

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>A. Client Development (11%)</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. Operations (14%)</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>A. Records (11%)</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. Employees (7%)</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>C. Legal Requirements (13%)</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
C. Legal Requirements (13%)	<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>