

**PROTECTIVE AGENTS
CORE TRAINING CAPULES – CONTENT OBJECTIVES GUIDE**

SECURITY OVERVIEW

The student will discuss:

- a) General overview of security, historical evolution and importance in business operations.
- b) Generic security/protective officer position description.
- c) The complimenting roles and differences between private security and public law enforcement.
- d) Student will be given a general list of terms used in the security industry.

The student will identify and define:

- a) General duties and responsibilities of security personnel.
- b) Observe and report procedures for security personnel.
- c) Basic security systems utilized in various environments.

The student will examine and understand:

- a) Use of CCTV systems, basic alarm systems, common locking systems, card access types, security lighting, computerized control systems, fire system controls, telephone systems, radios, fire extinguishers and multiplexers.
- b) Opening/Closing procedures of facilities, interior/exterior inspections of sites, escort procedures and alarm response.

LEGAL AUTHORITY AND LIABILITY ISSUES

****As it relates to Private Security****

The student will examine and discuss:

- a) Legal limits of private security operations and officers.
- b) Role of company policy and procedure regarding authority.
- c) Post orders: How they set authority and limitations.
- d) The elements of defamation, assault, false imprisonment and negligence.
- e) Crime scene control.
- f) Invasion of privacy and rights of privacy.
- g) Circumstances which can create liability for an officer and employer.
- h) Personal liability, civil and criminal, as a security/protective officer.
- i) Minnesota Statute on use of force, force alternatives, and what constitutes an assault.
- j) Use of force liability to the security officer, employer and client.
- k) Inappropriate motives for use of the force.
- l) Level of force required by utilization of the force continuum: the factors of the force continuum, levels of force response and when appropriate.

The student will demonstrate an understanding of:

- a) Difference between law enforcement and private security search and seizure laws.
- b) Powers of arrest and detention, including identification of situations calling for citizen arrest (Minnesota statutes 629.37, 629.366, Subd. 1,2, & 3).
- c) Evidence identification and preservation.
- d) Interpersonal communication techniques to de-escalate combative situations.
- e) Personal safety techniques that utilize the least amount of force.

COMMUNICATIONS

The student will examine and discuss:

- a) Communication skills required of a protective agent, common barriers effecting communications.
- b) Active listening, improved listening and non-verbal communication.
- c) Communications as it effects the security service plan.
- d) Public relations for the security/protective officer and how poor public relations can lead to legal liability.
- e) Identify diverse populations security personnel will interact with.
- f) Cooperation with law enforcement.
- g) Effective field notes and case reports with factual and objective basis.
- h) Daily activity and incident reporting.
- i) Cultural sensitivity and gender equity, Civil Rights and ADA laws, discrimination, prejudice harassment prevention.

The student will identify and demonstrate:

- a) Six basic report elements: who, what, when, where, why and how.
- b) Ability to complete a report through a report writing exercise.
- c) Communications techniques with diverse populations.

ETHICS

The student will define and discuss:

- a) Ethics and ethical behavior.
- b) Foundation principles for security officer ethics: loyalty, duty, service and integrity.

The student will review:

- a) A sample code of ethics will be provided to each student.

INCIDENT/SITUATION ASSESSMENT and EMERGENCY RESPONSE

The student will discuss and describe:

- a) Officer safety and priority interests in terms of officer safety.

- b) Danger of certain attitudes and circumstances, such as: wrong attitude, not enough rest, not heeding danger signs, taking a bad position, no search/poor search, failure to take note of any possible weapons, failure to observe other parties present, failure to observe subject's response (verbal response of threat or intimidation) or physical response.
- c) How to take limited action in situations.
- d) Methods, policies and procedures associated with officer safety.
- e) Review of de-escalation techniques, including risk avoidance.
- f) Response to work place violence.

The student will identify and discuss:

- a) Importance of gathering full and accurate facts.
- b) Changing the approach to a situation to gain control.
- c) Threat identification and proper action determination.
- d) Types of patrol as a means of emergency prevention.
- e) Identify various emergency situations from a security perspective.
- f) Protection methods at a crime scene and vehicle accidents.

MINNESOTA PRIVATE DETECTIVE AND PROTECTIVE AGENT STATUTE AND ADMINISTRATIVE RULES

The student will discuss:

- a) Laws and rules that effect protective agents, consequences for non-compliance.
- b) Definition of a protective agent.
- c) Specific statute references to uniform and equipment issuance, confidentiality responsibility, and performance of security duties at a strike or labor dispute.

The student will identify:

- a) Training requirements established by law to be employed as a protective agent, including requirements for continuing training.