Increased Security Officer Training FAQ

Security officers are often the first line of public safety and crime prevention. Modern security officers also serve critical roles, such as patrolling public transit systems, working with law enforcement to protect stadiums from terrorism, and deterring crime through their presence.

Comprehensive training will prepare them for diverse and challenging situations, aligning with the high expectations of their clients and the community.

1. What roles do security officers play at their workplace?

Security officers are often the first responders in various situations, including:

- Medical emergencies

- Domestic violence incidents

- Robberies and assaults

- Fire alarms and active shooter events

- Public disturbances, such as drunkenness or disorderly conduct

2. Why is additional required training necessary for security officers?

Currently, most company-provided security officer training focuses on liability reduction rather than professional development and public safety. For example, some companies, conduct monthly training sessions centered on topics such as avoiding workplace accidents, showing up on time, and maintaining personal health. While these are important, they do not address the comprehensive, professional-level training security officer's need.

3. Why is a more standardized curriculum necessary for security officers?

Currently, corporate clients may request training in areas like VIP protection, active shooter response, or CPR/FA/AED. However, this training is typically very limited in scope and varies significantly between sites.

The proposed training aims to establish a standardized curriculum that ensures every security officer has a solid foundation in key areas such as:

- Community Health (e.g., addressing drug addiction, mental health crises, homelessness, juvenile justice, and domestic violence)

- Terrorism prevention

- Building operations

- Legal environment and rights

- Report writing for legal and court purposes

4. Why propose 40 hours of training for new employees instead of the current 12 hours?

The current 12-hour training requirement typically includes a brief overview of the legal environment, a syllabus provided by the Private Detectives Board, and CPR/FA/AED certification. This minimal approach leaves out critical topics to support adequate preparation for situations security officers frequently encounter.

5. How does training support increase retention and investment in employee development?

Security officers want to be recognized as professionals performing an essential role in public safety. Formal, robust training demonstrates respect for their work and equip them to handle their responsibilities effectively. Without proper training, officers often feel like mere tools rather than valued members of the safety and security ecosystem which impacts employee retention.