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**Course Name**

# Certificate in Supervising Security Operations

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**Sector Name**

Information Technology

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## Certificate in Supervising Security Operations

### Course Introduction

This comprehensive training program is designed to equip security operatives, officers, and managers with the core competencies needed to effectively oversee and supervise security operations.

Over the course of five days, participants will gain practical knowledge and hands-on skills that are directly applicable to their day-to-day security roles.

The program covers a wide array of topics, from risk mitigation to incident management, ensuring participants leave with the necessary tools to handle the diverse challenges they may face in their roles.

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## Certificate in Supervising Security Operations

### Target Audience

This program is intended for professionals who are seeking to widen their knowledge on network technologies and/or prepare themselves for the CompTIA Network+ Examination and Certification.

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## Certificate in Supervising Security Operations

### Learning Objectives

- ✓ Identify potential risks and threats to sites and assets, and implement effective mitigation strategies
- ✓ Manage entry checkpoints, including personnel and vehicle searches
- ✓ Operate and coordinate access control systems within security operations
- ✓ Effectively handle and manage incidents, ensuring the protection and preservation of the scene
- ✓ Apply conflict resolution methods while maintaining excellent customer service
- ✓ Conduct health and safety risk assessments, with a focus on fire safety
- ✓ Maintain detailed and accurate records, and prepare effective security documentation

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## Certificate in Supervising Security Operations

### Course Outline

#### ✓ Day 01

##### **Introduction to Security and Threat Management**

- ✓ Identifying potential threats and understanding the need for security
- ✓ Types of threats to sites and assets (internal and external)
- ✓ The evolving role of security personnel
- ✓ Responsibilities and teamwork within a security team
- ✓ Physical security measures
- ✓ Evaluating site security features (barriers, lighting, etc.)
- ✓ Scanning and detection equipment
- ✓ Access control systems
- ✓ Introduction to CCTV and intruder detection systems

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### Course Outline

#### ✓ Day 02

##### **Access Control and Checkpoint Management**

- ✓ Actions at checkpoints and entry points
- ✓ Conducting vehicle and personnel searches
- ✓ Types of access control systems and their implementation
- ✓ Integrating physical and technological security measures
- ✓ Implementing and coordinating access control at a simulated entry point

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### Course Outline

#### ✓ Day 03

##### **Incident Management and Patrolling Techniques**

- ✓ Patrolling strategies and techniques
- ✓ Recognizing and responding to various types of incidents
- ✓ Managing and controlling incidents, including preserving the scene and evidence
- ✓ Threat awareness and decision-making in crisis situations
- ✓ Effective Communication
- ✓ Standard radio voice procedures
- ✓ Communicating under pressure
- ✓ Command and control in emergency situations

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### Course Outline

#### ✓ Day 04

##### **Conflict Resolution and Customer Service**

- ✓ Recognizing conflict triggers in a security setting
- ✓ De-escalation techniques and conflict management strategies
- ✓ Maintaining professionalism while resolving conflicts
- ✓ Achieving excellent customer service while enforcing security protocols
- ✓ Conducting basic risk assessments
- ✓ Fire safety practices and emergency response

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### Course Outline

#### ✓ Day 05

##### **Documentation and Record-Keeping**

- ✓ Writing patrol reports and security logs
- ✓ Using notebooks and logbooks effectively
- ✓ Preparing incident reports and security briefs
- ✓ Introduction to incident investigation techniques
- ✓ Maintaining accurate registers for equipment and supplies
- ✓ Ensuring proper documentation and data storage for compliance

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## Certificate in Supervising Security Operations

### Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Sept. 14, 2026	Sept. 18, 2026	5 days	4950.00 \$	Spain , Barcelona
April 5, 2027	April 9, 2027	5 days	4250.00 \$	UAE , Dubai
June 22, 2026	June 26, 2026	5 days	4250.00 \$	UAE , Dubai
Jan. 4, 2027	Jan. 8, 2027	5 days	4250.00 \$	UAE , Abu Dhabi

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