

**I. Business Administration (25%) – This area assesses the candidate’s ability to develop accounts, business policies, and procedures to meet the client’s and the organization’s needs.**

Subarea	Task	Knowledges
<p><b>A. Client Development (11%)</b></p>	<p>T2.Develop proposal to enter into contract according to client's security needs by stating work assignments, cost and fees, and post orders.</p> <p>T1.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.</p> <p>T3.Develop scope of work according to client needs to define services to be provided.</p> <p>T36.Prepare a cost breakdown to use in analysis to prepare contract proposal.</p> <p>T4.Evaluate needs to determine private patrol operators ability to subcontract or provide subcontract services within insurance limitations, State laws, and regulations.</p>	<p>K1.Knowledge of techniques used to size and identify client's security service requirements.</p> <p>K2.Knowledge of methods used to develop post orders that are in compliance with client contracts.</p> <p>K3. Knowledge of laws related to the limitations of types of security services that can be provided to clients.</p> <p>K4.Knowledge of criteria for personal (executive or dignitary) protection of clients.</p> <p>K5.Knowledge of criteria for standing guard security services.</p> <p>K6.Knowledge of criteria for private patrol services.</p> <p>K7.Knowledge of methods used to assess client's needs and expectations of work assignment(s).</p> <p>K8. Knowledge of aspects of the security services identified in company guidelines or a business plan that defines subcontracting policies.</p> <p>K10.Knowledge of insurance types, coverages, and limitations provided by insurance companies for private patrol operators.</p> <p>K11.Knowledge of interview techniques used to identify and determine client's security needs.</p> <p>K13.Knowledge of criteria used to help identify threats or risks associated with security service needs (e.g., lighting, location, visibility).</p> <p>K14.Knowledge of own private patrol operator scope of services and abilities or limitations.</p> <p>K15.Knowledge of project management techniques used to identify security service activities and allocate resources.</p> <p>K18.Knowledge of security service limitations and contingency planning techniques to identify subcontracting service requirements and resources.</p> <p>K19.Knowledge of techniques used to develop private patrol service contracts.</p> <p>K83.Knowledge of required insurance costs (e.g., workers' compensation, liability) related to security services.</p> <p>K84.Knowledge of overhead costs (e.g., training, supervision, equipment, vehicle) related to security services.</p> <p>K85.Knowledge of direct payroll costs (e.g., wage rate, employer/employee taxes) related to security services.</p> <p>K87.Knowledge of contractual obligations for security services.</p> <p>K88.Knowledge of limitations (e.g., scope, experience, resources) for providing security services.</p> <p>K89.Knowledge of legal obligations in regards to security service contracts.</p> <p>K90.Knowledge of supervisors-to-security-guard ratio aspects of providing security services.</p> <p>K91.Knowledge of resources of available to use in developing client contracts.</p> <p>K92.Knowledge of resources available to prepare and develop proposal details (e.g., cost breakdown, WBS).</p>

<p><b>B. Operations (14%)</b></p>	<p>T5. Develop policies and procedures to establish guidelines for the operations of the company.</p> <p>T6. Develop marketing and advertising of security services according to State laws and regulations (e.g., business cards, stationery, Internet).</p> <p>T7. Develop a business plan and identify services to be provided for use in creating service contracts and securing insurance.</p> <p>T33. Develop post orders and procedures for client and security guard safety.</p> <p>T34. Develop a policy and procedures manual (e.g., employee handbook, uniforms, benefits, sexual harassment training) to establish guidelines under which security guards function.</p> <p>T35. Develop a contract template to describe security services to be provided to clients.</p>	<p>K1. Knowledge of techniques used to size and identify client's security service requirements.</p> <p>K2. Knowledge of methods used to develop post orders that are in compliance with client contracts.</p> <p>K3. Knowledge of laws related to the limitations of types of security services that can be provided to clients.</p> <p>K4. Knowledge of criteria for personal (executive or dignitary) protection of clients.</p> <p>K5. Knowledge of criteria for standing guard security services.</p> <p>K6. Knowledge of criteria for private patrol services.</p> <p>K9. Knowledge of how implementing guidelines for providing security services will impact operations and employee understanding.</p> <p>K12. Knowledge of laws related to advertising and solicitation of business provided by a licensed private patrol operator.</p> <p>K14. Knowledge of own private patrol operator scope of services and abilities or limitations.</p> <p>K16. Knowledge of resources available to assist in the development of company policies and guidelines for private patrol services.</p> <p>K19. Knowledge of techniques used to develop private patrol service contracts.</p> <p>K78. Knowledge of hazardous material procedures for security guard employees.</p> <p>K79. Knowledge of emergency procedures for security guard employees.</p> <p>K80. Knowledge of supervisory responsibilities related to security services.</p> <p>K82. Knowledge of policies and procedures used to communicate responsibilities to security guards.</p> <p>K86. Knowledge of business practices as related to security services.</p> <p>K87. Knowledge of contractual obligations for security services.</p> <p>K88. Knowledge of limitations (e.g., scope, experience, resources) for providing security services.</p> <p>K90. Knowledge of supervisors-to-security-guard ratio aspects of providing security services.</p> <p>K91. Knowledge of resources of available to use in developing client contracts.</p> <p>K92. Knowledge of resources available to prepare and develop proposal details (e.g., cost breakdown, WBS).</p>
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**II. Personnel (25%) – This area assesses the candidate’s ability to evaluate prospective employees and maintain required personnel records.**

Task	Knowledges
<p>T8. Maintain personnel files according to related laws to meet retention, confidentiality, termination, and audit requirements.</p> <p>T9. Evaluate and review select security guard work experience for specific job assignments.</p> <p>T10. Implement termination policy (employee handbook) in accordance with legal requirements.</p> <p>T11. Interview, accept, and screen applications for employment and hiring of new security guards.</p> <p>T12. Require all applicants to provide license, training details, and employment references.</p> <p>T13. Provide newly hired security guards with job descriptions, employee handbook, and/or company policies.</p> <p>T14. Assign work and provide monetary compensation for hours worked according to labor laws.</p> <p>T15. Determine physical requirements and demands of guard post assignments to advise and inform guard employees.</p> <p>T16. Maintain documentation of security guard records (e.g., guard card, training, and verifications) in preparation of audits.</p> <p>T17. Maintain documentation of all employee records as required by (small) business, labor, and/or tax regulations (e.g., workers' comp, taxes, DE3, I-9, background checks).</p>	<p>K20. Knowledge of interview techniques used to assess potential employees for security services.</p> <p>K21. Knowledge of laws regarding interviewing processes for security guards.</p> <p>K22. Knowledge of laws regarding minimum qualifications to work as a security guard.</p> <p>K23. Knowledge of laws related to criminal history and hiring security guards.</p> <p>K24. Knowledge of laws related to confidentiality of personnel files (e.g., ADA, HIPAA).</p> <p>K25. Knowledge of laws related to retention of files of former personnel.</p> <p>K26. Knowledge of laws related to Bureau audit requirements or personnel files.</p> <p>K27. Knowledge of company policies and procedures used to request, solicit, and investigate job history.</p> <p>K28. Knowledge of company policies and procedures regarding release of employee records.</p> <p>K29. Knowledge of company policy and labor laws regarding termination of employees.</p> <p>K30. Knowledge of criteria, requirements, and physical demands of various security guard post assignments.</p> <p>K31. Knowledge of details related to physical requirements of guard post positions that should be communicated to assigned guards.</p> <p>K32. Knowledge of information required to be provided to employee and/or guard staff regarding work hours, time reporting, and monetary compensation.</p> <p>K33. Knowledge of management communication techniques used to confirm guard understanding and expectations of post orders.</p> <p>K34. Knowledge of procedures used to provide newly hired employees with required employment information (e.g., HR, personnel).</p> <p>K35. Knowledge of resources (e.g., EDD, Internet) for recruiting new security guard applicants.</p> <p>K36. Knowledge of resources, methods, and tools used to assist in scheduling guard assignments.</p> <p>K37. Knowledge of techniques used to screen employment applications of potential employees.</p>

**III. Management (31%) – 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.**

Subarea	Task	Knowledges
<p><b>A. Records (11%)</b></p>	<p>T18. Create and manage billable time records for the purpose of invoicing clients for security services provided.</p> <p>T19. Confirm information included on daily activity reports is in accordance with best practices.</p> <p>T20. Confirm information included on incident reports of unusual occurrences follow requirements according to regulations (e.g., accident, break-in, firearms, discharge, injury, or use of force).</p> <p>T21. Maintain records according to regulations for required record retention.</p> <p>T22. Maintain records of firearms possessed by and under the personal control of security guards according to regulations.</p>	<p>K38. Knowledge of methods used to manage security guard time records for billing purposes.</p> <p>K39. Knowledge of requirements for reporting emergency situations (e.g., discharge of firearm, death) to the Bureau.</p> <p>K40. Knowledge of processes used to monitor, track, maintain, and report daily guard activities.</p> <p>K41. Knowledge of laws related to maintaining security employment records.</p> <p>K42. Knowledge of laws pertaining to retention of current security guard employee records.</p> <p>K43. Knowledge of laws related to recordkeeping of firearms.</p> <p>K44. Knowledge of laws related to insurance requirements (e.g., liability) for armed security guards.</p> <p>K45. Knowledge of Bureau resources available to assist in training validation and verification requirements.</p> <p>K46. Knowledge of critical and various timelines required for filing incident reports with the Bureau.</p> <p>K47. Knowledge of guidelines and reporting requirements for filing workers' compensation claims.</p> <p>K48. Knowledge of how data captured on daily activity reports and data captured on incident reporting documents are related.</p> <p>K49. Knowledge of procedures used to monitor, track, and manage guard incident reporting as needed.</p> <p>K50. Knowledge of regulations and requirements regarding maintaining of various records and (small) business documents.</p> <p>K51. Knowledge of requirements and procedures for compliance with Cal/OSHA laws and regulations.</p> <p>K52. Knowledge of responsibilities of providing follow-up information (e.g., resolution, post changes) to client and employees regarding previously reported incidents.</p> <p>K53. Knowledge of techniques used to document or capture security information and data that is useful for client review.</p> <p>K54. Knowledge of various requirements regarding retention of payroll, incident, and tax records.</p> <p>K57. Knowledge of standards used to review reports submitted by security guards.</p> <p>K60. Knowledge of methods used to assess employee skills and abilities to determine need for training.</p> <p>K63. Knowledge of procedures used to develop and maintain an audit trail of security services provided to clients.</p> <p>K64. Knowledge of requirements for posting of employee communications regarding State, federal, and safety information (e.g., HIPAA, OSHA, labor, wage).</p> <p>K65. Knowledge of requirements for reporting on-duty security incidents of emergency situations (e.g., discharge of firearm, death) to the Bureau.</p> <p>K66. Knowledge of the role of a security guard at various types of work assignments.</p> <p>K67. Knowledge of laws related to time limitations for reporting on-duty security service incidents.</p> <p>K71. Knowledge of laws and regulation related to insurance requirements (e.g., liability) for providing armed security guards services.</p> <p>K76. Knowledge of requirements for reporting on-duty security incidents involving non-lethal or physical altercations.</p> <p>K87. Knowledge of contractual obligations for security services.</p> <p>K89. Knowledge of legal obligations in regards to security service contracts.</p>

**III. Management (31%) – 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.**

Subarea	Task	Knowledges
<p><b>B. Employees (7%)</b></p>	<p>T23. Verify assignments are being performed according to contractual agreement, post orders, and company policy by monitoring security guard job activities.</p> <p>T24. Evaluate employee work skills and abilities to determine whether additional training is needed to meet contractual obligations with client(s).</p> <p>T25. Designate security guard work assignments according to employee skills, certification, and abilities to meet site requirements (e.g., multiple security guards, armed security guards, 24-hour watch).</p>	<p>K40. Knowledge of processes used to monitor, track, maintain, and report daily guard activities.</p> <p>K48. Knowledge of how data captured on daily activity reports and data captured on incident reporting documents are related.</p> <p>K53. Knowledge of techniques used to document or capture security information and data that is useful for client review.</p> <p>K55. Knowledge of types of on-site security guard activities used to provide security services.</p> <p>K56. Knowledge of the role of a security guard at various types of work assignments.</p> <p>K57. Knowledge of standards used to review reports submitted by security guards.</p> <p>K58. Knowledge of methods used to identify and determine resource allocation and scheduling requirements for guard post assignments.</p> <p>K60. Knowledge of methods used to assess employee skills and abilities to determine the need for training.</p> <p>K61. Knowledge of methods used to manage client expectations and confirm guard understanding of post orders.</p> <p>K65. Knowledge of requirements for reporting on-duty security incidents of emergency situations (e.g., discharge of firearm, death) to the Bureau.</p> <p>K66. Knowledge of the role of a security guard at various types of work assignments.</p> <p>K67. Knowledge of laws related to time limitations for reporting on-duty security service incidents.</p> <p>K77. Knowledge of regulations limiting security service practices of unarmed security guards.</p> <p>K78. Knowledge of hazardous material procedures for security guard employees.</p> <p>K79. Knowledge of emergency procedures for security guard employees.</p> <p>K80. Knowledge of supervisory responsibilities related to security services.</p>

**III. Management (31%) – 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.**

Subarea	Task	Knowledge
<p><b>C. Legal Requirements (13%)</b></p>	<p>T26. Maintain and provide employees with current communication regarding employment and/or labor laws.</p> <p>T27. Provide uniforms that meet State and local regulations to security guards to be worn while providing security services.</p> <p>T28. Provide patrol vehicles and equipment (motorized and non-motorized) that meet State and local regulations when using to provide security services.</p> <p>T29. Provide business services in compliance with local ordinances for business operations and security services (e.g., licensing, advertising, vehicles, uniforms).</p> <p>T30. Submit nonlethal weapon report on incident(s) as required by law to the Bureau.</p> <p>T31. Submit lethal weapon report of incident(s) as required by law to the Bureau.</p> <p>T32. Maintains current insurance policy for coverage of guard employees carrying firearms as required by regulations.</p>	<p>K39. Knowledge of requirements for reporting emergency situations (e.g., discharge of firearm, death) to the Bureau.</p> <p>K43. Knowledge of laws related to recordkeeping of firearms.</p> <p>K44. Knowledge of laws related to insurance requirements (e.g., liability) for armed security guards).</p> <p>K46. Knowledge of critical and various timelines required for filing incident reports with the Bureau.</p> <p>K47. Knowledge of guidelines and reporting requirements for filing workers' compensation claims.</p> <p>K49. Knowledge of procedures used to monitor, track, and manage guard incident reporting as needed.</p> <p>K50. Knowledge of regulations and requirements regarding maintaining of various records and (small) business documents.</p> <p>K51. Knowledge of requirements and procedures for compliance with Cal/OSHA laws and regulations.</p> <p>K52. Knowledge of responsibilities of providing follow-up information (e.g., resolution, post changes) to client and employees regarding previously reported incidents.</p> <p>K55. Knowledge of types of on-site security guard activities used to provide security services.</p> <p>K56. Knowledge of the role of a security guard at various types of work assignments.</p> <p>K57. Knowledge of standards used to review reports submitted by security guards.</p> <p>K58. Knowledge of methods used to identify and determine resource allocation and scheduling requirements for guard post assignments.</p> <p>K59. Knowledge of personnel laws related to responsibility and conduct of supervisors.</p> <p>K62. Knowledge of procedures used to communicate company policies and guidelines to employees (e.g., personnel manual, handbooks).</p> <p>K63. Knowledge of procedures used to develop and maintain an audit trail of security services provided to clients.</p> <p>K64. Knowledge of requirements for posting of employee communications regarding State, federal, and safety information (e.g., HIPAA, OSHA, labor, wage).</p> <p>K65. Knowledge of requirements for reporting on-duty security incidents of emergency situations (e.g., discharge of firearm, death) to the Bureau.</p> <p>K66. Knowledge of the role of a security guard at various types of work assignments.</p> <p>K67. Knowledge of laws related to time limitations for reporting on-duty security service incidents.</p> <p>K68. Knowledge of legal requirements related to security guard badges and patches.</p> <p>K69. Knowledge of methods used to obtain approval from Bureau regarding security guard badges and patches.</p> <p>K70. Knowledge of other criteria and restrictions impacting the selection of uniforms for security guard employees (e.g., other PPOs, local law enforcement).</p> <p>K71. Knowledge of laws and regulations related to insurance requirements (e.g., liability) for providing armed security guards services.</p>

**III. Management (31%) – 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.**

Subarea	Knowledge
<b>C. Legal Requirements (13%)</b>	<p>K72. Knowledge of requirements and regulations regarding the design and use of security uniforms worn by private patrol operator employees.</p> <p>K73. Knowledge of implications of providing security patrol services via non-traditional methods (e.g., Segways, bicycles, golf carts).</p> <p>K74. Knowledge of requirements and regulations regarding vehicles owned and operated by private security agencies.</p> <p>K75. Knowledge of additional regulations and requirements of providing security services in multiple locations (e.g., cities, counties).</p> <p>K76. Knowledge of requirements for reporting on-duty security incidents involving non-lethal or physical altercations.</p> <p>K77. Knowledge of regulations limiting security service practices of unarmed security guards.</p> <p>K82. Knowledge of policies and procedures used to communicate responsibilities to security guards.</p>

**IV. Screening (6%) – This area assesses the candidate’s ability to determine employment eligibility by using screening techniques to verify employment information and report irregularities to BSIS.**

Task	Knowledge
<p>T37. Analyze results of screening process from information provided by potential security guard employee(s) to determine employment eligibility (e.g., permits, licenses, training documents).</p> <p>T38. Screen potential security guard employees prior to hiring by conducting background checks to verify application information.</p> <p>T39. Report finding of irregularities (e.g., counterfeit or altered guard card, SSN cards, identification documents) found during screening process to Bureau.</p>	<p>K93. Knowledge of Live Scan requirements and laws related to hiring of security guards.</p> <p>K94. Knowledge of types of criminal background information that will affect employment.</p> <p>K95. Knowledge of techniques used to analyze and interpret results from screening process.</p> <p>K96. Knowledge of procedures to notify the Bureau of fraudulent information received during the screening process.</p> <p>K97. Knowledge of technology used to verify information critical to employment criteria (e.g., permits, licenses, credentials).</p> <p>K98. Knowledge of resources used to confirm employment details listed on applications.</p> <p>K99. Knowledge of techniques used to conduct background checks on employment, credit, and references.</p> <p>K100. Knowledge of techniques used to identify key features of valid and/or counterfeit documents (driver's license, ID cards, passports, etc.).</p> <p>K101. Knowledge of resources available to obtain training in the identification methods of counterfeit documents.</p>

**V. Training (13%) – This area assesses the candidate’s ability to prepare and provide training to employees that meets contractual and legal requirements.**

Task	Knowledge
<p>T40. Provide training to security guards for meeting contractual requirements of client(s).</p> <p>T41. Provide training to security guards by following Bureau guidelines to meet requirements before assigning to post.</p> <p>T42. Participate in industry professional organizations for private patrol operator professional development and training.</p> <p>T43. Send guards to training for specific certification requirements (lethal and nonlethal weapons) needed for guard post assignments.</p> <p>T44. Provide general training to all employees to meet business legal requirements (e.g., sexual harassment, discrimination, employee safety, supervisor).</p> <p>T45. Verify all guards have powers to arrest training and any refresher training.</p>	<p>K102. Knowledge of information required to complete incident reports.</p> <p>K103. Knowledge of Power to Arrest Training for security guards.</p> <p>K104. Knowledge of laws related to firearms training for security guards.</p> <p>K105. Knowledge of laws related to baton training for security guards.</p> <p>K106. Knowledge of laws related to nonlethal weapons training for security guards.</p> <p>K107. Knowledge of techniques used to train security guards in order to provide personal protection (executive or dignitary) of clients.</p> <p>K108. Knowledge of techniques used to train security guards in safety procedures.</p> <p>K109. Knowledge of laws related to use of deadly force during scope of employment.</p> <p>K110. Knowledge of techniques used to train security guards assigned to standing guard services.</p> <p>K111. Knowledge of techniques used to train security guards assigned to patrol services.</p> <p>K112. Knowledge of procedures used to train security guards in de-escalation techniques.</p> <p>K113. Knowledge of training requirements needed to fulfill contractual services to clients.</p> <p>K114. Knowledge of private patrol operator (personal development) training resources available for the private patrol industry.</p> <p>K115. Knowledge of training facilities and resources available for providing security guards with specialized training.</p> <p>K116. Knowledge of business practices to use meeting employee development plans.</p> <p>K117. Knowledge of training resources available for general training of employees.</p> <p>K118. Knowledge of current status of employee training development goals and schedule.</p> <p>K81. Knowledge of training requirements to be a supervisor working with security services.</p>