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[www.2WSecurity.com](http://www.2WSecurity.com)



**20-HOURS**  
**UNARMED SECURITY GUARD**  
**TRAINING COURSE**

*Everything You Need To Know To  
Become A Qualified Security Guard*

# **Security Officer Unarmed 20 Hours Training Course**

## **Performance Objectives:**

*Upon successful completion of this course, the student will understand;*

- Role of a Private Security Officer
- Security in the U.S-A Brief History
- History 2W Security Services, Inc.
- What is Private Security
- Private Security Powers
- Security Code of Ethics
- Laws of Arrest
- Positioning for Control and Safety
- Illinois Criminal Code/Use of Force
- Patrolling
- Report Writing
- Mission of CSSP
- How to become employed in the Security Industry

## **Evaluation Procedures:**

1. Written examination
2. Review
3. Multiple Choice Test
4. Demonstrate proper handcuffing techniques

## **Methods of Instruction:**

1. Lecture
2. Demonstration
3. Use of videos
4. Class Discussion and Participation

# Security Officer Unarmed 20 Hours Training Course

**Day 1**

**Location: Classroom**

**8 hours**

1. Distribute handouts
2. Discuss objectives

3 hours

- Introduction to Security (DVD/Quiz)
- Role of a Private Security Officer
- Security in the U.S./A Brief History
- History 2W Security, LLC.

3 hours

- What is Private Security
- Private Security Powers
- Security Code of Ethics
- Security Industry - Law Enforcement Partnership

2 hours

- Customer Relations
- Uniform and Equipment (Video/Quiz)
- Patrol I (Video /Review)

# Introduction to Security

## Role of a Security Officer

Patrol premises to prevent and detect signs of intrusion and ensure security of doors, windows, and gates. Answer alarms and investigative disturbances. Monitor and Authorize entrance and departure of employees, visitors, and other persons to guard against theft and maintain security of premises.

Write reports of daily activities and irregularities, such as equipment or unusual occurrences. Call police or fire departments in cases of emergency, such as fire or presence of unauthorized persons. Circulate among visitors, patrons, and employees to preserve order and protect property. Answer telephone calls to take messages, answer questions, and provide information during non-business hours or when switchboard is closed.

Warn persons of rule infractions or violations, and apprehend or evict violators from the premises, using force when necessary. Operate detecting devices to screen individuals, prevent passage of prohibited articles into restricted areas. Escort or drive motor vehicle to transport individuals to specified locations and to provide personal protection. Inspect and adjust security systems, equipment, and machinery to ensure operational use and to detect evidence of tampering. Conduct driving patrol of property. Respond to on-call response at sites other than your assigned post.

## PRIVATE SECURITY IN THE U.S - A BRIEF HISTORY

### THE EIGHTEENTH AND NINETEENTH CENTURIES

Historically, American policing attempted to control crime and disorder in both urban and frontier environments. Although the urban and frontier experience differed in many ways, both could be classified as brutal and corrupt. It was during this period of American history that organized and professional private security organization began to have a positive impact on crime and disorder.

In America's urban experience, the first organized, paid, public police department was created in Boston in 1838, followed by New York City in 1845 and Philadelphia in 1854. By the outbreak of the Civil War, Chicago, New Orleans, Cincinnati, Baltimore, Newark, and several other large cities had their own police departments. As a result, constables and sheriffs were relieved of much of their patrol and investigative duties.

Despite the creation of these public police departments, policing in the United States in the nineteenth century did not approach the professionalism of Peel's London police. In his 1991 book, "Low Life: Lures and Snares of Old New York", Luc Sante says, *The history of the New York police is not a particularly illustrious one, at least in the nineteenth and early twentieth centuries, as throughout the period the law enforcement agents of the city continually and recurrently demonstrated corruption, complacency, confusion, sloth and brutality.*"

Local urban police were overwhelmed and could not provide important services, such as the detection and recovery of stolen goods. In Chicago, business owners created the private Merchant's Police, which protected stores that subscribed to its services by paying a fee of fifty cents a week.

Although life in America's cities was difficult, life on the frontier was grueling. Early settlers faced tremendous problems from the weather, the terrain, Native Americans, and the criminals within their own ranks. Formal law enforcement on the frontier was rare. What little law enforcement existed in the Old west consisted mainly of the locally elected county sheriff and the appointed town marshal, and also sometimes the U.S. Marshall, the U.S. Army, or the state militia. On the frontier, private police were much more effective in than public law enforcement. Although they often acted in the same manner as the English thief-takers, taking a percentage of the stolen property the recovered, America's private police were much more professional and honest than those found in early England.

The modern U.S. private security industry owes much of its origins to Allan Pinkerton. Pinkerton was born in Glasgow, Scotland, in 1819, and immigrated to the United States. He worked for a short time as a deputy sheriff in Cook County, Illinois, and was then appointed the first detective of Chicago Police Department in 1849. In 1850, he was appointed as a special U.S. mail agent in Chicago investigating mail thefts. In the early 1850's, he opened his own private detective agency, the Northwestern Police Agency, in partnership with Chicago attorney Edward Rucker, who left the partnership after a year.

The agency was then renamed the **PINKERTON NATIONAL DETECTIVE. AGENCY**. Its trademark was an open eye, with the slogan, "The Eye That Never Sleeps"; this led to the common use of the expression "private eye" as a reference to private investigators. The agency was an immediate success. In 1857, Pinkerton formed the **PINKERTON PROTECTIVE PATROL** to provide watchmen services for businesses and private individuals.

## **2W Security LLC.**

2W Security, LLC, has been in business for three plus years serving the Chicagoland area. We specialize in armed and unarmed security services, and security training. The company was founded by two minority women who want to make a difference in how security officers present themselves and represent their employer.

We're a certified Minority Business Enterprise (MBE) and Women-Owned Business Enterprise (WBE) from the south side of Chicago. We strive to make a big impact in how security officers provide customer service for our clients, their customers and the community we serve. We take pride in

having the skill set, knowledge, wisdom and real-life field work experience to train highly efficient and skilled professional security officers.

## **What is Private Security?**

In the Private Security Industry a Security Guard (or Security Officer) is a person who is paid to protect properties, assets, or people. Security guards are usually privately and formally employed personnel. Often, security officers are uniformed and act to protect property by maintaining a high visibility presence to deter illegal and inappropriate actions, observing (either directly, through patrols, or by watching alarm systems or video cameras) for signs of crime, fire or disorder; then taking action and reporting any incidents to their client and emergency services as appropriate.

# The Code Of Ethics For Private Security Officers

In recognition of the significant contribution of private security to crime prevention and reduction, as a private security officer, I pledge:

- 1.** To accept the responsibility and fulfill the obligations of my role:  
Protecting life and property; preventing and reducing crimes against my employers' businesses or other organizations and institutions to which I am assigned; upholding the law and respecting the constitutional rights of all persons.
- 2.** To conduct myself with honesty and integrity and to adhere to the highest moral principles in the performance of my security duties.
- 3.** To be faithful, diligent, and dependable in discharging my duties and to uphold at all times the laws, policies, procedures that protect the rights of others.
- 4.** To observe the precepts of truth, accuracy, and prudence, without allowing personal feelings, prejudices, animosities, or friendships to influence my judgment.
- 5.** To report to my superiors, without hesitation, any violations of the law or of my employer's or client' Regulations.
- 6.** To respect and protect the confidential and privileged information of my employer or client beyond the term of my employer, except where their interests are contrary to the law or to this Code of Ethics.
- 7.** To cooperate with all recognized and responsible law enforcement and government agencies in matters within my jurisdiction.
- 8.** To accept no compensation, commission, gratuity, or other advantage without the knowledge and consent Of my employer.
- 9.** To conduct myself professionally at all times and to perform my duties in a manner that reflects credit upon myself, my employer, and the private security agency.
- 10.** To strive to continually to improve my performance by seeking training and educational opportunities that will better prepare me for my private security duties.

This code was created by the **Task Force on Private Security** and was sponsored by the **National Advisory Committee on Criminal Justice and Standards and Goals**, 1976. This code serves as an industry accepted benchmark for quality of service. The code of ethics provides guidance to Integral Officers in dealing with situations not specifically covered in written instructions.

## PRIVATE SECURITY POWERS UNDER THE CONSTITUTION

The security officer must be familiar with the various rights that every individual possesses under the U.S. Constitution. However, in most locales and under most licensing agencies, the security officer is not considered to be sworn officer. In making an arrest, the officer acts as a private citizen. When the officer is not required by regulation to inform the suspect of his or her rights, the officer need not do so.

Nevertheless, any suspect who is put under lawful arrest should be apprised of these rights by the security officer who makes the arrest. If the officer is only seeking to establish the suspect's identity or intentions or if the unlawful act or incident in question is not felonious, the officer need not inform the suspect of his or her rights.

The applicable rights of the individual include those specified by the Fourth, Fifth, and Sixth Amendments to the Constitution.

**Amendment IV** "The right of the people to secure in their persons, houses, papers, and effects; against unreasonable searches and seizures, shall not be violated, and Warrants shall issue, but upon probable cause, supported by Oath or affirmation, and particularly describing the place to searched, and person or thing to be seized."

**Amendment V** "No person shall be held to answer for capital, or otherwise infamous crime, unless on a presentment or indictment of Grand Jury, except in cases arises in the land or naval forces or in the Militia, when in actual service in times of War or public danger: nor shall any persons be subject for the same offense to be twice put in jeopardy of life or limb; nor shall be compelled in any criminal case to be a witness against himself; nor be deprived of life, liberty, or property, without due process of law; nor shall private property be taken for public use, without just compensation."

**Amendment VI** "In all criminal prosecutions, the accused shall enjoy the right to a speedy and public trial, by any impartial jury of the state and district wherein the crime shall have been committed, which district shall have been previously ascertained by law, and to be informed of the nature and cause of the accusation; to be confronted with the witnesses against him; to have compulsory process for obtaining witnesses in his favor, and to have the Assistance of Counsel for his defense."

## **PRIVATE SECURITY AND PUBLIC LAW ENFORCEMENT PARTNERSHIP**

Experts estimate that there are at least three security guards in America for every police officer. Security guards play an integral role in the protection of citizens and of private property. Although security guards are not police officers, they do have more rights when it comes to detaining and arresting suspects than do private citizens, though complications do happen.

First of all, most security guards (with the exception of peace officers) are armed and carry much of the same equipment that cops carry. They have batons, radios, extra magazines and handcuffs. Many drive cars marked with "Security" on the sides and wear uniforms that closely resemble those of police officers.

In some counties nationwide, security guards are afforded the right not only to detail suspects, but to arrest them, filling out an arrest report similar to one that a police officer would file. Some states also allow security guards to issue parking and traffic tickets.

The increase in the arrest power of private security guards can be attributed mainly to the rise in crime. Police departments cannot spare officers for private detail unless a verifiable death threat has been made or there is sufficient reason to suspect that the life of a private citizen is in danger. Security guards and private investigation firms pick up the slack, protecting citizens and businesses from misdemeanors like trespass.

### **CUSTOMER RELATIONS (DVD/QUIZ)**

#### **Communication Requirements:**

- a.** The Security Officer's ability to effectively communicate with other is one of the most important aspects of the job.
- b.** The Officer needs to speak in a clear and concise manner to prevent the possibility of misunderstanding.
- c.** When communicating the others, the officer should avoid using police or security terminology. Most people do not understand these words and terms.
- d.** The officer needs to use words and phrases which are commonly used on a daily basis.
- e.** Communication is a two-way process. The person communicating has to know what to say and the person receiving the message must understand its full meaning.
- f.** In an emergency situation, the officer must communicate vital information in a calm and understandable manner. Incorrect information can cause a delay in emergency service response.
- g.** Officers who have communications difficulties should take appropriate action to reduce or eliminate any problems they possess. Problems such as English as a second language requires course work in English in order to ever become competent.

## **Customer Relations:**

- h.** The most successful office is one who possess the right social skills to effectively deal with all segments of society.
- i.** The officer who has the right social skills will always treat everyone, regardless their nationality, religious beliefs, economic status or gender in a professional manner.
- J.** Officers should always treat people the way they would want to be treated. This approach will seldom cause the officer to receive complaints concerning their conduct or mannerisms.
- k.** Security officers must have customer support if they expect to be effective in their delivery of security services.
- l.** Positive customer relations and supplies is accomplished by being friendly, courteous, unafraid to smile, speaking in a non-authoritarian manner and by assisting rather than ordering.
- m.** The Security officer should always remember to treat others with respect and without any bias or prejudice in obtaining compliance with their request. Any firm of bias or prejudice will be met with rejection and hostility.

## **UNIFORM AND EQUIPMENT (REVIEW)**

### **PATROL I (REVIEW)**

#### Foot Patrol Techniques:

##### Routine:

- a.** The officer who uses a pattern or routine during foot patrol eliminates any opportunity of detection and permits anyone to plan activities around the officer's appearance at a specific location.
- b.** A routine is an officer safety issue as anyone can determine the time the officer will arrive and leave a given area.
- c.** The best approach is the use of a random time frame with no indication of routine.
- d.** Vary the times and directions used in foot patrol. This prohibits anyone from knowing when the officer will arrive or from what direction.

##### Techniques;

- a.** Always stop, look, and listen before entering an area.
- b.** The officer should never enter an area without first knowing what or who is present. The officer does not want to be surprised by entering an unsafe or unknown area.

- c.** Officers should never walk around with their radios turned up so that they project themselves in advance of their arrival.
- d.** Obtain an ear plug where the officer is the only hearing radio traffic.
- e.** Interior foot patrol of buildings or structures should never be done in the dark. The interior lights should be turned on immediately on entry. This will prevent the officer from having a limited view of the interior.
- f.** Officer should never develop the routine of turning lights on during entry then immediately turning them off on exiting. This clearly shows anyone watching their exact location and direction of travel. Leave some lights on until completion of the patrol then turn them off.
- g.** Exterior foot patrol should have the officer approaching any structure of area without first observing the area from a safe distance. In this manner, the officer who observes activity of unsafe conditions can request assistance prior to becoming caught in an unsafe environment.
- h.** Visually check the exterior of buildings or structures for any signs of forced entry or unusual activities being conducted inside.
- i.** The officer should listen for any noise coming from the structure or building such as conversations or movement of equipment.

#### Vehicle Patrol:

##### Vehicle Patrol Considerations:

- a.** Inspect the vehicle prior to operations. This will prevent vehicle hazards from occurring in the field.
- b.** The officer should always remember to have a valid operator license in their possession at all times.
- c.** Safe driving is not only the smart thing to do but also the legal thing to do. The officer does not have the right to exceed the speed limit or violate any vehicle code regulations.
- d.** The officer needs to remember that they are usually driving a vehicle that identifies his/her agency and any unsafe or rude driving will not only reflect on the officer but their agency as well.

##### Patrol Procedures:

- a.** Drive with your windows down to permit hearing sounds or request for assistance. Closed windows will not permit hearing any outside sounds or will greatly reduce the officer's ability to perform their job effectively.
- b.** Patrol speed should be between 15-20 miles per hour. This permits observation of the surrounding area to be possible.

- c.** The officer should never enter an area without first observing the area from a safe distance.
- d.** The officer should always be aware of the surroundings
- e.** The officer should never take the job as a routine assignment.
- f.** The officer should remember that sometimes a combination of vehicle and foot patrol of an area might be the most effective.
- g.** The officer should never permit unauthorized personnel to conduct patrols or be involved in the officer's job requirements
- h.** The officer should never be afraid or embarrassed to ask questions in those situations the officer is not sure how to handle.
- i.** The officer should always practice not only officer safety during patrol but effective customer relations.
- j.** Security officers should never act as police as this is not their occupation and impersonation of a police officer is a crime.
- k.** Any illegal or suspicious activities the officer encounters should immediately be reported to the local police for disposition.
- l.** The officer should know their assignment as thoroughly as possible. Officer should know location of police department, emergency services, telephones, etc.
- m.** The use of two versus one man patrol is determined by the available manpower and crime within that given area.
- n.** Patrol officer should make every attempt to get to know the local police who also will be patrolling within their area. This makes for good relationships and mutual understanding and support to develop.
- o.** Officers should always project the most positive image while in public. Neat and clean appearance and a professional demeanor have the effect of developing a positive public image.