

DEPARTMENT OF CONSUMER AFFAIRS

Bureau of Security and Investigative Services



POWERS TO ARREST AND APPROPRIATE USE OF FORCE WRITTEN EXAMINATION

July 2023



FINAL EXAMINATION
DO NOT MARK ON THIS TEST

DIRECTIONS: Write your answers on the *ANSWER SHEET* provided.

1. The primary role of a security officer is to:
 - a. Enforce the law
 - b. Protect people and property
 - c. Act like a peace officer
 - d. Arrest law breakers
2. What is the responsibility of security personnel before an incident or offense has occurred?
 - a. Detain and punish
 - b. Stay out of sight
 - c. Prevent
 - d. Search and seize
3. It is against the law for security personnel to:
 - a. Arrest someone
 - b. Protect property
 - c. Observe and report
 - d. Make someone think they are a police officer
4. During an emergency on the employer's property, a peace officer instructs security personnel to stand out of the way behind a police line. The security personnel must:
 - a. Refuse, as the security employee's duties are different from those of the peace officer
 - b. Cooperate and follow the lawful orders of the police officer
 - c. Apprehend the persons violating the law on the employer's property, since the security employee's duty is to protect the property of the employer
5. The general public judges a security employee by:
 - a. Appearance
 - b. Speech
 - c. Attitude
 - d. All of the above
6. According to the law, which of the following conditions must exist before you can make a misdemeanor arrest?
 - a. The suspect must admit to the crime
 - b. The crime must have been committed or attempted in your presence
 - c. Someone told you the suspect did it

7. What should you say to a person you are arresting for burglary?
 - a. State your intent to arrest
 - b. State the charge, which is suspicion of burglary
 - c. State your authority to make the arrest
 - d. All of the above
8. If you are struggling to get a suspect under control and there are a number of bystanders, what does the law say you can do?
 - a. Ask the bystanders to help you
 - b. Demand that the bystanders help you
 - c. Demand the bystanders call the police
 - d. None of the above
9. According to the text, you should:
 - a. Search all suspects immediately
 - b. Not search a suspect unless you have reason to believe they have a weapons
 - c. Only search persons suspected of major crimes
 - d. Only search persons with a police record
10. It would be lawful to hold a suspect for two hours so your supervisor could question them before you called the police.
 - a. True
 - b. False
11. If a security guard is charged with making a false arrest, what type of liability is incurred?
 - a. Civil liability
 - b. Criminal Liability
 - c. Both
12. What type of liability refers to the right a party has to initiate a lawsuit for financial damages?
 - a. Civil liability
 - b. Criminal liability
13. The standard to determine "reasonable force" is based on:
 - a. How many people at the scene agree with your version of events.
 - b. All facts confronting the individual at the time the incident occurred.
 - c. Video footage captured on surveillance cameras.
 - d. The threat of something happening in the future.

14. An imminent threat is defined as:
 - a. The suspicion that an individual is capable of harm.
 - b. Fear that something dangerous may happen tomorrow if you do not contain the threat.
 - c. Fear that dangerous actions may occur at any instant.
 - d. The assumption that the subject will continue to escalate violence.
15. Which circumstances should be taken into consideration when determining whether to use force?
 - a. The size and physical strength of the subject.
 - b. The availability of support or back-up from other security personnel.
 - c. The number of subjects.
 - d. Whether the subject is intoxicated or showing symptoms of mental illness.
 - e. All of the above.
16. The professional presence, appearance, and verbal commands used by uniformed security personnel are considered a force option.
 - a. True
 - b. False
17. What would be an appropriate force option for a subject who is passive but non-compliant (does not listen to verbal commands but is not physically resistant)?
 - a. Use of a taser or pepper spray.
 - b. Use of additional commands and communication techniques.
 - c. Utilization of control holds, takedowns, and/or movement directing techniques.
 - d. Use of a firearm.
 - e. All of the above.
18. Use of force is always justified to protect property and persons.
 - a. True
 - b. False
19. A security guard must break up a fight if it occurs across the street from a property that they are guarding.
 - a. True
 - b. False
20. If you cannot prevent an incident, you should:
 - a. Observe it carefully.
 - b. Pretend you do not see it.
 - c. Report it immediately to law enforcement and/or your supervisor.
 - d. Both A and C.

21. Actions based on poor judgment will have zero consequences for you and your employer.
- True
 - False
22. Security personnel may be held liable for failure to intercede.
- True
 - False
23. A security guard is involved in an incident that results in physical contact with a subject, but no injury occurs, they do not need to report the incident to their supervisor.
- True
 - False
24. What is a possible penalty for failing to report a physical altercation to the Bureau in a timely fashion?
- License suspension
 - License revocation
 - A fine up to \$5000
 - All of the above
25. How many days does a security service have to submit a written report to the Bureau after a physical altercation?
- 7
 - 14
 - 21
 - 30
26. The written report to the Bureau after a physical altercation must include the following:
- A description of any injuries or damages.
 - The identity of all participants.
 - Whether a police report was filed.
 - All of the above.
27. When considering an appropriate force option, what must you consider?
- Just the size of the individual.
 - Whether or not there are witnesses present.
 - The totality of the circumstances involved.
 - How far away the individual is from you.

28. Reasonable force is what?
- The amount of force necessary to get the job done.
 - Not excessive and appropriate in protecting oneself or one's property.
 - Whatever your boss and client authorize.
 - None of the above.
29. All of the following are benefits of practicing de-escalation except:
- Positive impact on public trust.
 - Reduced danger to security personnel.
 - Positive impact on individual wellness.
 - Is used by those who lack courage.
30. What is not part of assessing a situation?
- Determining if the situation poses a threat or risk to others.
 - Determining if the company is going to lose money.
 - Determining if the threat requires an immediate response.
 - Determining if there is an imminent threat that requires action.
31. De-escalation techniques attempted or utilized should be documented in appropriate incident reports.
- True
 - False
32. The four concepts of de-escalation are self-control, effective communication, scene assessment and management, and force options.
- True
 - False
33. Unconscious thoughts and feelings are an example of:
- Perceptions
 - Implicit bias
 - Explicit bias
 - Discrimination
34. When communicating with an individual who speaks limited English, a good technique is to:
- Allow enough time for a response
 - Speak loudly
 - Use technical terms
 - Address the translator only

35. Which nonverbal actions may impact communication between people of different cultures?
- Facial expressions
 - Eye contact
 - Gestures
 - All of the above
36. Which of the following is not an aspect of active listening?
- Considering context
 - Assuming you heard everything right the first time
 - Rephrasing what was said
 - Open-mindedness
37. It is up to security personnel to determine whether an individual is protected under the Americans with Disabilities Act (ADA).
- True
 - False
38. When interacting with a person using a mobility device, security personnel should:
- Forcefully remove the device out of the way.
 - Consider the device an extension of the person when establishing a safety zone or conducting a frisk.
 - Determine whether the device is absolutely necessary to accommodate the individual's disability.
 - None of the above.
39. When communicating with a person who is deaf or hard of hearing, security personnel can help the process by:
- Providing pen and paper
 - Assuming the individual can read lips.
 - Speaking loudly into their ear.
 - All of the above.
40. Hallucinations can be a symptom of which of the following?
- Mental illness
 - Substance abuse
 - Both A and B
41. Self-control is one of a security personnel's greatest _____ in dealing with a person or a situation.
- Weaknesses
 - Assets
 - Protection
 - Awareness level

42. Two major emotional factors that security personnel need to focus on to maintain self-control are:
- a. Fear and Anger
 - b. Fear and Self-Control
 - c. Anger and Anxiety
 - d. Distress and Excitement
43. Whenever possible, security personnel should attempt to generate voluntary compliance without resorting to _____.
- a. Anger
 - b. Arrest
 - c. Physical Force
 - d. Confrontation
44. A key principle in maintaining public trust and respect is ensuring that any use of force is _____.
- a. Reasonable
 - b. Unreasonable
 - c. Accurate
 - d. Justifiable
45. The basic philosophy of any security officer should be to respond in a manner that is humane, compassionate, and _____.
- a. Aggressive
 - b. Supportive
 - c. Kind
 - d. Admirable
46. Persons managing a mental illness can have a substantially diminished capacity for coping with the ordinary demands of life.
- a. True
 - b. False
47. Security personnel should attempt to diagnose mental illness.
- a. True
 - b. False
48. Some individuals with a mental illness may be capable of going very quickly from a state of calm to being extremely _____.
- a. Excited
 - b. Quiet
 - c. Anxious
 - d. Agitated

49. The first action you should take in an active shooter situation is to attempt to disarm the shooter.
- a. True
 - b. False
50. If you are able to call 911, what information should you provide?
- a. The shooter's location
 - b. Driving directions to your location
 - c. A physical description of the shooter
 - d. Both A and C
51. Security personnel are responsible for which of the following?
- a. Evacuating all members of the public.
 - b. Taking down the active shooter.
 - c. Protecting their own lives.
52. The appropriate order to consider your safety options are:
- a. Confront, Fight, Run
 - b. Run, Hide, Fight
 - c. Hide, Attack, Run

STOP!
THIS IS THE END OF THE TEST

Please double-check your answers. Then turn your test and materials in to the person administering the exam.

POWERS TO ARREST FINAL EXAMINATION

ANSWER SHEET

Applicant: _____

Instructor: _____

PLEASE MARK ALL OF YOUR ANSWERS WITH AN X.

- | | | |
|---------------|-------------|-------------|
| 1. A B C D | 18. A B | 35. A B C D |
| 2. A B C D | 19. A B | 36. A B C D |
| 3. A B C D | 20. A B C D | 37. A B |
| 4. A B C | 21. A B | 38. A B C D |
| 5. A B C D | 22. A B | 39. A B C D |
| 6. A B C | 23. A B | 40. A B C |
| 7. A B C D | 24. A B C D | 41. A B C D |
| 8. A B C D | 25. A B C D | 42. A B C D |
| 9. A B C D | 26. A B C D | 43. A B C D |
| 10. A B | 27. A B C D | 44. A B C D |
| 11. A B C | 28. A B C D | 45. A B C D |
| 12. A B | 29. A B C D | 46. A B |
| 13. A B C D | 30. A B C D | 47. A B |
| 14. A B C D | 31. A B | 48. A B C D |
| 15. A B C D E | 32. A B | 49. A B |
| 16. A B | 33. A B C D | 50. A B C D |
| 17. A B C D E | 34. A B C D | 51. A B C |
| | | 52. A B C |

POWER TO ARREST RECORD

This is to certify that the above applicant has been instructed in the Power to Arrest and that they have passed with a score of 100%. I understand that this answer sheet must be kept on file for two years and that the material will be reviewed during each audit performed by the Bureau of Security and Investigative Services.

Instructor's Signature

Applicant's Signature

Applicant's Name (Printed)