



Officer Competency Task

FACILITY:		
OFFICER:		EVALUATOR:
EVALUATION CYCLE: Site Orientation Periodic/Special (describe)		
SOURCES: These Competency Tasks comply with and conform to all relevant and applicable Facility policies. Subjects not covered by Facility policies are consistent with Advanced Professional Security best practices.		
INSTRUCTIONS: Complete the top portion of this form, cross through the Task(s) not considered during this evaluation cycle, date when the officer is competent on the remaining Task(s), and return with the other evaluation paperwork.		
LEARN SEQ	OFFICER TASK	COMPETENCY DATE
x	Additional Security Coverage	
x	Age Specific Assistance to Persons	
x	Alarm Response	
x	Appearance and Uniform	
x	Arrest by Security	
x	Arrest Warrant	
x	Attendance and Punctuality	
	CCTV Locations	
	CCTV Operation and Use	
	CCTV Performance Check	
x	Civil Disturbance	
x	Communications	
	Confidentiality	
x	Crime Scene Protection	
x	Critical Incident Response Plan	
x	Detention by Security	
	Disaster Preparedness	
x	Disturbance Control	
x	Door Unlock Request	
x	Duty Officer Description	
	Elevator Malfunction	
x	Employee Contacts	
	Equipment/Gauge Checks	
x	Facility and Security Relationship	
	Facility Doors	
x	Facility Locations	
	Facility-Specific Codes	
	Fire Alarm Response	
x	Fire Information	
	Found Property	
x	Hostage Situation	
x	Injured Person Contact	
	Lost and Found	



Officer Competency Task

FACILITY:		
OFFICER:		EVALUATOR:
EVALUATION CYCLE: Site Orientation Periodic/Special (describe)		
SOURCES: These Competency Tasks comply with and conform to all relevant and applicable Facility policies. Subjects not covered by Facility policies are consistent with Advanced Professional Security best practices.		
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LEARN SEQ	OFFICER TASK	COMPETENCY DATE
x	Meal and Rest Periods	
	Missing Person	
x	Missing Property	
	News Media Contact	
	On-the-Job Injury or Illness	
x	Package Inspection	
	Parking Controls	
x	Person Needing Non-Emergency Police Assistance	
x	Personal Escort	
x	Police Contacts	
x	Property Removal	
x	Request for Sensitive or Confidential Information	
x	Search by Security after an Arrest	
	Security Alarm Locations	
	Security Alarm Operation and Use	
	Security Alarm Performance Check	
	Security Key Ring	
x	Security Mission Statement	
x	Security Officer Job Description	
x	Security Patrol	
x	Security Report Forms	
	Security Supplemental Key Storage	
x	Seizure of Property by Security	
x	Serious Incident Notification	
x	Sexual Harassment	
x	Solicitation & Distribution of Literature	
	Telephone Numbers	
x	Timed Duties	
x	Tobacco Use	
x	Use of Appropriate Force	
x	Valuables Escort	
x	Vehicle Accident on Facility Property	
x	Vehicle Battery Jump (Battery to car)	
x	Vehicle Battery Jump (Car to car)	



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LEARN SEQ	OFFICER TASK	COMPETENCY DATE
x	Vehicle Door Unlock	
x	Vehicle Lights Left On	
x	Vehicle Tire Change	
x	Vehicle Use	
	Weapon on Campus	
	Weather-Related Activities	



Officer Competency Task

FACILITY:		UPDATE: O
TASK: Additional Security Coverage		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Have facility representative or higher authority sign SCR	Yes No
2	Notify a security supervisor before extending a work shift	Yes No
3	Write SCR; category MISCELLANEOUS	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 05/10/18
TASK: Age-Specific Assistance to Persons		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Bend over, kneel, or sit at a height similar to the contacted person (without endangering you or others).	Yes No
2	Show respect for the person and provide verbal reassurance of their safety.	Yes No
3	Provide verbal encouragement for cooperation.	Yes No
4	Move to a semi-public or private area when practical and have a witness present when appropriate.	Yes No
	Toddler or child contact (approximately 1-11 years of age)	
5a	Speak softly and slowly.	Yes No
5b	Use simple words in short sentences.	Yes No
5c	Ask questions requiring yes/no or short answers.	Yes No
5d	Offer limited choices.	Yes No
5e	Give one instruction or piece of information at a time.	Yes No
5f	Carefully consider whether to touch physically to reassure.	Yes No
	Adolescent contact (approximately 12-18 years of age)	
6a	Explain your actions and questions—do not “baby” an adolescent.	Yes No
6b	Encourage an adolescent to ask questions to build a level of trust.	Yes No
6c	Offer as many choices as practical.	Yes No
	Competent adult contact	
7a	Explain your actions and questions.	Yes No
7b	Provide complete information whenever possible.	Yes No
7c	Offer as many choices as practical.	Yes No
	Elderly or confused/infirm adult contact	
8a	Explain your actions and questions.	Yes No
8b	Use the person’s name—not “dear or honey.”	Yes No
8c	Use clear words in simple sentences.	Yes No
8d	Ask questions requiring yes/no or short answers.	Yes No
8e	Offer limited choices.	Yes No
8f	Give one instruction or piece of information at a time.	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 05/10/18
TASK: Alarm Response		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Respond, quickly and safely, to an area near the alarm location; never run; arrive in a composed manner	Yes No
2	Survey alarm location to determine situation and risk to persons; call for backup and remain in a secure position if situation is not under control	Yes No
3	When safe, proceed to alarm location and obtain basic information	Yes No
4	Alert others when appropriate	Yes No
5	Direct actions at the scene	Yes No
6	Secure the scene; reset alarm if appropriate	Yes No
7	Write SIR; category ALARM-SECURITY, _____	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY: POB Accounts		UPDATE: 05/01/18
TASK: Appearance and Uniform		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Your appearance and actions are important public relations factors	Yes No
2	Good grooming and personal hygiene include wearing clean and unwrinkled clothes, a daily shower or bath, use of deodorant, and brushing teeth	Yes No
3	<p>Wear the approved uniform from the beginning to the end of the shift, during direct travel to/from work, and never for personal use. Approved uniform consists of :</p> <ul style="list-style-type: none"> a) Plain white crew neck t-shirt, no logos or embellishments, if outfitted in “hard look” uniform b) Prescribed uniform shirt, clean, pressed, no stains or wrinkles, top button unbuttoned if in “hard look” uniform c) Prescribed blazer, if outfitted in “soft look” uniform d) Prescribed tie, if outfitted in “soft look” uniform e) Prescribed uniforms slacks, clean and creased down front f) Prescribed belt, black in color g) Black shoes, polishable h) Black socks, if allergic to dye, white socks next to skin is permissible, but black socks must be worn over the white i) Facility issued identification and Merchant Guard identification worn in middle of right shoulder board, if outfitted in “hard look” uniform j) Merchant Guard License, paper copy, worn on person k) Company issued name tag, centered over right breast pocket l) Company issued shield, if applicable, worn in reinforced holes directly above left pocket m) Field notebook and black or blue pen n) Company issued jacket, when weather requires 	Yes No
4	Your uniform is provided to you; you must clean the uniform; normally worn items are replaced for you; you pay for abnormal uniform wear or damage. Should replacement items be required, you must advise your supervisor.	Yes No
5	Do not wear excessive cologne or perfume	Yes No
6	Wear necklaces inside the shirt, do not wear jewelry with large protrusions, do not wear sunglasses inside a building	Yes No
7	<p>Hairstyles and fingernails must be neat in appearance and not a safety hazard.</p> <ul style="list-style-type: none"> a) Nail length will not extend more than ½ inch past fingertip, and if painted, will be painted a color that does not distract from the uniform. b) Hairstyles can not interfere with vision or hearing. Female hair styles will not fall over the front of the collar bone at any time, and must be pulled away from the face, if longer than shoulder length. c) Male hair must be off the collar, sideburns must not extend below the ear lobe and less than 1 inch wide, other facial hair must be neat and trimmed 	Yes No
8	Males may not wear visible body piercing adornments, females may not wear visible body piercing adornments except one pair of non-dangling ear rings, no bigger than a dime in diameter	Yes No



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9	The Employment Guidelines contains the complete Appearance and Uniform Polices	Yes	No
TASK	The officer can perform each of the elements	Yes	No



Officer Competency Task

FACILITY:		UPDATE: 05/01/18
TASK: Arrest by Security		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	A legal arrest is made when a person is under the officer's control, and	Yes No
2	Is not in the officer's, or the arrested person's mind, free to leave, and	Yes No
3	The person has received communication of the arrest by such means as verbal, physical (use of handcuffs) display of uniform, or blocking the exit	Yes No
4	An arresting officer has several important constraints including using physical force based on the resistance experienced—use deadly force only when the person being arrested displays deadly force, and	Yes No
5	Summon the police immediately after an arrest and sign the arrest complaint as an agent of the facility	Yes No
6	Safely control the arrested party, and	Yes No
7	Do not give Miranda warnings	Yes No
8	Write SIR	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 05/01/18
TASK: Arrest Warrant		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Ask to see the presenters credentials and the warrant	Yes No
2a	If the presenter is a Bail/Bondsman, and	Yes No
2b	Cannot produce credentials and warrant	Yes No
2c	Escort the Bail/Bondsman off property, and	Yes No
2d	Explain the trespass policy	Yes No
3a	If the presenter is a Bail/Bondsman, and can produce credentials and warrant	Yes No
3b	Can produce credentials and warrant	Yes No
3c	Contact the police and have them verify the validity of the warrant	Yes No
4	If a police officer produces a warrant	Yes No
5	For an employee contact Human Resources or Administration and assist them as directed	Yes No
6	Write SIR; category INFORMATION ONLY	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		05/01/18
TASK: Attendance and Punctuality		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Report for assignment at least 5 minutes before but no more than 10 minutes before the shift begins	Yes No
2	Read and sign the "Pass-On" information entered since the last worked shift or the previous ten days	Yes No
3	Notify FWSS (do not use voice mail) about any absence or tardy issue four hours before reporting time and record the corresponding confirmation number	Yes No
4	If a relieving employee does not report for duty, contact FWSS and remain on duty until relieved	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 05/01/18
TASK: Civil Disturbance		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1a	An internal disturbance is an event such as labor unrest or a large crowd of boisterous persons on the campus	Yes No
1b	An external disturbance is an event such as a riot or unruly demonstration which disrupt facility operations	Yes No
2a	Do not make statements to the media on behalf of the facility or FWSS	Yes No
2b	Refer the media to an official spokesperson	Yes No
2c	Restrict the media to designated areas of the facility	Yes No
3a	Any civil disturbance may require restricting access to the campus, and	Yes No
3b	Activation of a secured communications or command post, and	Yes No
3c	Control of the media, and	Yes No
3d	Coordination with public safety agencies	Yes No
4	An internal disturbance may require sealing off the trouble area, identifying leaders to develop a dialogue, clearing the area in as non-confrontational manner possible, and arresting involved persons	Yes No
5a	An external disturbance may require activating security control posts on assigned priority	Yes No
5b	Removing equipment and supplies (e.g. facility vehicles, trash cans, sprinkler heads), and	Yes No
5c	Maintaining a highly visible security presence, and	Yes No
5d	Drawing curtains or shades over window areas facing the exterior, and	Yes No
5e	Moving persons from window areas	Yes No
6	Write SIR; category DISTURBANCE, _____	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 05/01/18
TASK: Communications		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Communications equipment facilitates providing a service, responding to an emergency, and solving an officer safety issue	Yes No
2a	Telephone—the basic and primary means of communication; use the telephone whenever possible; greet each telephone caller with “Security, Officer (your last name)”; be sure to determine the name of the calling party	Yes No
2b	Portable Radio—communication between portables may be less reliable than from a base station to portable; hold the portable away from the body and move a few feet when reception or transmission quality is poor; become familiar with “dead spots” to minimize communication difficulties (e.g. elevators and tunnels); always leave the portable on while on-duty; conserve battery power by using the portable radio only when needed	Yes No
2c	Pager—useful when confirmation of the message is not time sensitive; many times, a pager is the backup device to a portable radio	Yes No
3	<p>Portable radio exchanges should be simple yet efficient; consistent formatting allows the users to focus on the content rather than the style; repeating the radio name helps the correct person receive the message; use this preferred radio exchange when possible:</p> <p>Dispatcher calling an officer; (dispatcher radio name) to (officer radio name) (officer radio name) by (message) (officer radio name), (acknowledge code) (dispatcher radio name) (acknowledge code), (time)</p> <p>Officer calling a dispatcher; (officer radio name) to (dispatcher radio name) (dispatcher radio name) by (message) (dispatcher radio name) (acknowledge code), (time)</p> <p>Officer calling an officer or supervisor; (officer radio name) to (other radio name) (other radio name) by (message) (other radio name) (acknowledge code)</p>	Yes No
4	A short message is easy to understand; shorten a message by starting with an action word (e.g. call, carry, escort, go, lock, meet, push, see, unlock)	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 05/01/18
TASK: Crime Scene Protection		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	In general, no one should enter or leave the area pending police arrival	Yes No
2	Do not touch anything; the nature of the crime and the type of evidence requires the officer be extremely careful in moving about so as not to damage or otherwise destroy evidence	Yes No
3	Obtain the names and addresses of possible witnesses, provide this information to the police, and include it in a SIR	Yes No
4	Ask the witnesses to wait for the police to arrive	Yes No
5	Write SIR	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 05/01/18
TASK: Critical Incident Response Plan		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Proceed to the scene as quickly and safely as possible	Yes No
2	Arrive in a composed manner; do not arrive out of breath	Yes No
3	Survey the scene before proceeding cautiously into the area	Yes No
4a	Be prepared to quickly determine if any witness or suspect has left the scene which may require additional action by another officer or the police, and	Yes No
4b	Assist injured persons, and	Yes No
4c	When required, request police involvement, and	Yes No
4d	Never take action which would endanger your or others—observe and document from a safe place	Yes No
5a	Notify the on-duty security supervisor	Yes No
5b	Notify on-duty facility administration	Yes No
6	Write SIR	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 05/01/18
TASK: Detention by Security		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Detention occurs when a person is in the officer's presence, and	Yes No
2	Remains through cooperation until a resolution of the situation occurs, and	Yes No
3	May leave when they wish	Yes No
4	Write SIR	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 05/01/18
TASK: Disturbance Control		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Respond, quickly and safely, to an area near the disturbance; never run; arrive in a composed manner	Yes No
2	Survey situation to determine risk to persons; call for Supervisor and request backup if situation is beyond officer's possible control	Yes No
3	Separate persons; determine facts from each person involved	Yes No
4	If separation does not work or facts indicate, contact law enforcement	Yes No
5	Write SIR; category DISTURBANCE, _____	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 05/01/18
TASK: Door Unlock Request		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Respond to location	Yes No
2	Determine if request is authorized	Yes No
3	Identify person making request	Yes No
4	Verify door or area is not "restricted"; if so contact administration for approval	Yes No
5	Unlock door; determine time person will leave	Yes No
6	Write SCR, category DOOR UNLOCK; leave yellow copy at location if appropriate	Yes No
7	Check area, after estimated departure time, to verify area is secure	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 05/01/18
TASK: Duty Officer Description		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	A duty officer assumes a position of coordination and control of other officers during the work shift; a duty officer is responsible for making decisions concerning incidents or other unexpected activities, which do not affect policy or procedure	Yes No
2	A duty officer is not a supervisor; contact a security supervisor when decisions are required concerning a question about policy, procedure, or when a major incident occurs	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 05/01/18
TASK: Employee Contacts		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Security is responsible to assist employees in complying with facility rules and regulations	Yes No
2	Do not directly reprimand an employee but offers assistance in complying	Yes No
3	Report uncorrected or repeated violators to a facility supervisor	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 05/01/18
TASK: Facility and Security Relationship		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	The facility administration appoints one employee to serve as the Facility Security Representative (FSR); the FSR is administratively responsible for security at the facility	Yes No
2	FWSS appoints a Facility Security Supervisor or Manager (FSM) to interact with the FSR and to oversee the security operation	Yes No
3	Each officer receives direction for security activities, submits suggestions, and asks for clarifications through the FSM (or designee)	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 05/01/18
TASK: Facility Locations		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Escort the Trainer from the front lobby to the: Cafeteria Security Office Administration	Yes No
2	Escort the Trainer from the security office to the: Cafeteria Lobby Administration	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE:
TASK: Fire Information		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
	Fire Categories	Yes No
1a	Class A—paper, rubbish, textile, wood	Yes No
1b	Class B—gas, grease, highly combustible material, paint	Yes No
1c	Class C—electrical	Yes No
1d	Class D—metals	Yes No
	Extinguisher Types	
2a	Pressurized water—silver canister, 2½ gallon capacity, 30-foot range, use on Class A	Yes No
2b	Carbon dioxide—red canister, 2/5/10/15/20-pound capacity, 8/10-foot range, use on Class B or C	Yes No
2c	Dry chemical—various colored canister, 8-foot range, Class A, B, C, or D	Yes No
2d	Halon gas—various colored canister, closed area, usually automatically activates in kitchens and computer rooms	Yes No
	Fire Control	Yes No
2a	Lower the temperature of the fuel	Yes No
2b	Prevent oxygen from reaching the fuel	Yes No
	Requirements for fire to burn	Yes No
3a	Fuel must be present	Yes No
3b	Oxygen must contact the fuel	Yes No
3c	Temperature must exceed point where fuel and oxygen combine	Yes No
	Initial fire activities	
4a	R escue those in immediate danger	Yes No
4b	A ctivate the fire alarm system	Yes No
4c	C onfine the fire by closing doors and windows	Yes No
4d	E xtinguish the fire <i>only if it is safe to do so</i>	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 05/01/18
TASK: Hostage Situation		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Able to define a hostage situation	Yes No
2	Do not make statements to media on behalf of the facility or FWSS	Yes No
3	Refer media members to official spokesperson described in facility policy	Yes No
4	Generally restrict media members movement throughout the facility	Yes No
5	Establish an inner perimeter, keeping all persons from danger	Yes No
6	Establish an outer perimeter, evacuating all non-essential people from between the inner and outer perimeters	Yes No
7	Notify facility administration and public safety agencies	Yes No
8	Set up a communications/command center and a media room	Yes No
9	Assist the police as needed (describe/diagram specific area and surroundings; number, name, and description of suspect; number, name, and description of hostage; number and description of weapon; preliminary demands or intentions of suspect)	Yes No
10	Write SIR; category INFORMATION ONLY	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 05/01/18
TASK: Injured Person Contact		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Assist an injured person, located on property, to a safe location	Yes No
2	Assist an injured person, located on or off property, by contacting 911	Yes No
3	Write SIR	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 05/01/18
TASK: Meal and Rest Periods		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	One 30-minute Meal Period is allowed for each eight or more hour work period	Yes No
2	A 15-minute Rest Period is allowed for each four hour work period, the rest period should be near the middle of the work period	Yes No
3	Meal and Rest Periods are paid time so you must remain on the work site and provide service as needed	Yes No
4	Meal and Rest Periods may not be combined and may not change the shift's start or end times	Yes No
5	Take Meal and Rest Periods in designated areas; not in the security office	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Missing Property		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Personally (if possible) contact the reporting person and obtain all facts	Yes No
2	Inform the owner this is not a police report; note in the report if the owner wanted to notify the police or not; assist a private property owner to contact the police if they desire	Yes No
3	Check the immediate surrounding areas, areas visited by reporting person within 2 hours of loss (if on campus)	Yes No
4	Check lost and found (if open)	Yes No
5	Write SIR; category MISSING PROPERTY, _____, _____	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Package Inspection		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	<p>There are three basic types of inquiries: Cause to believe contraband or stolen property is being removed based on;</p> <ul style="list-style-type: none"> • Information that a possible theft has occurred • A facility administrator or department supervisor asks for an inspection <p>Observes possible facility property being removed (computer, television set, tool, etc.) Pre-scheduled inspection coordinated by the FWSS security manager or supervisor and the Facility Security Representative</p>	Yes No
2	When time allows confer with a security supervisor before conducting a package inspection; if the time and extent of the problem does not permit, good officer judgment will prevail	Yes No
3	Write SIR, category INFORMATION ONLY	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Person Needing Non-Emergency Police Assistance		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1a	Tell persons desiring police assistance, for non-facility related issues, to call the police themselves as they are the complainant	Yes No
1b	Provide a telephone to the complainant but let the complainant speak directly to the police	Yes No
2	Assist persons desiring police assistance, for facility-related issues, by contacting the police for them	Yes No
3	Write SIR, category INFORMATION ONLY	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Personal Escort		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Meet the person at a mutually convenient location; if contact is not made re-contact to clarify situation	Yes No
2a	Walk (unless authorized by a security supervisor to drive a vehicle) with the person to the destination (maximum of 1 block off campus without security supervisor approval)	Yes No
2b	Use flashlight when applicable; walk beside or in front of person as appropriate	Yes No
3	Try to keep your hands free by not carrying items for the other person	Yes No
4a	Check destination for safety and security conditions	Yes No
4b	Wait for the person to drive away safely or enter a secure area before leaving	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Police Contacts		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Record, on a SIR, information received from the police including the name of the agency and officer giving the information	Yes No
2	Request a municipal parking ticket after receiving facility administrative authorization	Yes No
3a	Complete a SIR and report missing facility property to the police when an item is valued over \$50.00; complete a SIR when the item may have been borrowed and leave the decision to file a police report to a security supervisor	Yes No
3b	A private property owner is responsible to file a police report about missing private property; inform the owner the SIR is not a police report; assist the owner in making a police report if requested; the officer should advise the owner to make a police report after making an effort to locate the property; note in the SIR if the owner declines the officer's advice or states they will make a report later	Yes No
4	After an arrest, file criminal charges with the police; the security officer will sign the arrest complaint as an agent of the facility; administrative personnel do not need to countersign the complaint; when time permits, the officer should confer with facility administration or a security supervisor concerning an arrest	Yes No
5	Police agencies are not generally interested in a non-injury automobile accident occurring on private property; they may not respond to this type of accident; involved parties may make a "counter" report at a local station if they wish; the security officer will complete a SIR if the accident occurred on facility property	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Property Removal		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	A person removing property in open-view generally indicates they are legitimate	Yes No
2	Tactfully inquiry about ownership and identify the person	Yes No
3	Generally allow an employee to leave with the property if independent verification is not available	Yes No
4	Generally do not allow a non-employee to leave with the property if independent verification is not available	Yes No
5	When removal is not allowed write an SIR, category INFORMATION ONLY	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Request for Confidential or Sensitive Information		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Direct requests for employee information to the Human Resources department or on-duty facility supervisor	Yes No
2	Direct requests for facility-related event information to the facility administration or on-duty facility supervisor	Yes No
3	Direct requests for security employee information to a security supervisor	Yes No
4	Direct requests for security-related event information to a security supervisor	Yes No
5	Write SIR, category INFORMATION ONLY	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Search by Security after an Arrest		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Conduct a search to provide for the safety of all persons, and	Yes No
2	To discover weapons or fruits of a crime, and	Yes No
3	With or without consent of the person under arrest	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Security Mission Statement		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	The Mission of the Security Department is to provide protection services to all persons and property on the campus through the efficient use of personnel, technology, prevention activities, and response to requests	Yes No
2	The Security Department meets the Mission by conducting preventive patrols, escorting persons, completing property control activities, locking doors, wearing an easily identified uniform, responding to requests for assistance or critical security situations, and investigating potential or actual breaches of security	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Security Officer Job Description		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Officer can explain each of the Responsibilities	Yes No
2	Officer can explain each of the Qualifications	Yes No
3	Officer can explain each of the Relationships	Yes No
4	Officer can explain each of the Competencies	Yes No
5	Officer can explain each of the Addendum (if applicable)	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Security Patrol		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Patrol is the backbone of an effective deterrence program; patrol requires alertness and using your senses to see, hear, smell, and touch; always have a purpose for checking each department or area; the purpose will vary from area to area	Yes No
2	Vary patrol routes; check an area and then periodically double back; revisit an area checked a minute or two earlier; learn the obvious routines of each department; a change in routine may indicate a security problem	Yes No
3	<p>Being alert prevents many potential problems; check for:</p> <ul style="list-style-type: none"> • Persons needing help including the sick, injured or victims of a crime • Conservation of water, fuel leaks, unnecessary lights left on, windows left open, and unfamiliar equipment noises • Safety hazards like moisture on the floor, holes, protruding hazards, or dark areas • Fire safety problems such as; <ul style="list-style-type: none"> ✓ Accumulation of combustibles ✓ Blocked exits ✓ An extinguisher out of place or showing evidence of use ✓ A door opening the wrong direction ✓ Sticking or malfunctioning locks • Unattended property left in a location conducive to theft or tampering (never remove property for the purpose of teaching the owner a lesson) • Unauthorized persons in a work or break area • Malicious destruction, horseplay, consumption of intoxicants, and boisterous conduct • Unsecured doors at an inappropriate time; follow-up with periodic inspections • Doors leading to unknown areas • Unfamiliar areas • Visitors or employees with questions • Person needing service • Locker rooms and public washrooms; if you believe a problem exists in an area reserved for the opposite gender, knock and announce yourself before entering; if possible, ask a staff member to witness the check • Facility rule violations; treat each person with patience and tact 	Yes No
4	Patrol closed areas with caution; look below, above, and at eye level	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 04/01/2004
TASK: Security Report Forms		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	State use, location, and how to complete the Draft Security Incident Report	Yes No
2	State use, location, how to complete, and how to distribute the paper Security Incident Report (SIR)	Yes No
2a	State how to complete an e-SRT™ SIR	Yes No
3	State use, location, how to complete, and how to distribute the paper Supplemental SIR	Yes No
3a	State how to complete an e-SRT™ Supplemental SIR	Yes No
4	State use, locate, complete, and distribute the Security Condition Report (SCR)	Yes No
5	State use, locate and complete the Pass-On	Yes No
6	State use, locate and complete the Daily Activity Report (DAR)	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Seizure of Property by Security		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	After seizing property the officer must mark the property when it may be used as evidence, and	Yes No
2	Give property to proper authority, and	Yes No
3	Note the authority's name and title	Yes No
4	Write SIR, category INFORMATION ONLY	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Serious Incident Notification		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Serious incident is an event or potential event causing wide-spread damage, serious or multiple injuries, or creating negative media attention	Yes No
2	During business hours notify Facility Security Representative	Yes No
3	After business hours or when Facility Security Representative is not available, notify PBX operator to contact on-call administrator	Yes No
4	At all times notify the FWSS Communication/Dispatch Center	Yes No
5	Contact other persons or departments as directed	Yes No
6	Complete SIR	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Sexual Harassment		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Sexual harassment is prohibited	Yes No
2	Sexual harassment is an unwelcome sexual advance, request for sexual favor, verbal or physical conduct of a sexual nature	Yes No
3	Sexual harassment can be written (i.e. cartoon, poster, calendar, letter, e-mail), verbal (i.e. comment, joke, four or obscene language, repeated unwanted requests for date), or physical (i.e. touch, grab, fondle, kiss, massage)	Yes No
4	Report sexual harassment to a security supervisor, manager, or director	Yes No
5	The Employment Guidelines contains the complete Sexual Harassment Policy	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Solicitation & Distribution of Literature		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	You may not solicit or distribute literature to any person at the work place (FWSS or client location)	Yes No
2	You may not be at the work place during non-working hours unless you are obtaining services available to the public	Yes No
3	When obtaining public services, do not enter any non-public area or interrupt workers in the area	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Timed Duties		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Locate and perform each timed duty for each Shift during assigned work time	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Tobacco Use		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Do not use a tobacco product in an un-designated area or a work vehicle	Yes No
2	Do not use a tobacco product while on patrol or when dealing with another person	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Use of Appropriate Force		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Appropriate force is any single or combination of an officer's: <ul style="list-style-type: none"> ✓ Body language ✓ Speaking volume ✓ Word use ✓ Body position ✓ Personal touch ✓ Use of a tool such as; <ul style="list-style-type: none"> • Flashlight • Handcuffs • Handgun 	Yes No
2	Force is applied to gain a person's compliance to an officer's directive	Yes No
3	Compliance protects the officer, nearby persons, and the compliant person from danger and detains the compliant person for medical or legal authorities	Yes No
4	Use just enough force to gain compliance; generally, apply an increasing amount of force to gain compliance; a situation may initially require a medium or high level of force to reduce or prevent imminent danger	Yes No
5	The continuum of force ranges from relatively low (body language, speaking volume, word use, body position) to medium (personal touch, handcuffs/medical restraint device) to relatively high (handcuffs, flashlight) to deadly (handgun); deadly force is used as a last resort	Yes No
6	After gaining compliance, reduce force while maintaining compliance	Yes No
7	An officer is subject to a disciplinary action and/or legal action for using an inappropriate type or amount of force; FWSS reviews each use of force on a case-by-case basis	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Valuables Escort		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Meet the person with valuable at a mutually convenient location; if contact is not made re-contact to clarify situation	Yes No
2	Carry the item to destination; draw as little attention to the item and yourself as possible	Yes No
3	Turn item over to the receiving person or store item in secure place	Yes No
4	Complete report as required	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Vehicle Accident on Facility Property		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Personally (if possible) contact the driver(s) and witness(es) and obtain all facts	Yes No
2	Contact 911 if there are injuries	Yes No
3	Inform the driver(s) this is not a police report; explain that the police do not generally respond to non-injury accidents and that each driver should file a "counter" report	Yes No
4	Write SIR, category AUTO ACCIDENT,	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Vehicle Battery Jump (Battery to car)		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Provide assistance so long as the service does not hinder the protection of the facility; do not attempt to provide any mechanical service	Yes No
2	Take battery to scene	Yes No
3	Have person sign Release of Liability form	Yes No
4	Turn off ignition and accessories on dead vehicle	Yes No
5	Clamp positive terminal to dead battery	Yes No
6	Clamp negative terminal to chassis of dead vehicle away from battery	Yes No
7	Officer step back from vehicle; driver enter dead vehicle	Yes No
8	Driver start dead vehicle	Yes No
9	Unclamp negative cable end from chassis; unclamp other connection	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Vehicle Battery Jump (Car to car)		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Provide assistance so long as the service does not hinder the protection of the facility; do not attempt to provide any mechanical service	Yes No
2	Do not use personal vehicle; take live vehicle to scene; do not let vehicles touch	Yes No
3	Have person sign Release of Liability form	Yes No
4	Turn off ignition and accessories on each vehicle	Yes No
5	Clamp positive terminals with one cable	Yes No
6	Clamp negative terminal of bad battery	Yes No
7	Clamp last cable end to chassis of live vehicle away from battery	Yes No
8	Officer enter live vehicle; driver enter dead vehicle	Yes No
9	Officer start live vehicle; let run for 2 minutes	Yes No
10	Driver start dead vehicle	Yes No
11	Unclamp negative cable end from chassis; unclamp other connections	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Vehicle Door Unlock		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Provide assistance so long as the service does not hinder the protection of the facility; do not attempt to provide any mechanical service	Yes No
2	Take unlocking tool to scene	Yes No
3	Do not continue if vehicle has electric locks or door mounted air bags	Yes No
4	Have person sign Release of Liability form	Yes No
5	Check each door to be sure none is unlocked	Yes No
6	Insert tool between window and weather stripping above driver's door handle	Yes No
7	Gently move tool up and down while moving door handle	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Vehicle Lights Left On		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Provide assistance so long as the service does not hinder the protection of the facility; do not attempt to provide any mechanical service	Yes No
2	If vehicle is unlocked, turn off lights, do not lock door	Yes No
3	If vehicle is locked, try to locate owner through parking sticker or license plate number	Yes No
4	Write SCR, category MISCELLANEOUS	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Vehicle Re-park		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Provide assistance so long as the service does not hinder the protection of the facility; do not attempt to provide any mechanical service	Yes No
2	Generally, a re-park is needed because the vehicle is parked in a short-term area and cannot personally move the vehicle	Yes No
3	If possible have the driver/owner or facility staff member sign Release of Liability form	Yes No
4	Re-park the vehicle and return the keys to the requesting person	Yes No
5	Write an SCR, category MISCELLANEOUS	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Vehicle Tire Change		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Provide assistance so long as the service does not hinder the protection of the facility; do not attempt to provide any mechanical service	Yes No
2	Respond to scene; determine other means of transportation or service are not available and a spare tire is available	Yes No
3	Have person sign Release of Liability form	Yes No
4	Have person set parking break and place transmission in park or low gear	Yes No
5	Have all persons leave vehicle	Yes No
6	Raise vehicle based on owners manual	Yes No
7	Remove lug nuts and flat tire	Yes No
8	Mount spare tire and replace lug nuts	Yes No
9	Lower vehicle	Yes No
10	Store all equipment in vehicle	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Vehicle Use		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Obtain proper authorization for vehicle use; obtain keys and other equipment required	Yes No
2	Inspect exterior and interior of vehicle per inspection checklist; note unusual situation, damage, or inoperative equipment	Yes No
3	Wear seat belt; do not smoke, eat, or drink in vehicle	Yes No
4	Observe all traffic and parking laws; drive defensively and carefully	Yes No
5	Do not transport persons without proper authorization	Yes No
6	Lock vehicle whenever it is unoccupied	Yes No
7	When trip is completed pickup interior; return keys and other equipment	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK: Visitor Contacts		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
1	Be alert for visitors violating facility rules and regulations while entering and leaving the campus, parking lots, entrances, corridors, waiting areas, and stairwells	Yes No
2	Question persons loitering on the campus	Yes No
3	A polite and effective initial contact method is to offer the person assistance	Yes No
TASK	The officer can perform each of the elements	Yes No



Officer Competency Task

FACILITY:		UPDATE: 01/01/2002
TASK:		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
		Yes No
		Yes No
		Yes No
		Yes No
		Yes No
		Yes No
		Yes No
		Yes No
		Yes No
		Yes No
		Yes No
		Yes No
		Yes No
TASK	The officer can perform each of the elements	Yes No

FACILITY:		UPDATE: 01/01/2002
TASK:		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP



Officer Competency Task

		Yes No
		Yes No
		Yes No
		Yes No
		Yes No
		Yes No
		Yes No
		Yes No
		Yes No
		Yes No
		Yes No
		Yes No
		Yes No
		Yes No
		Yes No
		Yes No
		Yes No
		Yes No
TASK	The officer can perform each of the elements	Yes No

FACILITY:		UPDATE: 01/01/2002
TASK:		LEARN SEQ:
ELEM	ELEMENT DESCRIPTION	COMP
		Yes No
		Yes No
		Yes No
		Yes No



Officer Competency Task

		Yes	No
		Yes	No
		Yes	No
		Yes	No
		Yes	No
		Yes	No
		Yes	No
		Yes	No
		Yes	No
TASK	The officer can perform each of the elements	Yes	No