areas
 - 3. Psychiatric/Behavioral Health Areas
 - 4. Morgue
 - L. Medication Regulations
 - M. Driver Safety
 - N. Suicide Situations
 - O. VIP Procedures
 - P. Forensic Patients
 - Q. Lost and Found
 - R. Patient Valuables
 - S. Risk Assessments
- 5. Disaster/Fire/Safety Control & Functions750 - 1300**
- A. Familiarity with Disaster/Fire and Safety Plans
 - 1. Bomb Threats Diseases, Chemical Agents
 - 2. Fires
 - 3. Disasters
 - 4. Infant Abduction
 - 5. Disaster Situations
 - 6. Physical Plant Security Hostages, On Site Disturbances
 - 7. Hospital Safety Manual
 - B. Radiation Safety
 - C. Infection Control
 - D. Construction and Renovation Issues
 - E. Safety Training and OSHA
 - F. Workplace Violence
 - G. Crowd Control
- 6. Communication Systems.....200 - 400**
- A. Telephone/Fax Procedure Report Writing, Log Books, Record Keeping
 - B. Radio/Paging Procedures
 - C. Computer Procedures-Safety Protocols
 - D. Scanner Procedures
 - E. Alarm Systems and Procedures
- 7. Equipment Care and Use of.....75 - 150**
- A. Introduction and Orientation to Proper use of Equipment
 - B. Routine Maintenance
 - C. Repair or Replacement Procedures

8. Hazardous Materials.....250 - 500

DESCRIPTION:

- A. Recognize and identify hazardous materials
- B. Contain and control hazardous material releases
- C. Become familiar with specialized safety equipment/Protective clothing
- D. Implement procedures in response to evacuation and chemical releases
- E. Assess potential hazardous material incidents

9. Fire Arms Training (If Required)..... 250 - 500

- A. Training to coincide with State and local laws
- B. Licensing with State Laws
- C. Training for job situations
- D. Use of proper safety equipment
- E. Care, use and maintenance of specific firearms

10. Other Specialty Training125 - 250

- A. Methods of Restraint
- B. Restraint Equipment
- C. Self Defense
- D. Security Operations Center

*Meets recommended training standards by State laws & OSHA

Total Hours.....3,000 - 6,000

**Related Instruction Outline
Security Officer, Health Care**

Description: The following related training outline identifies subject matter that must be mastered by the apprentice in order to successfully complete the program. Hours assigned are approximate.

<u>Core Skills</u>	<u>Hours</u>	<u>Min.</u>	<u>Max.</u>
A. Powers to Arrest Course	8		
• California (CA) Powers to Arrest			
• CA Weapons of Mass Destruction (WMD)/ Terrorism			
B. Security Officer Basic Course (SOBC)	8		
• Introduction to AlliedBarton Security			
• Role of Security Officer			
• Report Writing			
• Legal Powers & Limitations			
• Preventing Discrimination & Harassment			
• Emergency Situations			
• Access Control			
• Communications & Public Relations			
• Customer Service			
• Ethics & Conduct			
• Code & Regulations			
C. Facility Specific Training	40		
• Operational Procedures Manual for worksite			
• AlliedBarton Security emergency contacts			
• Client emergency contacts			
• Post Orders			
• Patrol Routes & Procedures			
• Access Control Procedures			
• Fire Emergency Procedures			
• Medical Emergency Procedures			
• Heating, Air Conditioning, & Electrical Emergencies			
• Crime Emergencies			
• Foul Weather Procedures			
• How to Operate Site Security Equipment			
• Special Report Writing Procedures			
• Accident Reporting Procedures			
• Safety Orientation			
• Lost & Found Procedures			
• Special Customer Service Procedures			

D. Master Security Officer (MSO) Program..... 60

MSO Level 1 (satisfied by obtaining Security Guard License)

MSO Level 2

- Fire Safety Officer
- Physical Security & Loss Prevention
- Patrol
- Crime Prevention & Response
- Workplace Safety

MSO Level 3

- Report Writing II
- Preventing Workplace Violence
- Emergency Situations II
- Dealing with Aggressive Behavior
- Terrorism Awareness & Response

MSO Level 4

- Customer Intimacy
- Time Management
- Investigations
- Cultural Diversity
- Strikes, Pickets and Crowd Control

MSO Level 5

- Interpersonal Communications
- Managing Conflict
- Interviewing Witnesses & Suspects
- Teamwork
- Principles

E. Fire Safety Officer (FSO) Course..... 3

- What is a Fire?
- Classes of Fire
- Detecting a Fire
- What to Do When a Fire is Detected
- Fire Extinguishers
- Fire Protection Systems
- How to Avoid Injury During a Fire
- Fire Prevention Tips
- Hazardous Materials
- Documenting a Fire

F. Ready Response..... 3

- Responding to Emergencies
- Risk Assessment, and Reducing Risk
- Bombs and Explosive Situations

- Chemical Weapons: Sarin, Mustard Gas, Cyanide
- Biological Weapons: Anthrax, Botulism, Smallpox, Tularemia
- Radiological Weapons: “Dirty Bombs”
- Dealing with the Media During Emergencies

G. Public Relations 5

- Gender & Racial Discrimination & Harassment
- Respect (stereotyping/attitude)
- Verbal Skills / Crisis Intervention
- Intro to Diversity
- Substance Abuse & Mental Illness
- Ethics & Professionalism

H. Observation & Documentation..... 4

- Report Writing
- Observation & Patrol Techniques
- Asking Appropriate Questions
- Observing Suspects & Suspicious Activities

I. Communication and Its Signification..... 4

- Internal
 - Contract Support
 - Radio / Monitors
 - Other Technology
- External
 - Fire Fighters
 - Medical Personnel
 - Police/Sheriff/Other Enforcement Officials

J. Liability / Legal Aspects 4

- Personal / Contractor / Employer Liability
- Criminal, Civil, Administrative Law
- BSIS Codes & Regulations
- Role of a Security Officer

K. Supervisors Workshop 8

L. Driver Training Course 8

M. Fire Safety Officer (FSO) Course 4

N. Ready Response (anti-terrorism training)..... 4

O. Americans with Disabilities ACT (ADA)	3
• ADA Intro	
• How the ADA applies to AlliedBarton	
P. Safety	6
• Artificial External Difibulator (AED) (HeartStart) Familiarization	
• Blood-Borne Pathogen Training	
• Heat Casualty Prevention	
• Workplace Violence	
Q. Crime Scene Containment	2
R. Explosive Device Recognition	2
S. Identity Theft and How to Prevent it	4
T. Report Writing	4
• Refresher	
• The 7 Essentials	
• The 5 C's	
U. Sexual Harassment	2
V. Traffic Control	3
W. Workplace Violence	4
X. Work Stoppages & Labor Disputes	4
Y. LEAP (Learning that Emphasizes Assistance and Preparation)	44
• Fire Alarms	
• Access Control	
• Bomb Threats	
• Medical Emergencies	
• Broken Windows	
• Patrol	
• Suspicious Persons/Disturbances	
• Power Outages	
• Customer Service	
• Safety Awareness	
• Elevator Entrapments	

Z. Specialized Service Offerings (SSOS) on site.....36 - 119

- Fire Safety Officer Training *
- Emergency Prep *
- Patient Restraints
- Bloodborne Pathogens/Infection Control
- HIPPA Regulations
- On-Site Procedural Training *

*Meets recommended training standards by State laws & OSHA

Total hours277 - 360

**Work Process Schedule
Security Officer, Higher Education
O*NET-SOC CODE: 33-9032 RAIS CODE: 0695HY**

Description: Protect property and personnel (staff and public). Patrols property and buildings. Reports irregularities, such as fire hazards, safety hazards, thefts, trespassers, etc., to the proper authorities and calls in the appropriate agencies, such as police, fire and rescue services. Operates, monitors, and maintains electronic security and communications equipment. Assist staff with unruly visitors and may provide other assistance under the supervision of appropriate facility staff as needed. Provides direction and assistance to staff and guests. Investigates complaints and responds to incidents to protect and secure crime scenes. Enforces facility policies and procedures.

Term: Competency-based (estimated 3,000 to 6,000 hours) It is intended that after a combination of 3,000 to 6,000 hours of OJL, including a minimum of 277 to 360 recommended hours of related instruction, the apprentice will demonstrate competence in the skills outlined below. Select apprentices will be able to demonstrate competence and receive advanced placement in the program.

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<u>Competencies</u>	<u>Hours Min. - Max.</u>
1. Orientation	75 - 150
A. General	
30. Ethics	
31. Introduction to the Facility	
32. History and Philosophy of facility	
33. Customer Service	
34. Human Resources	
35. Confidentiality	
36. Exposure Control*	
37. Radiation Safety*	
38. Safety Issues*	
39. Security Issues	
40. Body Mechanics*	
41. Tour of Facilities	
42. OSHA Orientation	

43. Quality Assurance	
B. Specific	
1. Legal Rights and Responsibilities	
2. Confidentiality	
3. Introduction to Disaster/Fire and Safety Plans	
4. Introduction to Department Procedures	
2. Administration	375 - 750
A. Documentation	
- Shift Logs	
B. Incident Report	
C. Organizational Structure	
D. Personnel Policy/Procedures	
E. Professional Development "Possible Criminal Justice Academy Graduation"	
F. Quality Assurance	
3. Public/Guest Employee Relations.....	150 - 500
(Customer Service)	
A. Interpersonal Skills	
B. Services	
C. Communication Skills	
4. Technical Duties & Enforcement.....	750 - 1500
A. Key Lock Access Systems	
B. Patrol	
C. Regulatory/Enforcement Procedures	
11. Specific Training	
12. Restraint Equipment and Procedures	
13. Lockbox Operation	
14. Search Procedures	
15. Transport Operation	
D. Investigations, Interrogations and Interviews	
E. Crime Scene Preservation and Securing Area	
F. Physical Plant Security Hostages, On Site Disturbances	
G. Surveillance and Equipment	
8. Electronic Screening	
9. Metal Detectors	
H. Identification Systems	
I. Court Appearances and Testimony	
5. Disaster/Fire/Safety Control & Functions	750 - 1300
A. Familiarity with Disaster/Fire and Safety Plans	
1. Bomb Threats Diseases, Chemical Agents	
2. Fires	
3. Disasters	

- 4. Infant Abduction
 - 5. Safety
 - B. Radiation Safety
 - C. Infection Control
 - D. Construction and Renovation Issues
 - E. Safety Training and OSHA
- 6. Communication Systems.....200 - 400**
- A. Telephone/Fax Procedure Report Writing, Log Books, Record Keeping
 - B. Radio/Paging Procedures
 - C. Computer Procedures-Safety Protocols
 - D. Scanner Procedures
 - E. Alarm Systems and Procedures
- 7. Equipment Care and Use of.....75 - 150**
- A. Introduction and Orientation to Proper use of Equipment
 - B. Routine Maintenance
 - C. Repair or Replacement Procedures
- 8. Hazardous Materials.....250 - 500**
- DESCRIPTION:**
- A. Recognize and identify hazardous materials
 - B. Contain and control hazardous material releases
 - C. Become familiar with specialized safety equipment/Protective clothing
 - D. Implement procedures in response to evacuation and chemical releases
 - E. Assess potential hazardous material incidents
- 9. Fire Arms Training (If Required).....250 - 500**
- A. Training to coincide with State and local laws
 - B. Licensing with State Laws
 - C. Training for job situations
 - D. Use of proper safety equipment
 - E. Care, use and maintenance of specific firearms
- 10. Other Specialty Training125 - 250**
- A. Methods of Restraint
 - B. Restraint Equipment
 - C. Self Defense

*Meets recommended training standards by State laws & OSHA

Total Hours.....3,000 - 6,000

**Related Instruction Outline
Security Officer, Higher Education**

Description: The following related training outline identifies subject matter that must be mastered by the apprentice in order to successfully complete the program. Hours assigned are approximate.

<u>Core Skills</u>	<u>Hours</u>	<u>Min.</u>	<u>Max.</u>
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B. Security Officer Basic Course (SOBC)	8		
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• Role of Security Officer			
• Report Writing			
• Legal Powers & Limitations			
• Preventing Discrimination & Harassment			
• Emergency Situations			
• Access Control			
• Communications & Public Relations			
• Customer Service			
• Ethics & Conduct			
• Code & Regulations			
C. Facility Specific Training	40		
• Operational Procedures Manual for worksite			
• AlliedBarton Security emergency contacts			
• Client emergency contacts			
• Post Orders			
• Patrol Routes & Procedures			
• Access Control Procedures			
• Fire Emergency Procedures			
• Medical Emergency Procedures			
• Heating, Air Conditioning, & Electrical Emergencies			
• Crime Emergencies			
• Foul Weather Procedures			
• How to Operate Site Security Equipment			
• Special Report Writing Procedures			
• Accident Reporting Procedures			
• Safety Orientation			
• Lost & Found Procedures			
• Special Customer Service Procedures			

D. Master Security Officer (MSO) Program..... 60

MSO Level 1 (satisfied by obtaining Security Guard License)

MSO Level 2

- Fire Safety Officer
- Physical Security & Loss Prevention
- Patrol
- Crime Prevention & Response
- Workplace Safety

MSO Level 3

- Report Writing II
- Preventing Workplace Violence
- Emergency Situations II
- Dealing with Aggressive Behavior
- Terrorism Awareness & Response

MSO Level 4

- Customer Intimacy
- Time Management
- Investigations
- Cultural Diversity
- Strikes, Pickets and Crowd Control

MSO Level 5

- Interpersonal Communications
- Managing Conflict
- Interviewing Witnesses & Suspects
- Teamwork
- Principles

E. Fire Safety Officer (FSO) Course..... 3

- What is a Fire?
- Classes of Fire
- Detecting a Fire
- What to Do When a Fire is Detected
- Fire Extinguishers
- Fire Protection Systems
- How to Avoid Injury During a Fire
- Fire Prevention Tips
- Hazardous Materials
- Documenting a Fire

F. Ready Response..... 3

- Responding to Emergencies
- Risk Assessment, and Reducing Risk
- Bombs and Explosive Situations

- Chemical Weapons: Sarin, Mustard Gas, Cyanide
- Biological Weapons: Anthrax, Botulism, Smallpox, Tularemia
- Radiological Weapons: “Dirty Bombs”
- Dealing with the Media During Emergencies

G. Public Relations 5

- Gender & Racial Discrimination & Harassment
- Respect (stereotyping/attitude)
- Verbal Skills / Crisis Intervention
- Intro to Diversity
- Substance Abuse & Mental Illness
- Ethics & Professionalism

H. Observation & Documentation..... 4

- Report Writing
- Observation & Patrol Techniques
- Asking Appropriate Questions
- Observing Suspects & Suspicious Activities

I. Communication and Its Signification..... 4

- Internal
 - Contract Support
 - Radio / Monitors
 - Other Technology
- External
 - Fire Fighters
 - Medical Personnel
 - Police/Sheriff/Other Enforcement Officials

J. Liability / Legal Aspects 4

- Personal / Contractor / Employer Liability
- Criminal, Civil, Administrative Law
- BSIS Codes & Regulations
- Role of a Security Officer

K. Supervisors Workshop 8

L. Driver Training Course 8

M. Fire Safety Officer (FSO) Course 4

N. Ready Response (anti-terrorism training)..... 4

O. Americans with Disabilities ACT (ADA)	3
• ADA Intro	
• How the ADA applies to AlliedBarton	
P. Safety	6
• Artificial External Difibulator(AED) (HeartStart) Familiarization	
• Blood-Borne Pathogen Training	
• Heat Casualty Prevention	
• Workplace Violence	
Q. Crime Scene Containment	2
R. Explosive Device Recognition	2
S. Identity Theft and How to Prevent it	4
T. Report Writing	4
• Refresher	
• The 7 Essentials	
• The 5 C's	
U. Sexual Harassment	2
V. Traffic Control	3
W. Workplace Violence	4
X. LEAP (Learning that Emphasizes Assistance and Preparation)	44
• Fire Alarms	
• Access Control	
• Bomb Threats	
• Medical Emergencies	
• Broken Windows	
• Patrol	
• Suspicious Persons/Disturbances	
• Power Outages	
• Customer Service	
• Safety Awareness	
• Elevator Entrapments	
Y. Specialized Service Offerings (SSOS) on site	40 - 123
• Fire Safety Officer Training	
• Emergency Prep	
• Cleary Act Awareness	
• Dealing with Domestic Abuse	

- Dealing with Drugs & Alcohol
- Young Adult Behavior
- Customer service
- Residence Life
- Cultural Diversity
- On-Site Procedural Training

Total hours277 - 360

Work Process Schedule
Security Officer, Manufacturing and Industrial
O*NET-SOC CODE: 33-9032.00 RAIS CODE: 0695HY

Description: Protect property and personnel (staff and public). Patrols property and buildings. Reports and documents response to irregularities, such as fire hazards, safety hazards, thefts, trespassers, etc., to the proper authorities and calls in the appropriate agencies, such as police, fire and rescue services. Notifies Account Management and/or client staff as appropriate. Operates Closed Circuit Television (CCTV) monitors and maintains electronic security and communications equipment. Assists staff with unruly visitors and may provide other assistance under the supervision of appropriate facility staff as needed. Provides direction and assistance to staff, visitors, and delivery personnel. Investigates complaints and responds to incidents to protect and secure crime scenes. Enforces facility policies and procedures.

Term: Competency-based (estimated 3,000 to 6,000 hours) It is intended that after a combination of 3,000 to 6,000 hours of OJL, including a minimum of 277 to 360 recommended hours of related instruction, the apprentice will demonstrate competence in the skills outlined below. Select apprentices will be able to demonstrate competence and receive advanced placement in the program.

On-The-Job Learning: Apprentices will receive training in the various work experiences listed below. The order in which this training is given will be determined by the flow of work on the job and will not necessarily be in the order listed. The times allotted to these various processes are the estimated times which the average apprentice will require to learn each phase of the job. They are intended only as a guide to indicate the quality of the training being provided and the ability of the apprentice to absorb this training in an average amount of time. The total term of apprenticeship is indicated below.

<u>Competencies</u>	<u>Hours Min. - Max.</u>
1. Orientation.....	75 - 150
A. General	
44. Ethics	
45. Introduction to the Facility	
46. History and Philosophy of facility	
47. Client staff and other onsite service providers (Janitorial, Maintenance, Transportation, Shipping/Receiving, etc.)	
48. Executives and/or Board of Directors	
49. Role of a contract service provider	
50. AlliedBarton's Chain of Command	
51. Customer Service	
52. Human Resources	
53. Confidentiality	

54. Exposure Control*	
55. Radiation Safety*	
56. Safety Issues*	
57. Security Issues	
58. Body Mechanics and Ergonomics*	
59. Tour of Facilities	
60. OSHA Orientation	
61. Quality Assurance	
B. Specific	
1. Legal Rights and Responsibilities	
2. Confidentiality	
3. Introduction to Disaster/Fire and Safety Plans	
4. Introduction to Department Procedures	
5. Post Orders	
2. Administration	375 - 750
A. Documentation	
1. Shift Logs	
B. Incident Reports	
C. Site-specific logs, records, and other documentation.	
D. Organizational Structure	
E. Personnel Policy/Procedures	
F. Professional Development "Possible Criminal Justice Academy Graduation"	
G. Quality Assurance	
3. Public/Guest Employee Relations.....	150 - 500
(Customer Service)	
A. Interpersonal Skills	
B. Services	
C. Communication Skills	
D. Access Control	
E. Visitors	
F. Vendors	
G. Deliveries	
H. Process Servers	
I. Local authorities (PD, FD, Sheriff)	
J. Media	
4. Technical Duties & Enforcement.....	750 - 1500
A. Key Lock Access Systems	
B. Patrol	
C. Regulatory/Enforcement Procedures	
16. Powers to Arrest	
17. Specific Training	
18. Restraint Equipment and Procedures	

19. Lockbox Operation	
20. Search Procedures	
21. Transport Operation	
D. Investigations, Interrogations and Interviews	
E. Crime Scene Preservation and Securing Area	
F. Physical Plant Security Hostages, On-Site Disturbances	
G. Surveillance and Equipment	
10. Electronic Screening	
11. Metal Detectors	
12. CCTV	
13. Card Reader Systems	
H. Identification Systems	
I. Court Appearances and Testimony	
5. Disaster/Fire/Safety Control & Functions	750 - 1300
A. Familiarity with Disaster/Fire and Safety Plans	
1. Bomb Threats, Diseases, Chemical Agents	
2. Fires	
3. Power Outage	
4. Elevator Emergencies	
5. Disasters	
6. Evacuation	
7. Safety	
B. Radiation Safety	
C. Infection Control	
D. Construction and Renovation Issues	
E. Safety Training and OSHA	
F. Material Safety Data Sheet (MSDS)	
G. Clean Rooms and Gowning	
6. Communication Systems.....	200 - 400
A. Telephone/Fax Procedure	
B. Report Writing, Log Books, Record Keeping	
C. Radio/Paging Procedures	
D. Public Address System	
E. Computer Procedures-Safety Protocols	
F. Scanner Procedures	
G. Alarm Systems and Procedures	
7. Equipment Care and Use of.....	75 - 150
A. Introduction and Orientation to Proper use of Equipment	
B. Routine Maintenance	
C. Repair or Replacement Procedures	

8. Hazardous Materials.....	250 - 500
DESCRIPTION:	
A. Recognize and identify hazardous materials	
B. Contain and control hazardous material releases	
C. Become familiar with specialized safety equipment/Protective clothing	
D. Implement procedures in response to evacuation and chemical releases	
E. Assess potential hazardous material incidents	
F. Reporting safety issues	
G. Material Safety Data Sheet (MSDS)	
9. Fire Arms Training (If Required).....	250 - 500
A. Training to coincide with State and local laws	
B. Licensing with State Laws	
C. Training for job situations	
D. Use of proper safety equipment	
E. Care, use and maintenance of specific firearms	
10. Other Specialty Training	125 - 250
A. Methods of Restraint	
B. Restraint Equipment	
C. Self Defense	
D. Management of Aggressive Behavior (MOAB)	
E. Driver Training	
Total Hours.....	3,000 - 6,000

*Meets recommended training standards by State laws & OSHA

**Related Instruction Outline
Security Officer, Manufacturing and Industrial**

Description: The following related training outline identifies subject matter that must be mastered by the apprentice in order to successfully complete the program. Hours assigned are approximate.

<u>Core Skills</u>	<u>Hours</u>	<u>Min.</u>	<u>Max.</u>
A. Powers to Arrest Course	8		
• CA Powers to Arrest			
• CA WMD/ Terrorism			
B. Security Officer Basic Course (SOBC)	8		
• Introduction to AlliedBarton Security			
• Role of Security Officer			
• Report Writing			
• Legal Powers & Limitations			
• Preventing Discrimination & Harassment			
• Emergency Situations			
• Access Control			
• Communications & Public Relations			
• Customer Service			
• Ethics & Conduct			
• Code & Regulations			
C. Facility Specific Training	40		
• Operational Procedures Manual for worksite			
• AlliedBarton Security emergency contacts			
• Client emergency contacts			
• Post Orders			
• Patrol Routes & Procedures			
• Access Control Procedures			
• Fire Emergency Procedures			
• Medical Emergency Procedures			
• Heating, Air Conditioning, & Electrical Emergencies			
• Crime Emergencies			
• Foul Weather Procedures			
• How to Operate Site Security Equipment			
• Special Report Writing Procedures			
• Accident Reporting Procedures			
• Safety Orientation			
• Lost & Found Procedures			
• Special Customer Service Procedures			

D. Master Security Officer (MSO) Program..... 60

MSO Level 1 (satisfied by obtaining Security Guard License)

MSO Level 2

- Fire Safety Officer
- Physical Security & Loss Prevention
- Patrol
- Crime Prevention & Response
- Workplace Safety

MSO Level 3

- Report Writing II
- Preventing Workplace Violence
- Emergency Situations II
- Dealing with Aggressive Behavior
- Terrorism Awareness & Response

MSO Level 4

- Customer Intimacy
- Time Management
- Investigations
- Cultural Diversity
- Strikes, Pickets and Crowd Control

MSO Level 5

- Interpersonal Communications
- Managing Conflict
- Interviewing Witnesses & Suspects
- Teamwork
- Principles

E. Fire Safety Officer (FSO) Course..... 3

- What is a Fire?
- Classes of Fire
- Detecting a Fire
- What to Do When a Fire is Detected
- Fire Extinguishers
- Fire Protection Systems
- How to Avoid Injury During a Fire
- Fire Prevention Tips
- Hazardous Materials
- Documenting a Fire

F. Ready Response..... 3

- Responding to Emergencies
- Risk Assessment, and Reducing Risk
- Bombs and Explosive Situations

- Chemical Weapons: Sarin, Mustard Gas, Cyanide
- Biological Weapons: Anthrax, Botulism, Smallpox, Tularemia
- Radiological Weapons: “Dirty Bombs”
- Dealing with the Media During Emergencies

G. Public Relations 5

- Gender & Racial Discrimination & Harassment
- Respect (stereotyping/attitude)
- Verbal Skills / Crisis Intervention
- Intro to Diversity
- Substance Abuse & Mental Illness
- Ethics & Professionalism

H. Observation & Documentation..... 4

- Report Writing
- Observation & Patrol Techniques
- Asking Appropriate Questions
- Observing Suspects & Suspicious Activities

I. Communication and Its Signification..... 4

- Internal
 - Contract Support
 - Radio / Monitors
 - Other Technology
- External
 - Fire Fighters
 - Medical Personnel
 - Police/Sheriff/Other Enforcement Officials

J. Liability / Legal Aspects 4

- Personal / Contractor / Employer Liability
- Criminal, Civil, Administrative Law
- BSIS Codes & Regulations
- Role of a Security Officer

K. Supervisors Workshop 8

L. Driver Training Course 8

M. Fire Safety Officer (FSO) Course 4

N. Ready Response (anti-terrorism training)..... 4

O. Americans with Disabilities ACT (ADA)	3
• ADA Intro	
• How the ADA applies to AlliedBarton	
P. Safety	6
• Artificial External Difibulator (AED) (HeartStart) Familiarization	
• Blood-Borne Pathogen Training	
• Heat Casualty Prevention	
• Workplace Violence	
Q. Crime Scene Containment	2
R. Explosive Device Recognition	2
S. Identity Theft and How to Prevent it	4
T. Report Writing	4
• Refresher	
• The 7 Essentials	
• The 5 C's	
U. Sexual Harassment	2
V. Traffic Control	3
W. Workplace Violence	4
X. Work Stoppages & Labor Disputes	4
Y. Responding to Suicide Bombers	2
Z. LEAP (Learning that Emphasizes Assistance and Preparation)	44
• Fire Alarms	
• Access Control	
• Bomb Threats	
• Medical Emergencies	
• Broken Windows	
• Patrol	
• Suspicious Persons/Disturbances	
• Power Outages	
• Customer Service	
• Safety Awareness	
• Elevator Entrapments	

AA. Specialized Service Offerings (SSOS) on site.....40 - 123

- Fire Safety Officer Training
- Emergency Prep
- Evacuation Procedures
- OSHA/Safety Basics
- Patrol Techniques and “GMP”
- Conduction Searches
- CPR/First Aid/AED*
- On-Site Procedural Training

* Meets recommended training standards by State laws & OSHA

Total hours277 - 360

Work Process Schedule
Security Officer, Residential Communities
O*NET-SOC CODE: 33-9032.00 RAIS CODE: 0695HY

Description: Protect property and personnel (staff and public). Patrols property and buildings. Reports irregularities, such as fire hazards, safety hazards, thefts, trespassers, etc., to the proper authorities and calls in the appropriate agencies, such as police, fire and rescue services. Operates monitors and maintains electronic security and communications equipment. Assist staff with unruly visitors and may provide other assistance under the supervision of appropriate facility staff as needed. Provides direction and assistance to staff and guests. Investigates complaints and responds to incidents to protect and secure crime scenes. Enforces facility policies and procedures.

Term: Competency-based (estimated 3,000 to 6,000 hours) It is intended that after a combination of 3,000 to 6,000 hours of OJL, including a minimum of 277 to 360 recommended hours of related instruction, the apprentice will demonstrate competence in the skills outlined below. Select apprentices will be able to demonstrate competence and receive advanced placement in the program.

On-The-Job Learning: Apprentices will receive training in the various work experiences listed below. The order in which this training is given will be determined by the flow of work on the job and will not necessarily be in the order listed. The times allotted to these various processes are the estimated times which the average apprentice will require to learn each phase of the job. They are intended only as a guide to indicate the quality of the training being provided and the ability of the apprentice to absorb this training in an average amount of time. The total term of apprenticeship is indicated below.

<u>Competencies</u>	<u>Hours Min. - Max.</u>
1. Orientation.....	75 - 150
A. General	
62. Ethics	
63. Introduction to the Facility	
64. History and Philosophy of facility	
65. Customer Service	
66. Human Resources	
67. Confidentiality	
68. Exposure Control*	
69. Radiation Safety*	
70. Safety Issues*	
71. Security Issues	
72. Body Mechanics*	
73. Tour of Facilities	
74. OSHA Orientation	

75. Quality Assurance	
B. Specific	
1. Legal Rights and Responsibilities	
2. Confidentiality	
3. Introduction to Disaster/Fire and Safety Plans	
4. Introduction to Department Procedures	
2. Administration	375 - 750
A. Documentation	
1. Shift Logs	
B. Incident Report	
C. Organizational Structure	
D. Personnel Policy/Procedures	
E. Professional Development "Possible Criminal Justice Academy Graduation"	
F. Quality Assurance	
3. Public/Guest Employee Relations.....	150 - 500
(Customer Service)	
A. Interpersonal Skills	
B. Services	
C. Communication Skills	
4. Technical Duties & Enforcement.....	750 - 1500
A. Key Lock Access Systems	
B. Patrol	
C. Regulatory/Enforcement Procedures	
22. Specific Training	
23. Restraint Equipment and Procedures	
24. Lockbox Operation	
25. Search Procedures	
26. Transport Operation	
D. Investigations, Interrogations and Interviews	
E. Crime Scene Preservation and Securing Area	
F. Physical Plant Security Hostages, On Site Disturbances	
G. Surveillance and Equipment	
14. Electronic Screening	
15. Metal Detectors	
H. Identification Systems	
I. Court Appearances and Testimony	
5. Disaster/Fire/Safety Control & Functions	750 - 1300
A. Familiarity with Disaster/Fire and Safety Plans	
1. Bomb Threats Diseases, Chemical Agents	
2. Fires	
3. Disasters	

- 4. Infant Abduction
 - 5. Safety
 - B. Radiation Safety
 - C. Infection Control
 - D. Construction and Renovation Issues
 - E. Safety Training and OSHA
- 6. Communication Systems.....200 - 400**
- A. Telephone/Fax Procedure Report Writing, Log Books, Record Keeping
 - B. Radio/Paging Procedures
 - C. Computer Procedures-Safety Protocols
 - D. Scanner Procedures
 - E. Alarm Systems and Procedures
- 7. Equipment Care and Use of.....75 - 150**
- A. Introduction and Orientation to Proper use of Equipment
 - B. Routine Maintenance
 - C. Repair or Replacement Procedures
- 8. Hazardous Materials.....250 - 500**
- DESCRIPTION:**
- A. Recognize and identify hazardous materials
 - B. Contain and control hazardous material releases
 - C. Become familiar with specialized safety equipment/Protective clothing
 - D. Implement procedures in response to evacuation and chemical releases
 - E. Assess potential hazardous material incidents
- 9. Fire Arms Training (If Required).....250 - 500**
- A. Training to coincide with State and local laws
 - B. Licensing with State Laws
 - C. Training for job situations
 - D. Use of proper safety equipment
 - E. Care, use and maintenance of specific firearms
- 10. Other Specialty Training125 - 250**
- A. Methods of Restraint
 - B. Restraint Equipment
 - C. Self Defense

*Meets recommended training standards by State laws & OSHA

Total Hours.....3,000 - 6,000

**Related Instruction Outline
Security Officer, Residential Communities**

Description: The following related training outline identifies subject matter that must be mastered by the apprentice in order to successfully complete the program. Hours assigned are approximate.

<u>Core Skills</u>	<u>Hours</u>	<u>Min.</u>	<u>Max.</u>
A. Powers to Arrest Course	8		
• California (CA) Powers to Arrest			
• CA Weapons of Mass Destruction (WMD)/ Terrorism			
B. Security Officer Basic Course (SOBC)	8		
• Introduction to AlliedBarton Security			
• Role of Security Officer			
• Report Writing			
• Legal Powers & Limitations			
• Preventing Discrimination & Harassment			
• Emergency Situations			
• Access Control			
• Communications & Public Relations			
• Customer Service			
• Ethics & Conduct			
• Code & Regulations			
C. Facility Specific Training	40		
• Operational Procedures Manual for worksite			
• AlliedBarton Security emergency contacts			
• Client emergency contacts			
• Post Orders			
• Patrol Routes & Procedures			
• Access Control Procedures			
• Fire Emergency Procedures			
• Medical Emergency Procedures			
• Heating, Air Conditioning, & Electrical Emergencies			
• Crime Emergencies			
• Foul Weather Procedures			
• How to Operate Site Security Equipment			
• Special Report Writing Procedures			
• Accident Reporting Procedures			
• Safety Orientation			
• Lost & Found Procedures			
• Special Customer Service Procedures			

D. Master Security Officer (MSO) Program..... 60

MSO Level 1 (satisfied by obtaining Security Guard License)

MSO Level 2

- Fire Safety Officer
- Physical Security & Loss Prevention
- Patrol
- Crime Prevention & Response
- Workplace Safety

MSO Level 3

- Report Writing II
- Preventing Workplace Violence
- Emergency Situations II
- Dealing with Aggressive Behavior
- Terrorism Awareness & Response

MSO Level 4

- Customer Intimacy
- Time Management
- Investigations
- Cultural Diversity
- Strikes, Pickets and Crowd Control

MSO Level 5

- Interpersonal Communications
- Managing Conflict
- Interviewing Witnesses & Suspects
- Teamwork
- Principles

E. Fire Safety Officer (FSO) Course..... 3

- What is a Fire?
- Classes of Fire
- Detecting a Fire
- What to Do When a Fire is Detected
- Fire Extinguishers
- Fire Protection Systems
- How to Avoid Injury During a Fire
- Fire Prevention Tips
- Hazardous Materials
- Documenting a Fire

F. Ready Response..... 3

- Responding to Emergencies
- Risk Assessment, and Reducing Risk
- Bombs and Explosive Situations

- Chemical Weapons: Sarin, Mustard Gas, Cyanide
- Biological Weapons: Anthrax, Botulism, Smallpox, Tularemia
- Radiological Weapons: “Dirty Bombs”
- Dealing with the Media During Emergencies

G. Public Relations 5

- Gender & Racial Discrimination & Harassment
- Respect (stereotyping/attitude)
- Verbal Skills / Crisis Intervention
- Intro to Diversity
- Substance Abuse & Mental Illness
- Ethics & Professionalism

H. Observation & Documentation..... 4

- Report Writing
- Observation & Patrol Techniques
- Asking Appropriate Questions
- Observing Suspects & Suspicious Activities

I. Communication and Its Signification..... 4

- Internal
 - Contract Support
 - Radio / Monitors
 - Other Technology
- External
 - Fire Fighters
 - Medical Personnel
 - Police/Sheriff/Other Enforcement Officials

J. Liability / Legal Aspects 4

- Personal / Contractor / Employer Liability
- Criminal, Civil, Administrative Law
- Bureau of Security and Investigative Services (BSIS) Codes & Regulations
- Role of a Security Officer

K. Supervisors Workshop 8

L. Driver Training Course 8

M. Fire Safety Officer (FSO) Course 4

N. Ready Response (anti-terrorism training)..... 4

O. Americans with Disabilities ACT (ADA)	3
• ADA Intro	
• How the ADA applies to AlliedBarton	
P. Safety	6
• AED (HeartStart) Familiarization	
• Blood-Borne Pathogen Training	
• Heat Casualty Prevention	
• Workplace Violence	
Q. Crime Scene Containment	2
R. Explosive Device Recognition	2
S. Identity Theft and How to Prevent it	4
T. Report Writing	4
• Refresher	
• The 7 Essentials	
• The 5 C's	
U. Sexual Harassment	2
V. Traffic Control	3
W. Workplace Violence	4
X. LEAP (Learning that Emphasizes Assistance and Preparation)	44
• Fire Alarms	
• Access Control	
• Bomb Threats	
• Medical Emergencies	
• Broken Windows	
• Patrol	
• Suspicious Persons/Disturbances	
• Power Outages	
• Customer Service	
• Safety Awareness	
• Elevator Entrapments	
Y. Specialized Service Offerings (SSOS) on site	40 - 123
• Fire Safety Officer Training	
• Emergency Prep	

- Evacuation Procedures
- Residential Security Basics
- Effective Patrolling Techniques
- Special Resident Population
- CPR/First Aid/AED*
- Customer Service
- On-Site Procedural Training

*Meets recommended training standards by State laws & OSHA

Total hours277 - 360

Work Process Schedule
Security Officer, Shopping Malls
O*NET-SOC CODE: 33-9032.00 RAIS CODE: 0695HY

Description: Protects property and personnel (staff and public). Patrols property and buildings. Reports irregularities, such as fire hazards, safety hazards, thefts, trespassers, etc., to the proper authorities and calls in the appropriate agencies, such as police, fire and rescue services. Operates monitors and maintains electronic security and communications equipment. Assist staff with unruly visitors and may provide other assistance under the supervision of appropriate facility staff as needed. Provides direction and assistance to staff and guests. Investigates complaints and responds to incidents to protect and secure crime scenes. Enforces facility policies and procedures.

Term: Competency-based (estimated 3,000 to 6,000 hours) It is intended that after a combination of 3,000 to 6,000 hours of OJL, including a minimum of 277 to 360 hours of related instruction, the apprentice will demonstrate competence in the skills outlined below. Select apprentices will be able to demonstrate competence and receive advanced placement in the program.

On-The-Job Learning: Apprentices will receive training in the various work experiences listed below. The order in which this training is given will be determined by the flow of work on the job and will not necessarily be in the order listed. The times allotted to these various processes are the estimated times which the average apprentice will require to learn each phase of the job. They are intended only as a guide to indicate the quality of the training being provided and the ability of the apprentice to absorb this training in an average amount of time. The total term of apprenticeship is indicated below.

Competencies	Hours Min. - Max.
---------------------	--------------------------

1. Orientation.....	75 - 150
A. General	
1. Ethics	
2. Introduction to the Facility	
3. History and Philosophy of facility	
4. Customer Service	
5. Human Resources	
6. Confidentiality	
7. Exposure Control*	
8. Radiation Safety*	
9. Safety Issues*	
10. Security Issues	
11. Body Mechanics*	
12. Tour of Facilities	
13. OSHA Orientation	

14. Quality Assurance	
B. Specific	
1. Legal Rights and Responsibilities	
2. Confidentiality	
3. Introduction to Disaster/Fire and Safety Plans	
4. Introduction to Department Procedures	
2. Administration	375 - 750
A. Documentation	
1. Shift Logs	
B. Incident Report	
C. Organizational Structure	
D. Personnel Policy/Procedures	
E. Professional Development "Possible Criminal Justice Academy Graduation"	
F. Quality Assurance	
3. Public/Guest Employee Relations.....	150 - 500
(Customer Service)	
A. Interpersonal Skills	
B. Services	
C. Communication Skills	
4. Technical Duties & Enforcement.....	750 - 1500
A. Key Lock Access Systems	
B. Patrol	
C. Regulatory/Enforcement Procedures	
27. Specific Training	
28. Restraint Equipment and Procedures	
29. Lockbox Operation	
30. Search Procedures	
31. Transport Operation	
D. Investigations, Interrogations and Interviews	
E. Crime Scene Preservation and Securing Area	
F. Physical Plant Security Hostages, On Site Disturbances	
G. Surveillance and Equipment	
16. Electronic Screening	
17. Metal Detectors	
H. Identification Systems	
I. Court Appearances and Testimony	
5. Disaster/Fire/Safety Control & Functions	750 - 1300
A. Familiarity with Disaster/Fire and Safety Plans	
1. Bomb Threats Diseases, Chemical Agents	
2. Fires	
3. Disasters	

4. Infant Abduction	
5. Safety	
B. Radiation Safety	
C. Infection Control	
D. Construction and Renovation Issues	
E. Safety Training and OSHA	
6. Communication Systems.....	200 - 400
A. Telephone/Fax Procedure Report Writing, Log Books, Record Keeping	
B. Radio/Paging Procedures	
C. Computer Procedures-Safety Protocols	
D. Scanner Procedures	
E. Alarm Systems and Procedures	
7. Equipment Care and Use of.....	75 - 150
A. Introduction and Orientation to Proper use of Equipment	
B. Routine Maintenance	
C. Repair or Replacement Procedures	
8. Hazardous Materials.....	250 - 500
DESCRIPTION:	
A. Recognize and identify hazardous materials	
B. Contain and control hazardous material releases	
C. Become familiar with specialized safety equipment/Protective clothing	
D. Implement procedures in response to evacuation and chemical releases	
E. Assess potential hazardous material incidents	
9. Fire Arms Training (If Required).....	250 - 500
A. Training to coincide with State and local laws	
B. Licensing with State Laws	
C. Training for job situations	
D. Use of proper safety equipment	
E. Care, use and maintenance of specific firearms	
10. Other Specialty Training	125 - 250
A. Methods of Restraint	
B. Restraint Equipment	
C. Self Defense	

*Meets recommended training standards by State laws & OSHA

Total Hours.....3,000 - 6,000

**Related Instruction Outline
Security Officer, Shopping Malls**

Description: The following related training outline identifies subject matter that must be mastered by the apprentice in order to successfully complete the program. Hours assigned are approximate.

Core Skills	Hours	Min.	Max.
A. Powers to Arrest Course	8		
<ul style="list-style-type: none"> • California (CA) Powers to Arrest • CA Weapons of Mass Destruction (WMD)/Terrorism 			
B. Security Officer Basic Course (SOBC)	8		
<ul style="list-style-type: none"> • Introduction to AlliedBarton Security • Role of Security Officer • Report Writing • Legal Powers & Limitations • Preventing Discrimination & Harassment • Emergency Situations • Access Control • Communications & Public Relations • Customer Service • Ethics & Conduct • Code & Regulations 			
C. Facility Specific Training	40		
<ul style="list-style-type: none"> • Operational Procedures Manual for worksite • AlliedBarton Security emergency contacts • Client emergency contacts • Post Orders • Patrol Routes & Procedures • Access Control Procedures • Fire Emergency Procedures • Medical Emergency Procedures • Heating, Air Conditioning, & Electrical Emergencies • Crime Emergencies • Foul Weather Procedures • How to Operate Site Security Equipment • Special Report Writing Procedures • Accident Reporting Procedures • Safety Orientation • Lost & Found Procedures • Special Customer Service Procedures 			

D. Master Security Officer (MSO) Program.....60

MSO Level 1 (satisfied by obtaining Security Guard License)

MSO Level 2

- Fire Safety Officer
- Physical Security & Loss Prevention
- Patrol
- Crime Prevention & Response
- Workplace Safety

MSO Level 3

- Report Writing II
- Preventing Workplace Violence
- Emergency Situations II
- Dealing with Aggressive Behavior
- Terrorism Awareness & Response

MSO Level 4

- Customer Intimacy
- Time Management
- Investigations
- Cultural Diversity
- Strikes, Pickets and Crowd Control

MSO Level 5

- Interpersonal Communications
- Managing Conflict
- Interviewing Witnesses & Suspects
- Teamwork
- Principles

E. Fire Safety Officer (FSO) Course.....3

- What is a Fire?
- Classes of Fire
- Detecting a Fire
- What to Do When a Fire is Detected
- Fire Extinguishers
- Fire Protection Systems
- How to Avoid Injury During a Fire
- Fire Prevention Tips
- Hazardous Materials
- Documenting a Fire

F. Ready Response	3
• Responding to Emergencies	
• Risk Assessment, and Reducing Risk	
• Bombs and Explosive Situations	
• Chemical Weapons: Sarin, Mustard Gas, Cyanide	
• Biological Weapons: Anthrax, Botulism, Smallpox, Tularemia	
• Radiological Weapons: “Dirty Bombs”	
• Dealing with the Media During Emergencies	
G. Public Relations	5
• Gender & Racial Discrimination & Harassment	
• Respect (stereotyping/attitude)	
• Verbal Skills / Crisis Intervention	
• Intro to Diversity	
• Substance Abuse & Mental Illness	
• Ethics & Professionalism	
H. Observation & Documentation	4
• Report Writing	
• Observation & Patrol Techniques	
• Asking Appropriate Questions	
• Observing Suspects & Suspicious Activities	
I. Communication and Its Signification	4
• Internal	
○ Contract Support	
○ Radio / Monitors	
○ Other Technology	
• External	
○ Fire Fighters	
○ Medical Personnel	
○ Police/Sheriff/Other Enforcement Officials	
J. Liability / Legal Aspects	4
• Personal / Contractor / Employer Liability	
• Criminal, Civil, Administrative Law	
• Bureau of Security and Investigative Services (BSIS) Codes & Regulations	
• Role of a Security Officer	
K. Supervisors Workshop	8
L. Driver Training Course	8
M. Fire Safety Officer (FSO) Course	4

N. Ready Response (anti-terrorism training)	4
O. Americans with Disabilities ACT (ADA)	3
• ADA Intro	
• How the ADA applies to AlliedBarton	
P. Safety	6
• AED (HeartStart) Familiarization	
• Blood-Borne Pathogen Training	
• Heat Casualty Prevention	
• Workplace Violence	
Q. Crime Scene Containment	2
R. Explosive Device Recognition	2
S. Identity Theft and How to Prevent it	4
T. Report Writing	4
• Refresher	
• The 7 Essentials	
• The 5 C's	
U. Sexual Harassment	2
V. Traffic Control	3
W. Workplace Violence	4
X. Management of Aggressive Behavior	4
Y. LEAP (Learning that Emphasizes Assistance and Preparation)	44
• Fire Alarms	
• Access Control	
• Bomb Threats	
• Medical Emergencies	
• Broken Windows	
• Patrol	
• Suspicious Persons/Disturbances	
• Power Outages	
• Customer Service	
• Safety Awareness	
• Elevator Entrapments	

Z. Specialized Service Offerings (SSOS) on site.....36 - 119

- Fire Safety Officer Training
- Emergency Prep
- Evacuation Procedures
- CPR/First Aid/AED*
- Customer Service
- On-Site Procedural Training

*Meets recommended training standards by State laws & OSHA

Total hours277 - 360

**Work Process Schedule
Security Officer, Manager
O*NET-SOC CODE: 33-9032.00 RAIS CODE: 0695HY**

Description: Protect property and personnel (staff and public). Patrols property and buildings. Reports irregularities, such as fire hazards, safety hazards, thefts, trespassers, etc., to the proper authorities and calls in the appropriate agencies, such as police, fire and rescue services. Operates, monitors, and maintains electronic security and communications equipment. Assist staff with unruly visitors and may provide other assistance under the supervision of appropriate facility staff as needed. Provides direction and assistance to staff and guests. Investigates complaints and responds to incidents to protect and secure crime scenes. Enforces facility policies and procedures.

Term: Competency-based (estimated 2,000) It is intended that after a combination of 2,000 hours of OJL, including a minimum of 144 hours recommended of related instruction, the apprentice will demonstrate competence in the skills outlined below. Select apprentices will be able to demonstrate competence and receive advanced placement in the program.

On-The-Job Learning: Apprentices will receive training in the various work experiences listed below. The order in which this training is given will be determined by the flow of work on the job and will not necessarily be in the order listed. The times allotted to these various processes are the estimated times which the average apprentice will require to learn each phase of the job. They are intended only as a guide to indicate the quality of the training being provided and the ability of the apprentice to absorb this training in an average amount of time. The total term of apprenticeship is indicated below.

<u>Competencies</u>	<u>Hours Min. - Max.</u>
A. Supervision	800
<ul style="list-style-type: none"> • Supervises and coordinates activities of security officers on shift. • Plans and directs activities/assignment of workers. • Interview and hiring of new employees. • Trains new employees. • Resolve conflicts with workers. • Coordinates activities between units. • Approves leave request. • Evaluate personnel performance of employees. • Initiates disciplinary actions. 	
B. Customer Relations Management	500
<ul style="list-style-type: none"> • Knowledge in AlliedBarton company policies. • Knowledge in customer company policies. • Interacts with customer, facility manager. 	

- Interacts with outside agencies, law enforcement.
- Oversees procedures and controls at work site.

B. Administration..... 300

- Knowledge in accounting practices.
- Knowledge of reporting forms and writing reports.
- Accounting

C. Crisis and Conflict Management..... 400

- Incident reporting.
- Investigations.
- Crime scene Preservation.
- Familiarity with Disaster/Fire/Evacuation and Safety Plans.

Total Hours..... 2,000

Related Instruction Outline Security Officer, Manager

Description: The following related training management courses identify subject matter that must be mastered by the apprentice in order to successfully complete the program. Based on the apprentice's prior experience and knowledge, a minimum of 144 hours of instruction may be chosen from the menu below.

Core Skills **Min. 144 hrs.**
(Courses taught through the City College of San Francisco)

Supervision and Business Management

- Introduction to Supervision/Management
- Communication for Supervisors
- Organizational Behavior for Supervisors
- Advanced Communications for Supervisor
- Special Problems in Supervision
- Human Relations
- Administrative Management Methods
- Management by Objectives
- Developing and Appraising Staff
- Time and Methods Management
- Decision Making/Problem Solving
- Organizational Leadership
- Employee/Management Relations
- Team-Building
- Training and Developing Employees
- Budgeting And Control
- Reports, Memos, And Letters
- Improving Public Contact
- Stress Management and Well Being
- Assertiveness and Conflict

Finance

- Introduction to Financial Planning
- Business English
- Fundamentals of English Grammar and Composition
- Business Correspondence
- Effective Communication
- Technical Report Writing