

National Basic Security Training Standards

Current training

In 2023, consultations were undertaken with the security industry as part of the review and revision of a provincial basic security training (BST) program. Additionally, a review of existing provincial BST programs in Canada was conducted.

We discovered that

- the roles and responsibilities of security professionals are the same across the country, and growing in complexity
- only six provinces require a BST course for licensing as a security professional
- there are large disparities between the provincial BST programs
- existing BST programs attempt to teach all security posts: loss prevention, facility patrol, vehicle patrol, surveillance, crowd control, traffic, control, ..., and fail because time constraints mean that only a short time is spent on each post
- the information presented does not prepare learners to function in a specific post; employers must reteach the information so learners can function safely and effectively
- learners report that, while they were taught a lot, much of it was not needed for their specific post, and they do not remember much of what they were taught*
- given that learners work one type of security, much of the BST time is wasted presenting unnecessary information

Because the security industry is broad with many specializations, it is not possible to effectively teach all the security posts in a basic training course. Learners are overwhelmed with information, most of which they will not use in their employment, and they are not provided with sufficient information for the post they will have.

It is noted that the roles and responsibilities of security professionals are the same across the country. However, the minutia of every post is different. For example: the concept of a patrol and the security professional's duties during a patrol are common, but every patrol route and the specific requirements of that patrol are different. Another example: the concept of loss prevention is common, but every client and every location has particular procedures for loss prevention. While the general aspects of a post can be taught in specialized course, the minutia must be taught at the post level, and ideally by a field training officer who ensures the new security professional is capable and competent in that post.

* There are three primary reasons why learners do not recall information.

- information overload: learners receive too much different information too quickly
- no overlap with existing knowledge: learners cannot link new information to existing knowledge
- no reinforcement: repetition, practice, and application are critical for information retention

Glen Kitteringham reported the same in his doctoral thesis: *Security Practitioners' Perspectives of the Alberta Basic Security Training Programme*, University of Portsmouth, September 2017.

Work realities

Shockingly, four provinces do not require BST training to become a security professional!

The reality is that security professionals are expected to engage in volatile situations to keep the peace and minimize harm to their client. These are challenging, dangerous, and litigious situations. BST does not prepare security professionals to do this.

Security professionals are increasingly being assigned roles that were previously the purview of the police: patrolling high-risk areas, walking beats, enforcing bylaws, issuing parking and transit tickets, trespassing individuals, responding to alarms, etc. Additionally, there is anecdotal evidence that society is becoming less tolerant, and quicker to violence.

The police train for up to 12 months: 4-6 months in class, plus 4-6 months in the field. Police are required to regularly recertify many of their qualifications, and require additional training for specific posts.

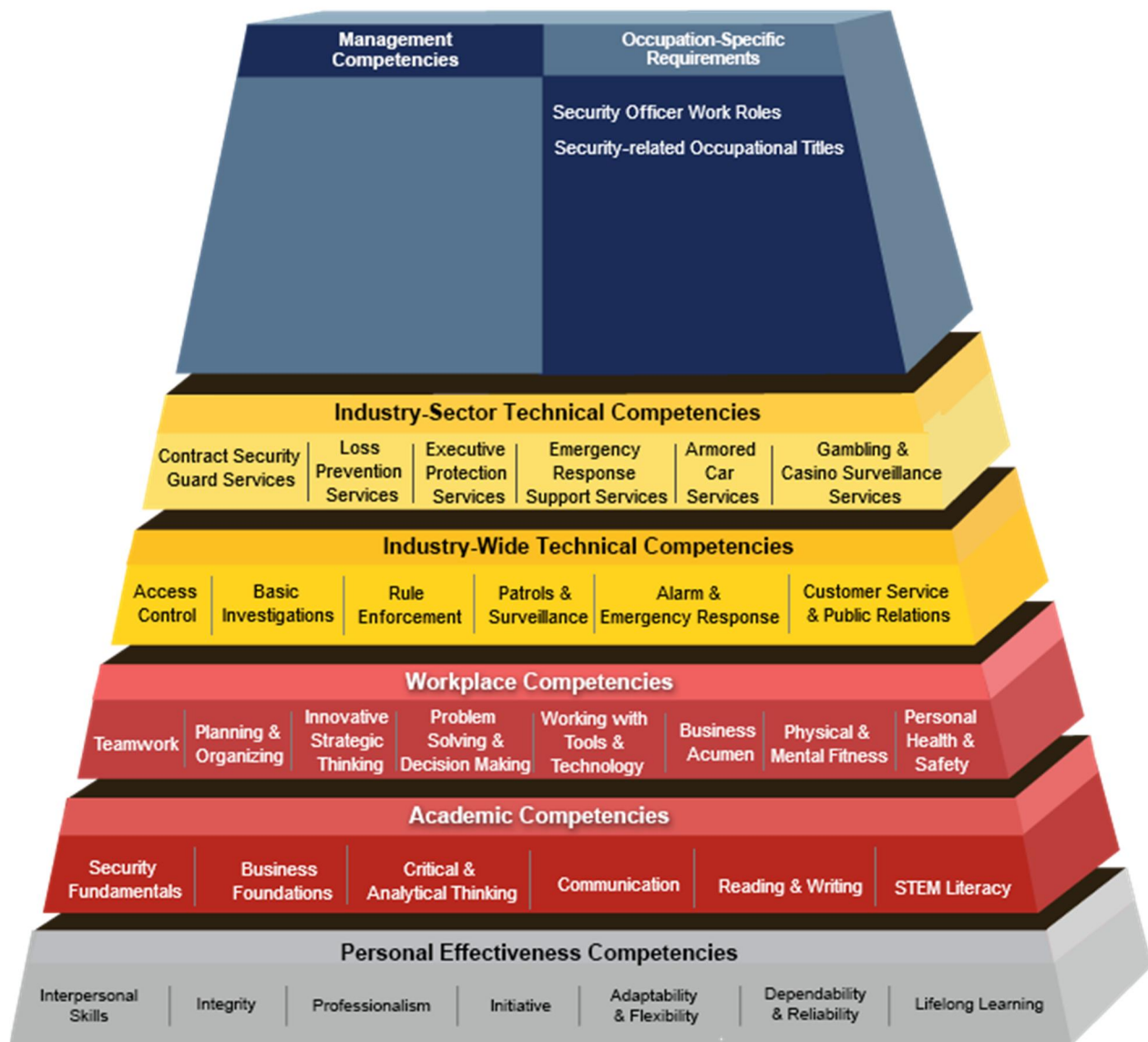
Security professionals train for between *zero* and *one week* (40 hours), and are then thrust into environments that regularly require police involvement. No additional training requirements. No recertification requirements. There is one exception: if a security professional wishes to carry a baton, they must take specialized training. The length of the training and recertification frequency varies between jurisdictions. However, carrying a baton is not required for most posts.

Information on security guard injuries and deaths are not tracked. Using WCB data, **CA⁺SP** found that, for every worker assaulted, five security guards are assaulted, and ten police officers are assaulted. Regarding deaths, **CA⁺SP** has identified *one* on-duty death of a security professional from 2000 to 2019, and *seven* on-duty deaths from 2020 to 2025. This is an increase of 2300 %! **CA⁺SP** strongly believes that improved training will benefit security guards, and reduce these statistics.

Competency model

Collaborating with the International Foundation for Protection Officers (IFPO), Glen Kitteringham surveyed security professionals and security practices around the globe. The resulting data identified commonalities and allowed for the creation of competency models for security professionals and security supervisors.

The IFPO competency model for security professionals is shown overleaf.



Source: US Department of Labor, *Security Officers and Patrol Services Competency Model*, 2023. Available from <https://www.careeronestop.org/CompetencyModel/competency-models/security-officers.aspx>

CA⁺SP and the IFPO competency model

CA⁺SP's training structure is homologous with IFPO's competency model.

CA⁺SP's in-service courses focus on knowledge and skill development in the *personal effectiveness*, *academic*, and *workplace* competencies.

CA⁺SP's post-specific courses focus on knowledge and skill development in the *industry-wide technical* and *industry-sector technical* competencies.

Recommended security training standards

The existing BST programs do not meet the needs of the security industry. They fail to prepare security professionals for the challenging, dangerous, and litigious situations they are expected to engage in.

Furthermore, because the roles and responsibilities of security professionals are the same across the nation, it is reasonable to have a national BST program. Doing so

- ensures consistent foundational knowledge and skills are taught
- allows for easy movement between jurisdictions
- equally prepares security professionals for advanced training

PROPOSAL: Basic Security Training

CA⁺SP proposes that basic security training across Canada be standardized, and focus on general aspects of the security industry. This ensures that the training time provides learners with knowledge and skills that they will need to perform safely and effectively.

The course modules include:

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|---|------|
| 1. legislation governing security professionals (province specific) | 4 hr |
| 2. the legal system | 10 |
| ◦ Canadian Charter of Rights and Freedoms | |
| ◦ Criminal Code (common crimes, arrest procedure, use of force) | |
| ◦ provincial legislation | |
| 3. communication and interpersonal skills | 8 |
| 4. documenting (notebooks and reports) | 6 |
| 5. threat assessment and risk management | 6 |
| 6. situation management | 6 |

Plus a one hour cumulative final assessment.

The appendix contains a detailed breakdown of these modules.

Note: **CA⁺SP**'s discussions with several provincial governments and with many in the security industry show there is strong interest in retaining the one week (40 hour) BST duration. They believe that this, plus post-specific training, is sufficient for many posts. Industry does acknowledge that significant additional training is required for other posts.

PROPOSAL: post-specific training

The consensus of the industry is that the current BST does not provide security professionals with the knowledge or skills to safely and effectively function in the challenging, dangerous, and litigious situations they are expected to engage in. The proposed BST training provides the general knowledge, but not post-specific training. Additional training is required to prepare security professionals to be safe and effective in the field.

CA★SP proposes that security professionals be required to take practical, duty-specific, and post-specific training for every post they assume. This training could range from 4 to 100+ hours of training, depending on the post. There are three phases to this training:

- one or more post-specific courses prior to assuming the post
 - this training could be conceptual or practical
 - this training to be completed within 30 days of starting the post; until training is complete, the security professional is considered “provisional”, and cannot work alone
- the particulars of the specific post taught by the employer or client (field training)
- regular recertification of post-specific training

PROPOSAL: continuing education

CA★SP proposes that security professionals be required to engage in a minimum of 30 hours of annual professional development to strengthen and broaden their knowledge and skills.

This training would be tied to promotion and advanced roles, like field training officer, supervisor, canine handler, client liaison, etc. (None of these roles currently exist — the is part of professionalizing the security industry. Please review **CA★SP**’s *Rank and pay* document in the Publication section of the **CA★SP** website: www.CASP.ca)

The nature of the security industry is that some security professionals are transient. Post-specific training is required, but these security professionals may not want to take continuing education and advance in the security industry. The *Security professional rank and pay* document explains that, without continuing education training, these security professions would stay at Security Professional level 1 indefinitely. This would limit the security posts they could be assigned, but safety must be prioritized over filling posts with unqualified personnel.

Summary

These proposals provide security professionals with consistent national training, with continued training to increase their abilities, and with regular recertification so their knowledge and skills remain current.

Training improves a security professional's ability to safely and effectively complete their roles and responsibilities. The range of situations they are capable and competent of engaging in increases, which benefits their client and society.

Overall, everyone benefits from the safer environment.

Appendix: Proposed National Basic Security Training curriculum

Table of contents

Module 1: Introduction to the security industry

Module 2: The Canadian legal system

Module 3: Communication and interpersonal skills

Module 4: Documentation

Module 5: Threat assessment and risk management

Module 6: Situation management

Appendices: Glossary, Professionalism, Employment standards

Course learning objectives

Upon completion of this course, you will be able to:

- describe the roles, rights, and responsibilities of security professionals and the security industry
- explain provincial and federal legislation relevant to security professionals
- apply effective communication strategies when working with others
- demonstrate effective note-taking and report writing
- explain strategies to analyze people and situations, and to be safe during situations
- explain strategies to classify and manage situations

Module 1: Introduction to the security industry

Module 1 introduces you to the diversity of the security industry; the roles, rights, and responsibilities of security professionals; the legislation governing security professionals; and some common security posts. (4 hr)

Learning objectives. Upon completion of this module, you will be able to ...

- describe the emergency services framework, and the role of security professionals therein
- describe the rights and responsibilities of security professionals
- explain the legislation governing security professionals
- explain the process of obtaining and maintaining a security license
- list posts that security professionals commonly work, and their related duties

- 1.1 The security industry
- 1.2 Roles, rights, and responsibilities
- 1.3 Legislation governing security professionals
- 1.4 Posts responsibilities
- 1.5 Summary

Module quiz

Module 2: The Canadian legal system

Module 2 presents the Canadian legal system, focuses on federal and provincial legislation that you are expected to know and apply while working as a security professional, including the legalities and procedures for arresting a subject. (10 hr)

Learning objectives. Upon completion of this module, you will be able to ...

- explain the authorities and limitations of a security professional within the Canadian legal system
- list the rights and freedoms of people in Canada
- explain forms of discrimination and strategies to avoid complaints
- apply the Criminal Code and related legislation
 - recall the classifications and categories of offence
 - determine the offence committed for a given act
- discuss each of the following security professional roles
 - the criteria to use force
 - the steps to arresting a subject
 - searching individuals and their belongings

2.1 Legal system framework

2.2 Canadian Charter of Rights and Freedoms

2.3 Human rights and discrimination

2.4 Criminal Code of Canada

2.5 Offences involving weapons

2.6 Offences against public order

2.7 Offences against the person

2.8 Offences against property

2.9 Use of force

2.10 Arrest and search procedures

2.11 Summary

Module quiz

Module 3: Communication and interpersonal skills

Module 3 introduces verbal and nonverbal communication; communication strategies for working with subjects in different mental states; and communication strategies for working with colleagues, emergency services, and other groups. (8 hr)

Learning objectives. Upon completion of this module, you will be able to ...

- explain factors of verbal and nonverbal communication
- demonstrate the AEIOU communication model when engaging with a person who is thinking rationally
- demonstrate the LEAPS communication model when engaging with a person who has disordered thinking
- apply the Charter of Rights and Freedoms to communicating with individuals
- explain aspects of the security professional's behavior that affect communication
- provide examples of de-escalating strategies
- demonstrate how to conduct an interview
- demonstrate communication with emergency services and other groups
- apply the 24-hour clock and phonetic alphabet

- 3.1 Aspects of effective communication
- 3.2 Assessing subject mental state
- 3.3 Communicating with people thinking rationally
- 3.4 Communicating with people who have disordered thinking
- 3.5 Human rights and effective engagement
- 3.6 Preliminary interviews
- 3.7 Communicating with emergency services
- 3.8 Communicating with the public, media, and others
- 3.9 Radio communication
- 3.10 Summary

Module quiz

Module 4: Documentation

Module 4 presents strategies for taking notes, taking statements, and preparing reports. (6 hr)

Learning objectives. Upon completion of this module, you will be able to ...

- explain the importance of and procedure for keeping a notebook
- prepare accurate and complete notebook entries and reports
- obtain accurate and complete statements
- explain how to properly format reports

4.1 Notebooks

4.2 Statements

4.3 Reports

Module quiz

Module 5: Threat assessment and risk management

Module 5 presents strategies for analyzing people and situations, conducting a risk analysis, and mitigating risks during a situation. (6 hr)

Learning objectives. Upon completion of this module, you will be able to ...

- assess your environments and situations
- apply strategies for efficiently remembering information
- describe subjects and vehicles
- list characteristics and actions of persons under the control of others
- assess the risks associated with environments and people
- explain strategies for staying safe during a situation

5.1 Situational awareness

5.2 Risk assessment

5.3 Risk mitigation and management

5.4 Summary

Module quiz

Module 6: Situation management

Module 6 presents strategies for classifying and managing situations, and emphasizes that the situation management priorities are the same during all situations. (6 hr)

Learning objectives. Upon completion of this module, you will be able to ...

- classify situations
- explain the situation management priorities
- explain and apply the situation management flowchart to situations
- explain the steps to securing a crime scene and preserving evidence

- 6.1 Classifying situations
- 6.2 General situation management
- 6.3 Situation: public danger events
- 6.4 Situation: isolated events
- 6.5 Situation: post events
- 6.6 Situation: public order events
- 6.7 Situation: medical events
- 6.8 Situation: accidents
- 6.9 Situation: threats
- 6.10 Situation: major events
- 6.11 Scene management