



Florida Department of Agriculture and Consumer Services
Division of Licensing

SECURITY OFFICER TRAINING CURRICULUM GUIDE

Chapter 493, Florida Statutes

Rule 5N-1.140, Florida Administrative Code

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NICOLE "NIKKI" FRIED
COMMISSIONER

Forty hours of training is required by Section 493.6303(4), Florida Statutes. Subjects to be taught and the corresponding number of hours are outlined below.

1. Legal Aspects of Private Security (6 Hours)

- 1.1 Chapter 493, Florida Statutes (F.S.), and Chapter 5N-1, Florida Administrative Code
 - 1.1.1 Legislative Intent, s. 493.6100
 - 1.1.2 Definitions, s. 493.6101(1),(2),(3),(7),(8),(9),(13),(14),(18),(19),(23)
 - 1.1.3 Inapplicability, s. 493.6102(1)
 - 1.1.4 Initial Application for Licensure, s. 493.6105
 - 1.1.5 License Requirements, ss. 493.6106 and 493.6303
 - 1.1.6 Investigation of Applicants by the Florida Department of Agriculture and Consumer Services, s. 493.6108
 - 1.1.7 License; Contents; Identification Card, s. 493.6111
 - 1.1.8 Renewal Application for Licensure, s. 493.6113
 - 1.1.9 Cancellation or Inactivation of License, s. 493.6114
 - 1.1.10 Weapons and Firearms, ss. 493.6115 and 790.06
 - 1.1.11 Grounds for Disciplinary Action, s. 493.6118; Violations; Penalties, s. 493.6120
 - 1.1.12 Use of State Seal, s. 493.6124
 - 1.1.13 Classes of License, s. 493.6301
 - 1.1.14 Uniforms; Required Wear; Exceptions, s. 493.6305
 - 1.1.15 Vehicles Used by Security Agencies; Lights, s. 316.2397
 - 1.1.16 Unlawful Symbols of Authority, ss. 843.085 and 493.6118(1)(i) Complaints, 5N-1.100(4)
 - 1.1.17 Probable Cause Determination, 5N-1.100(4) Disciplinary Guidelines, 5N-1.113
 - 1.1.18 Filing Application, 5N-1.120
 - 1.1.19 License Issuance; Transferability, 5N-1.120(1) Operation of Licenses, 5N-1.124(1)
 - 1.1.20 Licensed Firearms Instructors, 5N-1.132
 - 1.1.21 Ammunition, 5N-1.129
 - 1.1.22 Initial Application, License, Renewal, and Fingerprint Fees, ss. 493.6105(3) and 493.6302, 5N-1.116(2)-(3)
- 1.2 Liability
 - 1.2.1 Limitations of Arrest Authority (Citizen Arrest, Retail Theft, Section 812.015, F.S.)
 - 1.2.2 Types of Crimes
 - 1.2.3 Felony and Misdemeanor
 - 1.2.4 Trespass, Theft, Robbery, Battery, Assault
 - 1.2.5 Searches and Seizures (Fourth Amendment)
- 1.3 Use of Force, Chapter 776, F.S.

- 1.3.1 Reasonable Force
- 1.3.2 Deadly Force
- 1.3.3 Case Law Examples
- 1.4 Incident Scene and Evidence Preservation
 - 1.4.1 Definition of a Crime/Accident Scene
 - 1.4.2 Duties of the First Security Officer on the Scene
 - 1.4.3 Isolating and Protecting the Crime/Accident Scene
 - 1.4.4 Methods to Protect the Crime/Accident Scene
 - 1.4.5 Evidence Preservation and Contamination of Evidence
 - 1.4.6 Chain of Custody
 - 1.4.7 Identifying Witnesses
- 1.5 Court Testimony
 - 1.5.1 Criminal and Civil Law
 - 1.5.2 Preparation
 - 1.5.3 Administrative Hearing, Pretrial Hearing, Deposition, Subpoena
 - 1.5.4 Role of the Judge, Prosecutor, Defense Attorney and Jury
 - 1.5.5 Courtroom Testimony Issues
 - 1.5.6 Appearance
 - 1.5.7 Giving Testimony
 - 1.5.8 Courtroom Demeanor
- 1.6 Equal Employment Opportunity (EEO) and Diversity

2. Role of Private Security Officers (2 hours)

- 2.1 Protection of Assets
 - 2.1.1 Risk
 - 2.1.2 Assets
 - 2.1.3 Threats
 - 2.1.4 Vulnerabilities
- 2.2 Observe and Report
- 2.3 Proprietary and Contract Security
- 2.4 Types of Security Employment
- 2.5 Security Awareness
- 2.6 Crime and Loss Prevention
- 2.7 Theft Indicators
- 2.8 Elements of Theft
- 2.9 Types of Internal Theft
- 2.10 Theft Deterrent Strategies
- 2.11 Support the Clients Security Program
- 2.12 Security Policies, Procedures and Post Orders
- 2.13 Non-Security Duties

3. Security Officer Conduct (3 Hours)

- 3.1 Ethics and Professionalism
 - 3.1.1 Conduct and Behavior
 - 3.1.2 Code of Ethics
 - 3.1.3 Appearance
 - 3.1.4 Effective Assertiveness
 - 3.1.5 Discipline

- 3.1.6 Readiness: Shift Work and Sleep Adjustment
- 3.1.7 Alertness
- 3.1.8 Honesty
- 3.2 Client Relations
- 3.3 Public Relations
 - 3.3.1 Importance of Good Public Relations
 - 3.3.2 Changing the Perception
 - 3.3.3 Image
 - 3.3.4 Attitude
 - 3.3.5 Conduct
- 3.4 Public Sector Relationships
 - 3.4.1 Public Private Partnership
 - 3.4.2 Law Enforcement
 - 3.4.3 Fire Fighters
 - 3.4.4 Paramedic
- 3.5 Customer Service
- 3.6 Cultural Diversity
 - 3.6.1 Why Is Cultural Diversity Important?
 - 3.6.2 Duty of the Officer
 - 3.6.3 Prejudice and Racism
- 3.7 Workplace Harassment
- 3.8 Sexual Harassment

4. Principles of Communications (2 Hours)

- 4.1 Interpersonal Communication
 - 4.1.1 Importance of Communication
 - 4.1.2 Definition of Communication
 - 4.1.3 Clarifying Verbal and Written Communication
 - 4.1.4 Nonverbal Communication
 - 4.1.5 Personality Factors and Communication
 - 4.1.6 Informal Communication
 - 4.1.7 Climate of the Organization
 - 4.1.8 Active Listening
 - 4.1.9 Appearance, Body Language, Tone of Voice
 - 4.1.10 Conflict Resolution
 - 4.1.11 Dealing with Aggressive Behavior
- 4.2 Dealing with the Media

5. Observation and Incident Reporting (4 Hours)

- 5.1 Use of Senses
- 5.2 Factors Affecting Observation
- 5.3 The Observation Process
- 5.4 Physical Descriptions
 - 5.4.1 People
 - 5.4.2 Vehicles
 - 5.4.3 Property
- 5.5 Note Taking
- 5.6 Report Writing: Who, What, When, Where, Why and How

- 5.7 Types of Reports
 - 5.7.1 Shift Logs or Daily Logs
 - 5.7.2 Vehicle Logs
 - 5.7.3 Visitor/Contractor Logs
 - 5.7.4 Material Control Passes/Logs
 - 5.7.5 Maintenance Reports
 - 5.7.6 Incident Reports
- 5.8 Recordkeeping, Storage, and Use of Computers

6. Principles of Access Control (1 Hour)

- 6.1 Ingress and Egress Control Procedures
 - 6.1.1 People
 - 6.1.2 Vehicles
 - 6.1.3 Property
- 6.2 Electronic Security Systems
 - 6.2.1 Visitor Management Systems

7. Patrols (1 Hour)

- 7.1 Patrol Procedures
- 7.2 External Patrols
- 7.3 Vehicles
 - 7.3.1 Types
 - 7.3.2 Vehicle Safety
- 7.4 Internal Patrols
- 7.5 Pattern Variations
- 7.6 Tour Rounds
- 7.7 Patrol Equipment
- 7.8 Problems on Patrol
- 7.9 Use of Senses

8. Principles of Safeguarding Information (1 Hour)

- 8.1 Proprietary and Confidential Information
- 8.2 Operational Security (OPSEC)
- 8.3 Basic Protection Practices
- 8.4 HIPPA
- 8.5 Basics of Cyber Security

9. Physical Security (1 Hour)

- 9.1 Crime Prevention through Environmental Design (CPTED)
- 9.2 Perimeter Security Barriers
 - 9.2.1 Fencing/Walls
- 9.3 Locks and Keys
- 9.4 Windows
- 9.5 Lighting
- 9.6 CCTV
 - 9.6.1 The Security Officer's Role with Camera Systems
- 9.7 Intrusion Detection Devices/Alarms
 - 9.7.1 Sensors

- 9.7.2 Receipt of Alarms
- 9.7.3 False Alarm Problem
- 9.8 Access Control Systems

10. Interviewing Techniques (1 Hour)

- 10.1 Interview Versus Interrogation
- 10.2 Styles of Interviewing
- 10.3 How to Develop Rapport with the Victim, Witness or Suspect
- 10.4 The Interview Approach
- 10.5 How to End an Interview
- 10.6 Define Deceptive Cues

11. Emergency Preparedness (1.5 Hours)

- 11.1 Role of Security in an Emergency
- 11.2 Overview of the Emergency Preparedness Plan
- 11.3 Types of Natural Disasters
 - 11.3.1 Tornadoes
 - 11.3.2 Severe Weather
 - 11.3.3 Floods
 - 11.3.4 Hurricanes
- 11.4 Bomb Threats
- 11.5 Fires
- 11.6 Chemical Spills
- 11.7 Evacuation Processes

12. Safety Awareness (2.5 Hours)

- 12.1 Safety Hazards in the Workplace/Surroundings
- 12.2 Emergency Equipment Placement
- 12.3 Fire Prevention
 - 12.3.1 National Fire Protection Association (NFPA)
 - 12.3.2 Fundamental Requirements of the Life Safety Code
 - 12.3.3 Types of Fires
 - 12.3.4 Ingredients of a Fire
 - 12.3.5 Fire Protection Equipment
 - 12.3.5.1 Types of Fire Extinguishers
 - 12.3.6 Extinguishing Methods
 - 12.3.7 Means of Egress
 - 12.3.8 Failure to Control or Report a Dangerous Fire, Section 877.15, F.S.
- 12.4 Hazardous Materials
- 12.5 Occupational Safety and Health (OSHA)
 - 12.5.1 How to Read and Understand Labels
 - 12.5.2 Responding to Hazardous Materials Incidents
 - 12.5.3 Security Officer Safety and Accident Prevention

13. Medical Emergencies (4.5 Hours)

- 13.1 The Florida Good Samaritan Act
- 13.2 Basic First Aid
- 13.3 Cardiopulmonary Resuscitation (CPR)

- 13.4 Automated External Defibrillators (AEDs)
- 13.5 Blood-Borne Pathogens

14. Terrorism (2.5 Hours)

- 14.1 Definition and History of Terrorism
- 14.2 Types of Terrorist Organizations
- 14.3 DHS If You See Something, Say Something™
- 14.4 Types of Terrorist Attacks
- 14.5 Recognition and Response to Potential Terrorist Activities
- 14.6 Dynamics of a Terrorist Attack
- 14.7 Types of Attacks and Responses (CBRNE)
 - 14.7.1 Chemical
 - 14.7.2 Biological
 - 14.7.3 Radiological
 - 14.7.4 Nuclear
 - 14.7.5 Explosive
- 14.8 Past Terrorist Events

15. Event Security and Special Assignments (1 Hour)

- 15.1 Traffic Control and Parking Lot Security
 - 15.1.1 Using Personal Protective Equipment
 - 15.1.2 Using Traffic Control Devices
 - 15.1.3 Traffic Control Equipment
 - 15.1.4 Using and Interpreting Signals
 - 15.1.5 Controlling Vehicles and Pedestrians
- 15.2 Crowd Control
 - 15.2.1 Types of Crowds
 - 15.2.2 Role of Security in Planning for Crowd Control
 - 15.2.3 Civil Disturbance
 - 15.2.4 Crowd Control Responses
- 15.3 Search and Wanding Procedures
- 15.4 Metal Detectors
- 15.5 Labor Relations (Strikes, Lockouts)
- 15.6 Executive Protection

16. Communications Systems (1 Hour)

- 16.1 Two-Way Radio Communication
 - 16.1.1 Radio Etiquette
- 16.2 Telephone
- 16.3 Public Address Systems and Intercoms
- 16.4 Phonetic Alphabet
- 16.5 10-Codes
- 16.6 Importance of Internal Communication Before and During an Emergency

17. Special Issues (4 Hours)

- 17.1 Fundamentals of Dealing with Unique Behavior
 - 17.1.1 Person with Disabilities
 - 17.1.2 Interacting with People Who Have Developmental Disabilities

- 17.1.3 Communicating with People Who Have Developmental Disabilities
- 17.1.4 What Do I Do When I Meet Someone Who Is:
 - 17.1.4.1 Disabled/Mentally ill
 - 17.1.4.2 Elderly
 - 17.1.4.3 A Juvenile
 - 17.1.4.4 Homeless
- 17.2 Substances
 - 17.2.1 Identification and Recognition of Illegal Drugs
 - 17.2.2 Dealing with People Under the Influence of Drugs or Alcohol
- 17.3 Handling Disruptive People
 - 17.3.1 The Security Officer's Role in Preventing Violence and Providing Assistance When Violent Situations Occur
 - 17.3.2 Assessing Behavior and the Potential for Violence
 - 17.3.3 Crisis Management
 - 17.3.4 Verbal Skill Management
 - 17.3.5 Emotional/Behavioral Symptoms
 - 17.3.6 Non-Abusive Psychological and Physical Intervention
- 17.4 Workplace Violence
 - 17.4.1 What Is Workplace Violence?
 - 17.4.2 Types of Workplace Violence
 - 17.4.3 Domestic Violence and the Workplace
 - 17.4.4 Whose Concern Is It?
 - 17.4.5 Preventing Violence: Planning and Strategic Issues Planning Principles
 - 17.4.6 Identifying and Reporting Threats and Threatening Behavior
 - 17.4.7 Responding to Violent Behavior
- 17.5 Active Shooter
 - 17.5.1 What Is a Mass Shooter?
 - 17.5.2 DHS Run, Hide, Fight
 - 17.5.3 Cases
- 17.6 Gangs
 - 17.6.1 What Is a Gang?
 - 17.6.2 Types of Gangs
 - 17.6.3 How to Report Gang Activity

18. Introduction to Weapons (1 Hour)

- 18.1 Non-Lethal Weapons
 - 18.1.1 OC/Pepper Spray
 - 18.1.2 Collapsible Baton
 - 18.1.3 Taser
- 18.2 Firearms
 - 18.2.1 Semi-Auto
 - 18.2.2 Revolver

EXAMINATION (2 hours)

Throughout or upon completion of the required curriculum, schools and training facilities shall administer testing of not less than 2 hours in duration. Such examination(s) shall consist of 170 questions in total, in the subject areas as outlined below. No more than 50 percent of the questions for each core topic may be true or false.

<u>Subject</u>	<u>Questions</u>
Legal Aspects of Private Security	26
Role of Private Security Officers	9
Security Officer Conduct	13
Principles of Communications	9
Observation and Incident Reporting	17
Principles of Access Control	4
Patrols	4
Principles of Safeguarding Information	4
Physical Security	4
Interviewing Techniques	4
Emergency Preparedness	6
Safety Awareness	11
Medical Emergencies	19
Terrorism	11
Event Security and Special Assignments	4
Communications Systems	4
Special Issues	17
<u>Introduction to Weapons</u>	<u>4</u>
TOTAL: 170	