

1. MANAGEMENT OF BUSINESS OPERATIONS (35%): This area assesses the candidate's knowledge of managing business operations and interacting with customers to create contacts to provide PPO security services.

Section	Task Statements	Knowledge Statements
1A.Scope of Work and Contracts (15%)	T1.Assess client security needs to determine scope of work.	K1. Knowledge of laws related to providing private security services. K2. Knowledge of methods for evaluating security needs of potential clients K3. Knowledge of criteria for providing executive protection, standing guard, or vehicle patrol service. K4. Knowledge of requirements for using active law enforcement as personnel in private security assignments.
	T2.Prepare breakdown of costs to provide clients with estimate of fees for security services.	K5. Knowledge of laws related to providing cost estimates for proposed security services. K6. Knowledge of methods for developing budgets for proposed security services.
	T3.Develop contracts to specify details of security services.	K7. Knowledge of laws related to contracting with clients for private security services. K8. Knowledge of methods for developing scope of work and costs contract provisions.
	T4.Evaluate parameters of security services contract to determine whether subcontracts can be used.	K9. Knowledge of laws related to use of subcontractors in security details.

1. MANAGEMENT OF BUSINESS OPERATIONS (35%), continued: This area assesses the candidate's knowledge of managing business operations and interacting with customers to create contacts to provide PPO security services.

Section	Task Statements	Knowledge Statements
1B:Business Practices (20%)	T5. Manage business practices to comply with requirements regarding PPO organization operations.	K10. Knowledge of laws regarding PPO qualified manager obligations.
		K11. Knowledge of laws regarding PPO business entities and structures.
		K12. Knowledge of laws regarding fictitious business name requirements.
		K13. Knowledge of laws regarding out-of-state security organizations operating in California.
	T6. Obtain insurance to comply with liability requirements for injury, death, or property damage.	K14. Knowledge of laws regarding general liability insurance coverage requirements for private security services.
		K15. Knowledge of laws regarding insurance documentation and submission requirements.
T7. Oversee development of marketing materials to ensure conformance with advertisement requirements.	K16. Knowledge of laws regarding advertising or soliciting security business services.	
T8. Maintain security contract records to comply with record-keeping best practices.	K17. Knowledge of laws regarding record-keeping of private security services provided.	
	K18. Knowledge of requirements regarding potential BSIS records audits.	
T9. Confirm billable time records to invoice clients for security services.	K19. Knowledge of methods for managing billable time records.	
	K20. Knowledge of laws pertaining to fraudulent billing practices.	

2. MANAGEMENT OF SECURITY PERSONNEL (35%): This area assesses the candidate’s knowledge of managing security personnel, fulfilling employer obligations to employees, and verifying the training and certifications of current and prospective employees.

Section	Task Statements	Knowledge Statements
2A. Employment Obligations (16%)	T10. Screen applicants to verify qualifications of security guards or security patrolpersons.	K21. Knowledge of laws regarding interviewing security guards and patrolpersons. K22. Knowledge of laws regarding security personnel training and qualification requirements. K23. Knowledge of laws prohibiting discriminatory hiring practices. K24. Knowledge of methods for verifying licenses, permits, and credentials of potential security personnel.
	T11. Perform applicant background checks to identify convictions or pending charges that would prohibit applicant from working as a security guard or patrolperson.	K25. Knowledge of laws regarding criminal offenses and private security employment.  K27. Knowledge of methods for conducting background checks of potential security personnel. K28. Knowledge of methods for identifying fraudulent documentation. K29. Knowledge of requirements for notifying BSIS of fraudulent information or documentation.
	T12. Provide payment to security guards and patrolpersons to compensate services rendered.	K30. Knowledge of laws regarding employee wages, breaks, and other forms of compensation.  K31. Knowledge of laws regarding paid time off and unpaid leave requirements.

2. MANAGEMENT OF SECURITY PERSONNEL (35%), continued: This area assesses the candidate's knowledge of managing security personnel, fulfilling employer obligations to employees, and verifying the training and certifications of current and prospective employees.

Section	Task Statements	Knowledge Statements
2A. Employment Obligations, continued (16%)	T13. Maintain personnel records to address employment and termination documentation requirements.	K32. Knowledge of laws regarding record-keeping and retention of employee personnel records.  K33. Knowledge of laws regarding confidentiality of employee personnel files. K34. Knowledge of laws regarding disclosure of or access to employee personnel files. K35. Knowledge of laws regarding BSIS audits of personnel files.
	T14. Maintain records of employee certifications and training to document qualifications of security officers and patrolpersons.	K36. Knowledge of laws regarding the maintenance of security personnel certifications.

2. MANAGEMENT OF SECURITY PERSONNEL (35%), continued: This area assesses the candidate's knowledge of managing security personnel, fulfilling employer obligations to employees, and verifying the training and certifications of current and prospective employees.

Section	Task Statements	Knowledge Statements
2B: Verification of Training and Certificates (19%)	T15. Evaluate employee's completion of security officer skills training to promote the safety of persons and property.	<p>K37. Knowledge of competency components associated with security officer skills training program.</p> <p>K38. Knowledge of the relationship between security officer training and public protection.</p>
	T16. Evaluate compliance with Power to Arrest training to establish employee awareness of professional responsibilities and limitations.	<p>K39. Knowledge of the elements of penal codes and their enforcement.</p> <p>K40. Knowledge of responsibilities associated with making a citizen's arrest.</p> <p>K41. Knowledge of the relationship between a security guard and peace officer in making an arrest.</p> <p>K42. Knowledge of limitations of security guard or patrolperson Power to Arrest.</p> <p>K43. Knowledge of restrictions associated with security guard searches and seizures.</p> <p>K44. Knowledge of types of liabilities associated with Power to Arrest.</p> <p>K45. Knowledge of laws regarding trespassing by security detail.</p> <p>K46. Knowledge of requirements regarding security guard training in Power to Arrest.</p> <p>K47. Knowledge of methods for training security guards in Power to Arrest provisions.</p> <p>K48. Knowledge of requirement for providing security guards with Power to Arrest guidebook.</p>
	T17. Verify proficiency with firearms or other weapons to determine current qualifications of employee.	<p>K49. Knowledge of laws related to less-lethal weapons certification and use.</p> <p>K50. Knowledge of laws related to baton license and use.</p> <p>K51. Knowledge of laws related to firearms license and use of deadly force.</p> <p>K52. Knowledge of methods for evaluating employee competence in the use of firearms or other weapons.</p>

2. MANAGEMENT OF SECURITY PERSONNEL (35%), continued: This area assesses the candidate's knowledge of managing security personnel, fulfilling employer obligations to employees, and verifying the training and certifications of current and prospective employees.

Section	Task Statements	Knowledge Statements
2B: Verification of Training and Certificates, continued (19%)	T18. Certify proofs of registration to ensure security personnel remain current.	K53. Knowledge of laws related to verifying registrations and certifications of personnel.
	T19. Provide annual practice or review with registered employees to promote security officer skills.	K54. Knowledge of laws related to firearms records retention. K55. Knowledge of laws related to continuing education requirements for security personnel. K56. Knowledge of methods for performing annual skills evaluations of security personnel.

3. MANAGEMENT OF SECURITY OPERATIONS (30%): This area assesses the candidate's knowledge of managing security assignments of employees to meet professional obligations and adhere to requirements for reportable incidents that occur during security assignments.

Section	Task Statements	Knowledge Statements
3A: Security Assignments and Professional Obligations (20%)	T20. Develop post orders to specify details of security assignments.	K57. Knowledge of components that should be included in post orders.  K58. Knowledge of methods for developing workforce instructions. K59. Knowledge of protocols for managing emergency situations. K60. Knowledge of methods for monitoring adherence to operating procedures and duties. K61. Knowledge of procedures for security personnel post-incident reporting. K62. Knowledge of methods for resolving or following up on reported post incidents. K63. Knowledge of requirements related to supervision of personnel at security assignments.
	T21. Develop safety guidelines to protect employees and the public during security assignments.	K64. Knowledge of laws regarding OSHA requirements.  K65. Knowledge of protocols for managing hazardous materials. K66. Knowledge of methods for promoting employee and public safety on security assignments.
	T22. Review responsibilities and limitations with security personnel to reinforce adherence during assignments.	K67. Knowledge of laws regarding level of authority of security guards and private patrolpersons.  K68. Knowledge of laws regarding false arrest, detainment, and confinement. K69. Knowledge of methods for training personnel in the rights, obligations, and restrictions of private security details.

3. MANAGEMENT OF SECURITY OPERATIONS (30%), continued: This area assesses the candidate's knowledge of managing security assignments of employees to meet professional obligations and adhere to requirements for reportable incidents that occur during security assignments.

Section	Task Statements	Knowledge Statements
3A: Security Assignments and Professional Obligations, continued (20%)	T23. Review responsibilities and limitations of the use of force to reinforce adherence during private security assignments.	K70. Knowledge of laws regarding use of force and deadly force during security assignments.
		K71. Knowledge of principles of de-escalation of force.
		K72. Knowledge of laws regarding possession and carrying of firearms and other weapons in private security assignments.
		K73. Knowledge of standards regarding criminal and civil liability associated with use of force.
		K74. Knowledge of principles of firearms safety and weapons handling during security assignments.
	T24. Provide uniforms and equipment to identify personnel as private security during assignments.	K75. Knowledge of laws regarding design and use of security guard uniforms, badges, and patches.
		K76. Knowledge of methods for obtaining BSIS approval for security guard uniforms and badges.
		K77. Knowledge of laws regarding use of motorized vehicles in security assignments.
	T25. Maintain professional integrity when managing security operations to uphold trust in the profession.	K78. Knowledge of laws regarding scope of practice.
		K79. Knowledge of laws regarding unprofessional conduct.



3. MANAGEMENT OF SECURITY OPERATIONS (30%), continued: This area assesses the candidate's knowledge of managing security assignments of employees to meet professional obligations and adhere to requirements for reportable incidents that occur during security assignments.

Section	Task Statements	Knowledge Statements
3B: Incident Management and Reporting Obligations (10%)	T26. Monitor employee conduct to identify violations of the qualifications, functions, and duties of the profession.	K80. Knowledge of laws regarding scope of practice of security personnel.
		K81. Knowledge of laws regarding discrimination in the workplace.
	T27. Review work activity reports to identify incidents that require additional action or training.	K82. Knowledge of types of incidents that indicate need for additional training of security personnel.
		K83. Knowledge of methods for training security personnel in private security detail procedures.
	T28. Report discharge of firearms or use of other weapons during security assignments to notify BSIS of circumstances surrounding incidents.	K84. Knowledge of laws regarding reporting of firearms discharge or use of other weapons.
3B: Incident Management and Reporting Obligations (10%)		K85. Knowledge of types of information to include on Incident Report to BSIS.
		K86. Knowledge of requirements for submitting Incident Reports within specified time frame.
	T29. Report physical altercations that occur during security assignments to alert BSIS of circumstances surrounding injury or arrest.	K87. Knowledge of laws regarding the reporting of physical altercations.
		K18. Knowledge of requirements regarding potential BSIS records audits.
	T30. Report unlicensed or unregistered private security activity to notify BSIS of violations.	K88. Knowledge of types of unlicensed or unregistered activity in private security industry.
3B: Incident Management and Reporting Obligations (10%)		K89. Knowledge of requirements for submitting unlicensed and unregistered activity lead forms.