

PROFESSIONAL DEVELOPMENT

IGS Academy's ongoing professional development program focuses on delivering practical solutions for the key issues that property managers and security staff typically encounter and provides you with an effective way to improve your security programs and skills.

Our ongoing professional development program incorporates the best practices of national police departments, IGS Academy training manuals, and features the latest information and procedures.

The IGS Academy professional development program is a free resource designed to raise the bar for security training and equip you with valuable information that you can distribute freely throughout your organization as a valuable benefit.



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IGS Security Academy



professional DEVELOPMENT

Update

Daily Preparedness



Your commitment to creating the safest possible environment is what makes you stand out as a professional, your training never really stops. Whether your facility is an office building, a residential location, a school, or a shopping center, being prepared is key to protecting people and property effectively.

Can you answer these questions?

1. Do you understand your role as a representative of the private security industry and the policies, procedures and regulations which govern security guards?
2. Do you understand the importance of proper planning your daily guarding routine and accurate reporting?
3. Do you know the main areas of risk and to take steps to minimize the risk or detect any problems as early as possible?
4. Do you know how to use video monitors and alarm boards to detect suspicious behavior while on duty? Do you know where your access control points are?
5. Do you understand crowd control/evacuation procedures and how to facilitate evacuations during and after emergencies for your site?
6. Do you know how to fight boredom?

Principals for Daily Preparedness for Security Guards and Surveillance Personnel

Please read the following principals on being prepared

- One of the differences between a professional security guard and other security guards, is that the professional can and does utilize all his/her senses, through observation and memory, in all aspects of the job. It is very important for you to develop strong powers of observation. A great place to practice is on your patrol.
- A thorough knowledge of the layout of the area to be patrolled is essential. You need to know where exists, telephones, water shut-off valves, electrical and alarm panels and light switches are located, and where emergency lighting is provided.
- The timing and route of your patrol should be varied to ensure that it does not become too routine or too predictable. The purpose of a patrol should be changed from time to time, even within a single shift.
- You may be asked to recall incidents, locations, faces, names, dates and many other things by your supervisors, clients, etc. It is important to record anything you observe as soon as possible. You may be able to remember things for a short time, but memories fade quickly. This is especially true if you become busy with other things.
- Your biggest enemy on the job can be boredom. This is especially true if you have been working at the same site for a long time. You may not be as observant as you be on the job. You can fight boredom by adding variety to how you do your patrols. Things may not always be what they seem. Make a conscious effort to focus on what you see instead of just looking and pay close attention to details as it is possible to distort information because of boredom.



**TOP TIPS FOR
CONFLICT
RESOLUTION FOR
SECURITY GUARDS
& SURVEILLANCE
PERSONNEL**

1. As a security guard your main duties are to observe, deter, record and report. You must ensure the safety of the general public and property by first understanding the general orders, procedures and policies re: observing, assessing and monitoring people, vehicles and situations in the surrounding environment.
2. As a security guard you are expected to treat all individuals in a respectful and professional manner. You are expected to understand the changes and developments within the industry and the expectations and obligations that are owed to the client, the public, and/or your employer.
3. You should be prepared for your patrol or shift. Make a list of activities that need to be done and fully understand the route or areas to be patrolled in advance, including a map of the major check points, passageways, rooms, stairwells, doors and windows, and so on and know the alternate routes in case of an emergency.
4. You are required to walk around their job site to identify possible signs of irregular activity. Working as a security guard, you may be required to use video monitors and alarm boards to detect suspicious behavior on the premises. You are expected to react to emergency situations and to reduce the impact caused by an emergency event at a worksite. You may be required to perform an assortment of duties during emergency procedures and must understand the importance of scene management.
5. Things that may not seem terribly relevant at the time may become very important at a later date. Good note taking skills will allow you to accurately portray the chain of events that took place for the police, your supervisor, or the client. Unless your opinion is relevant, place only facts in your notebook. People reviewing your reports will be making judgments on your abilities on the basis of your notebook and reports. An efficient, neat, and well-organized notebook reflects your organizational skills and abilities.

IGS Academy was created in order to provide training for candidates who desired to work in the security industry who have solid skills, knowledge and abilities; a comprehensive syllabus was put together for their benefit, the benefit of the company and its clients.

Ultimately whether they were to work for the IGS Group or for security in general (companies, corporation, business organization, government agencies, in the private or public sector, financial institutions, airports, real estate companies, office or apartment towers, condominiums, shopping centers, and hospitals), our graduates exhibit professionalism, competencies and clarity as to what is expected of them and of how they can contribute utmost within the legal framework of the private security industry.