ISO 18788 UNDERSTANDING AND IMPLEMENTING TRAINING

Course Title: ISO 18788 Understanding and Implementing Training

Course Validity: 2 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This training provides participants with practical knowledge on the ISO 18788 Security Operations Management System, covering its requirements, structure and implementation approach. It focuses on operational risk management, security planning, legal obligations and performance monitoring aligned with industry best practices. Through discussions, real-case examples and implementation exercises, participants will learn how to apply ISO 18788 effectively to enhance security operations, governance and organisational resilience.

OBJECTIVE(S):

- Understand the purpose and framework of ISO 18788.

- Learn the requirements and intent of each clause.

- Strengthen understanding of security operations management processes.

- Apply operational risk assessment for security environments.

- Develop documentation and controls aligned to ISO 18788.

- Improve security planning, monitoring and performance evaluation.

- Identify compliance needs, legal considerations and duty of care.

- Support effective implementation and certification readiness.

TARGET GROUP(S):

- Security operations managers
- Security supervisors and coordinators
- Private security service providers
- Risk and compliance teams
- ISO implementation committee members
- Anyone involved in managing security operations

ENTRY REQUIREMENT(S):

- Able to read, write and communicate verbally in Malay/English

TOPIC(S):

1. Introduction to ISO 18788 and Security Operations Management Principles
2. Context of the Organisation and Stakeholder Requirements
3. Leadership, Governance and Responsibilities in Security Operations
4. Planning, Operational Risk Management and Security Objectives
5. Support Functions, Resources and Competency Requirements
6. Operational Control, Security Procedures and Incident Management
7. Performance Evaluation, Monitoring and Reporting
8. Improvement, Corrective Actions and Certification Preparation

LIST OF REFERENCE BOOK(S):

- ISO 18788:2015 Standard
- Security operations and risk management guides
- Incident management and compliance references

LIST OF TEACHING AID(S):

- LCD projector
- Computer
- Whiteboard with accessories
- Flip chart with accessories
- ISO 18788 templates and security documentation

METHODOLOGY(S):

- Lecture
- Group discussion
- Case studies
- Implementation exercises
- Documentation review

TRAINING SCHEDULE

Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration and Introduction
9:00 am – 10:15 am	Topic 1: ISO 18788 Overview and Principles
10:15 am – 10:30 am	**Morning Tea Break**
10:30 am – 12:30 pm	Topic 2: Context of Organisation and Stakeholder Needs
12:30 pm – 1:30 pm	**Lunch Break**
1:30 pm – 3:30 pm	Topic 3: Leadership, Governance and Responsibilities
3:30 pm – 3:45 pm	**Afternoon Tea Break**
3:45 pm – 5:00 pm	Topic 4: Planning and Operational Risk Management

TRAINING SCHEDULE

Day 2

Time	Activity / Topic
8:30 am – 9:00 am	Recap of Day 1
9:00 am – 10:15 am	Topic 5: Support Functions, Resources and Competency
10:15 am – 10:30 am	**Morning Tea Break**
10:30 am – 12:30 pm	Topic 6: Operational Control and Incident Management
12:30 pm – 1:30 pm	**Lunch Break**
1:30 pm – 3:30 pm	Topic 7: Performance Evaluation and Reporting
3:30 pm – 3:45 pm	**Afternoon Tea Break**
3:45 pm – 5:00 pm	Topic 8: Improvement and Certification Readiness