

# EXAMINATION OUTLINE FOR PRIVATE PATROL OPERATORS

January 2004

**I. Security Services (14%)** – This area assesses the candidate’s ability to determine the type of security services needed to develop a proposal or recommendation(s) for the client.

<i>Job Tasks</i>	<i>Associated Knowledge Statement</i>
<ul style="list-style-type: none"> <li>Assess client needs and expectations of work assignment to determine type of security services (e.g., work location, length of assignment, number of security guards needed) to provide.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of laws related to the limitations of types of security services that can be provided to clients.</li> <li>Knowledge of criteria for personal protection of clients.</li> <li>Knowledge of criteria for standing guard security services.</li> <li>Knowledge of criteria for private patrol services.</li> <li>Knowledge of methods used to assess client’s needs and expectations of work assignment(s).</li> </ul>
<ul style="list-style-type: none"> <li>Develop proposal to enter into contract according to client’s security needs by stating work assignments, cost and fees, and post orders.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of components required in contracts for security services.</li> <li>Knowledge of laws related to the limitations of types of security services that can be provided to clients.</li> <li>Knowledge of methods used to assess client’s needs and expectations of work assignment(s).</li> </ul>
<ul style="list-style-type: none"> <li>Develop post order(s) according to client needs and related laws to define job task for security guards.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of methods used to develop post orders that are in compliance with client contracts.</li> <li>Knowledge of criteria for personal protection of clients.</li> <li>Knowledge of criteria for standing guard security services.</li> <li>Knowledge of criteria for private patrol services.</li> </ul>
<ul style="list-style-type: none"> <li>Evaluate client needs to determine ability to subcontract specialized services within state laws and regulations.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of laws related to the limitations of types of security services that can be provided to clients.</li> <li>Knowledge of methods used to assess client’s needs and expectations of work assignment(s).</li> <li>Knowledge of criteria that distinguish security guard employees from sub-contractors.</li> </ul>

**II. Personnel (16%)** – This area assesses the candidate’s ability to evaluate prospective employees and maintain required personnel records.

<i>Job Tasks</i>	<i>Associated Knowledge Statement</i>
<ul style="list-style-type: none"> <li>Maintain personnel files according to related laws to meet retention, confidentiality, termination, and audit requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of laws related to retention of personnel files.</li> <li>Knowledge of laws related to confidentiality of personnel files.</li> <li>Knowledge of laws related to retention of files of former personnel.</li> <li>Knowledge of laws related to audit requirements of personnel files.</li> <li>Knowledge of regulations related to retention of security staff applications.</li> </ul>
<ul style="list-style-type: none"> <li>Interview prospective employees to determine whether qualifications for working as a security guard have been met.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of interview techniques used to assess potential employees for security services.</li> <li>Knowledge of laws regarding interviewing processes for security guards.</li> <li>Knowledge of laws regarding minimum qualifications to work as a security guard.</li> <li>Knowledge of laws related to criminal history and hiring of security guards.</li> </ul>
<ul style="list-style-type: none"> <li>Evaluate interview results to select security guard employees for specific job assignments.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of interview techniques used to assess potential employees for security services.</li> <li>Knowledge of laws related to criminal history and hiring of security guards.</li> </ul>
<ul style="list-style-type: none"> <li>Implement termination policy in accordance with legal requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of laws related to retention of files of former personnel.</li> <li>Knowledge of laws related to audit requirements of personnel files.</li> <li>Knowledge of laws related to termination of personnel.</li> </ul>

**III. Management (37%)** – This area assesses the candidate’s ability to manage the organization’s operational activity such as contractual and legal obligations, work assignments, billing procedures, and record keeping.

<i>Subarea</i>	<i>Job Tasks</i>	<i>Associated Knowledge Statement</i>
A. Records (18%)	<ul style="list-style-type: none"> <li>Maintain documentation of state-required records (e.g., guard card, DE3, training verifications) in preparation of Bureau audits.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of laws related to maintaining security service records.</li> <li>Knowledge of laws pertaining to retention of current security guard employee records.</li> <li>Knowledge of laws related to record keeping of firearms.</li> <li>Knowledge of laws related to insurance requirements (e.g., liability) for armed security guards.</li> </ul>
	<ul style="list-style-type: none"> <li>Manage billable time records for the purpose of invoicing clients for security services provided.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of methods used to manage security guard time records for billing purposes.</li> <li>Knowledge of laws related to maintaining security service records.</li> </ul>
	<ul style="list-style-type: none"> <li>Maintain records of daily activity/incident reports by filing according to legal guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of standards used to review incident reports submitted by security guards.</li> <li>Knowledge of laws related to maintaining security service records.</li> </ul>
	<ul style="list-style-type: none"> <li>Document unusual occurrences (e.g., accident, break in, physical altercation) by way of an incident report detailing information about the event for record retention.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of requirements for reporting emergency situations (e.g., discharge of firearm, death) to the Bureau.</li> <li>Knowledge of standards used to review incident reports submitted by security guards.</li> </ul>
	<ul style="list-style-type: none"> <li>Maintain records of firearms possessed by and under the personal control of security guards according to legal guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of laws pertaining to retention of current security guard employee records.</li> <li>Knowledge of laws related to record keeping of firearms.</li> </ul>

**III. Management (37%)** – This area assesses the candidate’s ability to manage the organization’s operational activity such as contractual and legal obligations, work assignments, billing procedures, and record keeping.

<i>Subarea</i>	<i>Job Tasks</i>	<i>Associated Knowledge Statement</i>
B. Employees (11%)	<ul style="list-style-type: none"> <li>• Verify that assignments are being performed according to contractual agreement by monitoring security guard job activities.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of types of on-site services used to provide security.</li> <li>• Knowledge of standards used to review incident reports submitted by security guards.</li> <li>• Knowledge of laws related to maintaining security service records.</li> <li>• Knowledge of personnel laws related to responsibility and conduct of supervisors.</li> </ul>
	<ul style="list-style-type: none"> <li>• Evaluate employee work skills and abilities to determine whether additional training is needed to meet contractual obligations with client(s).</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the role of a security guard in a confrontational situation at a work assignment.</li> <li>• Knowledge of standards used to review incident reports submitted by security guards.</li> <li>• Knowledge of personnel laws related to responsibility and conduct of supervisors.</li> </ul>
	<ul style="list-style-type: none"> <li>• Delegate security guard work assignments according to employee skills and abilities to meet site requirements (e.g., multiple security guards, armed security guards, 24-hour watch).</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of types of on-site services used to provide security.</li> <li>• Knowledge of the role of a security guard in a confrontational situation at a work assignment.</li> <li>• Knowledge of methods used to schedule work assignments for security guard employees.</li> </ul>

**III. Management (37%)** – This area assesses the candidate’s ability to manage the organization’s operational activity such as contractual and legal obligations, work assignments, billing procedures, and record keeping.

<i>Subarea</i>	<i>Job Tasks</i>	<i>Associated Knowledge Statement</i>
C. Legal Requirements (8%)	<ul style="list-style-type: none"> <li>• Provide uniforms that meet legal requirements to security guards to be worn while providing security services.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of legal requirements related to security guard badges and patches.</li> <li>• Knowledge of methods to obtain approval from Bureau regarding security guard badges and patches.</li> <li>• Knowledge of criteria used to select uniforms for security guard employees.</li> </ul>
	<ul style="list-style-type: none"> <li>• Submit nonlethal weapon report of incidence(s) as required by law to the Bureau.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of requirements for reporting emergency situations (e.g., discharge of firearm, death) to the Bureau.</li> <li>• Knowledge of the role of a security guard in a confrontational situation at a work assignment.</li> <li>• Knowledge of laws related to time limitations for reporting on duty security service incidents (e.g., discharge of a firearm).</li> </ul>
	<ul style="list-style-type: none"> <li>• Submit deadly weapon report of incidence(s) as required by law to the Bureau.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of requirements for reporting emergency situations (e.g., discharge of firearm, death) to the Bureau.</li> <li>• Knowledge of laws related to time limitations for reporting on duty security service incidents (e.g., discharge of a firearm).</li> <li>• Knowledge of laws related to insurance requirements (e.g., liability) for armed security guards.</li> </ul>

**IV. Business Administration (15%)** – This area assesses the candidate’s ability to develop business policies and procedures to meet the client and organization’s needs.

<i>Subarea</i>	<i>Job Tasks</i>	<i>Associated Knowledge Statement</i>
A. Supervision (8%)	<ul style="list-style-type: none"> <li>Develop field supervision procedures for client and security guard safety.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of hazardous material procedures for security guard employees.</li> <li>Knowledge of emergency procedures for security guard employees.</li> <li>Knowledge of supervisory responsibilities related to security services.</li> <li>Knowledge of training requirements to be a supervisor working with security services.</li> </ul>
	<ul style="list-style-type: none"> <li>Develop a policy and procedures manual to establish rules under which security guards function.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of weapons usage related to security guard employees.</li> <li>Knowledge of hazardous material procedures for security guard employees.</li> <li>Knowledge of emergency procedures for security guard employees.</li> <li>Knowledge of limitations for providing security services.</li> </ul>
B. Service Agreement (7%)	<ul style="list-style-type: none"> <li>Develop standard contract for clients in regards to security services.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of business practices as related to security services.</li> <li>Knowledge of contractual obligations for security services.</li> <li>Knowledge of limitations for providing security services.</li> <li>Knowledge of legal obligations in regards to security service contracts.</li> </ul>
	<ul style="list-style-type: none"> <li>Prepare job cost analysis to develop a cost proposal to contract for security services.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of required insurance costs (e.g., workers’ compensation, liability) related to security services.</li> <li>Knowledge of overhead costs (e.g., training, supervision, equipment) related to security services.</li> <li>Knowledge of direct payroll cost (e.g., wage rate, employer/employee taxes) related to security services.</li> <li>Knowledge of supervisors to security guard ratio.</li> </ul>

**V. Screening (10%)** – This area assesses the candidate’s ability to determine employment eligibility by using screening techniques to verify employment information and report irregularities to the Bureau.

<i>Job Tasks</i>	<i>Associated Knowledge Statement</i>
<ul style="list-style-type: none"> <li>Analyze results of screening process from information provided by potential security guard employee(s) to determine employment eligibility.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of types of criminal background information that will affect employment.</li> <li>Knowledge of techniques used to analyze and interpret results from screening process.</li> </ul>
<ul style="list-style-type: none"> <li>Screen potential security guard employees prior to hiring by conducting background checks to verify employment information.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of finger-printing laws related to hiring of security guards.</li> <li>Knowledge of steps used during screening processes for potential security guard employees.</li> <li>Knowledge of methods used to perform background checks.</li> </ul>
<ul style="list-style-type: none"> <li>Report findings of irregularities (e.g., counterfeit or altered guard card) found during screening process to Bureau.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures to notify the Bureau of fraudulent information received during the screening process.</li> </ul>

**VI. Training (8%)** – This area assesses the candidate’s ability to prepare and provide training to employees that meet contractual and legal requirements.

<i>Job Tasks</i>	<i>Associated Knowledge Statement</i>
<ul style="list-style-type: none"> <li>• Provide training to security guards for meeting contractual requirements of client(s).</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of information required to complete incident reports.</li> <li>• Knowledge of techniques used to train security guards in order to provide personal protection.</li> <li>• Knowledge of techniques used in security guard safety training.</li> <li>• Knowledge of techniques used to train security guards assigned to standing guard services.</li> <li>• Knowledge of techniques used to train security guards assigned to patrol services.</li> <li>• Knowledge of procedures used to train security guards in de-escalation techniques.</li> </ul>
<ul style="list-style-type: none"> <li>• Provide training to security guards by following Bureau guidelines to meet requirements before assigning to post.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Power to Arrest Training for security guards.</li> <li>• Knowledge of laws related to firearms training for security guards.</li> <li>• Knowledge of laws related to baton training for security guards.</li> <li>• Knowledge of laws related to nonlethal weapons (e.g., mace, pepper spray) training for security guards.</li> <li>• Knowledge of laws related to use of deadly force during security service assignment.</li> <li>• Knowledge of procedures used to train security guards in de-escalation techniques.</li> </ul>