WSQ – Security Screening Management

(SEC-SOP-1012-1.1)

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Document Title : Conduct Security Screening on Person and Bag

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LESSON PLAN

DAY 1

1. Course Introduction & Administration
- Ice Breaker
- Logistic Details
- Course Objectives

2. Role Play 1
- Check Security Equipment

3. Role Play 2
- Prepare Person For Security Screening

4.Role Play 3
- Perform Security Screening of Person with Walk-Through and Hand- Held Metal Detector

5.Role Play 4
- Conduct Security Screening- Pat Down Search

6. Role Play 5
- Conduct Manual Check Bag

7. Role Play 6
- Conclude Security Screening Activities

LESSON PLAN

DAY 2

8. Revisions
- Role Play 1-6
- Oral questions

9. Course Administration
- Evaluation feedback

10. Assessment
- POLWEL Co-operative Society Limited
- 1 hours
- Role play 1-6
- Oral questions 1-10

Learning Objectives

This course is mandatory for all security officers and supervisors who are involved in conducting security screening of person and bag in premises and special events. This course prepares the learner to understand the proper methods of manual screening (pat-down) of person, conduct bag search and conclude security screening activities.

Video



Role Play 1

Scenario: Candidate is deployed for a duty at a secured area. Upon reporting , supervisor will start to brief on work schedule.

Inject 1

Proceed with preparations works, to check the security screening equipments to ensure that they are in operational status. They may include the following:

1. Handheld Metal Detector



2. Operation Test Piece



3. Walkie- Talkie



4. Walk-Thru Metal Detector



Handheld Metal Detector

- No Damage – exterior in good condition.
- Check battery in full charge , Yellow and Red need to change battery.
- Green colour- Battery is fully charge.
- Scan the OTP between 2.5cm to 5cm (beep sound).



Walkie-Talkie

- ❑ No Damage- exterior in good condition.
- ❑ Check battery in full charge.
- ❑ Green light indicate battery is fully charge.





Walk-Thru Metal Detector

- ❑ No Damage- check exterior and interior is in good condition
- ❑ Switch on the main power



- ❑ Remove all metallic item from body and walk through the WTMD at normal pace.

- ❑ Ensure no sound activated when you are walking into the WTMD.



- Conduct functional check on 3 levels by using operational test piece(OTP).



- Low level (10cm-20cm) from ground .
- Mid level (100cm-120cm) from ground.
- High level 140cm-160cm from ground.



High level
140cm-160cm

Mid level
100cm-120cm

Low level
10cm-20cm

Inject 2

How do you clarify with your supervisor the assignment, if in doubt?



Do you have any questions for me?

You: I will clarify with the following :

1. Location
2. Time
3. My deployment

operate walk-thru metal detector, handheld or perform check bag

Role Play 1 (Recap)

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CONDUCT SECURITY SCREENING
OF PEOPLE AND BAG

ROLE PLAY 1

PREPARE FOR DUTY







new version as of NOV

3:14

Role Play 2

Scenario: Candidate is performing security screening duty and positioned in front of the WTMD, facing the direction of staff of visitors entering premises.

Inject 1

You stand in front of the WTMD, a visitor is approaching you. Show me how you prepare the visitor for security screening.



- I will adopt correct posture

(stand upright)

- “Good morning Sir ”

(Maintain eye contact with visitor)

- Use open palm gesture to direct visitor
- Sir, Good afternoon, please remove all items from your pocket, and place into the tray.
- Please push the tray into the conveyor belt.
- “Sir ” please walk through the metal detector at normal pace. Thank you.



Role Play 2 (Recap)

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CONDUCT SECURITY SCREENING
OF PEOPLE AND BAG

ROLE PLAY 2

PERFORM SCREENING.





Role Play 3

Scenario: Candidate is positioned behind the WTMD facing the direction of the visitor walking through the WTMD.



Inject 1

How do you observe the visitor walking through the WTMD?

- Look for tell-tale signs of hesitations and nervousness
- Body language: Sweating, profusely, avoiding eye contact or looking down
- Attire: Wearing loose or oversized clothing to conceal prohibited item.

Inject 2

How do you know the WTMD is activated ?

- By audio- Beep sound



- By visual- Blinking light





Inject 3

When the visitor walked through the WTMD, you were alerted by the activation signal. What should you do?

Good morning Madam! May I have the permission to conduct HHMD check on you?

Sir/Madam, do you have any item with you?

I will check if the item is prohibited or not



- Open palm “Sir/ Madam” , please stand on the foot-mat, legs apart and raise both hands upwards and please remove your shoes.



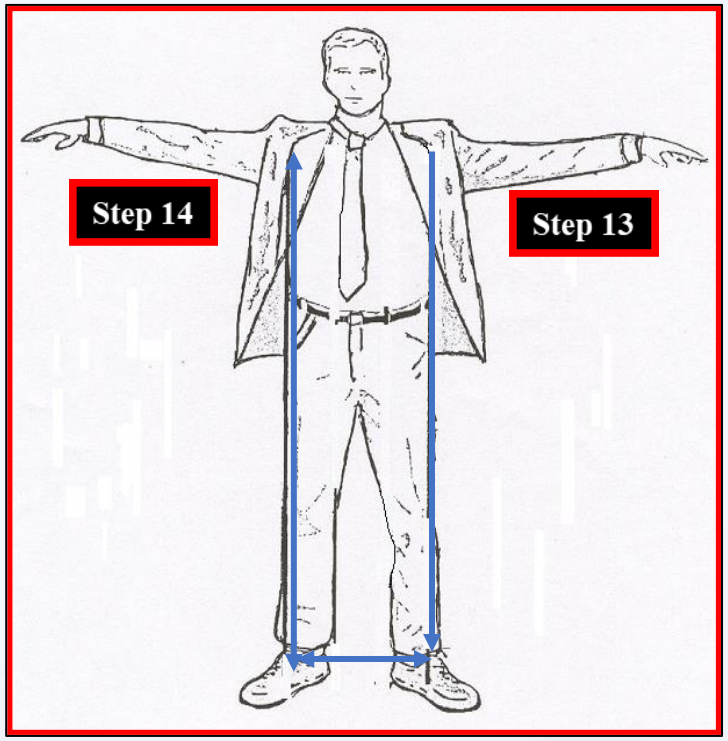
- Legs apart, please raise both hands sideway up to shoulder level with palms facing upwards.

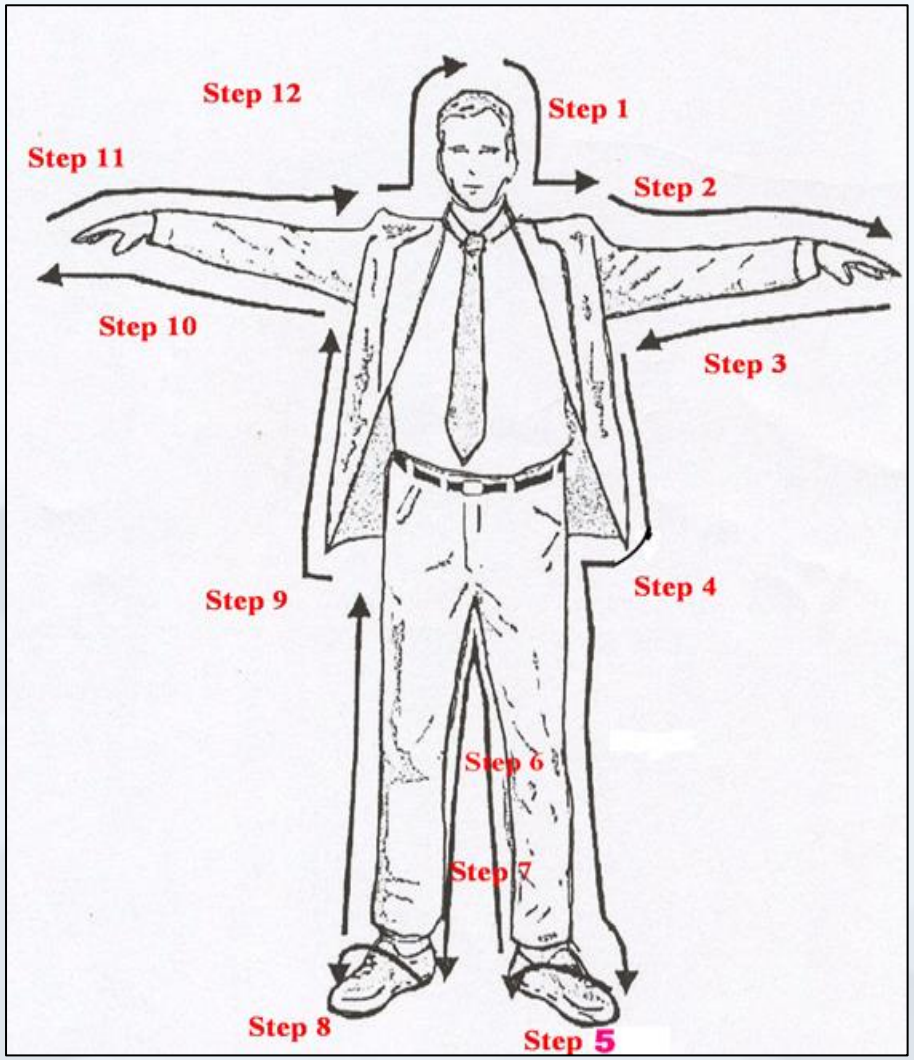
- Check the shoes for any modification of conceal prohibited item

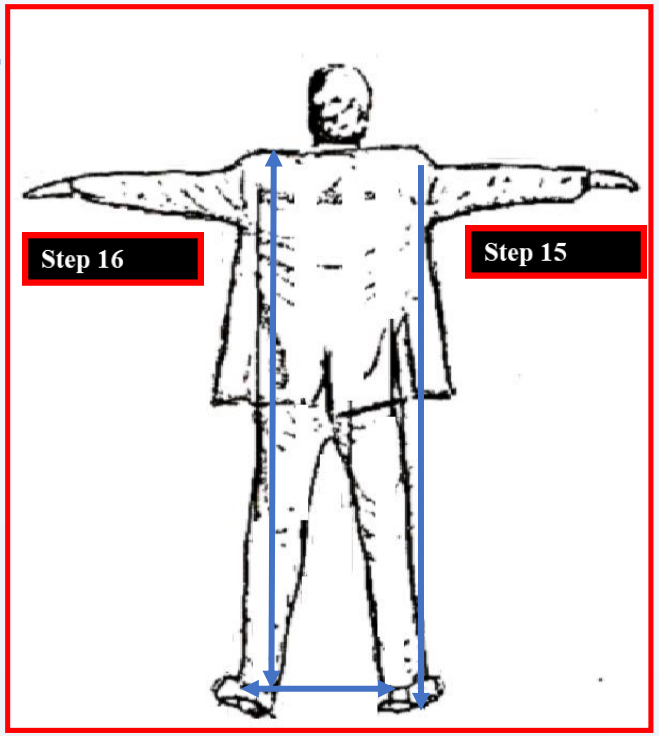
“I will switch on HHMD and perform 16 steps scanning between 2.5cm-5cm”



16 steps check on performing body scan using hand-held scanner (Hand Held Metal Detector)









Source from Airport Police Division

Inject 4

When performing HHMD screening, the HHMD is activated at the visitor pocket area. What should you do?

Take a step back.

“Sir “can you take out the item from your pocket and place on the table.

(check and place the item away from the visitor)

I will continue scanning and complete the 16 steps check.



Inject 5

Upon checking the object which the visitor took out, you realised that is a prohibited item which cannot be brought into the premises, (such as lighter and nail cutter). What should you do?

"Sir" this is a prohibited item, you cannot bring into the premises.

I will deposit the item at the security counter and you can collect the item on your way out from the premises.





Inject 6

What should you do after completing the HHMD screening?

"Thank you sir" please collect your item.

"Sir you may proceed in, Thank you!



Inject 7

Earlier when the WTMD was activated, what should you do if the visitor refused to be screened further using the HHMD?

I will not allow the visitor to enter the premises. Inform supervisor and management.



Role Play 3 (Recap)

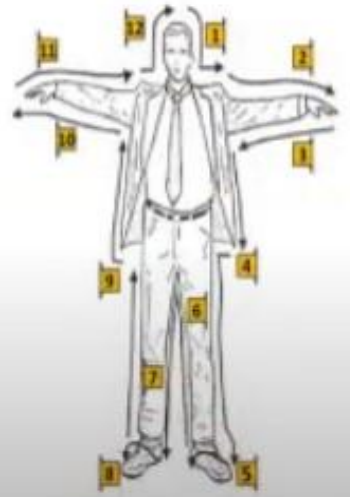
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CONDUCT SECURITY SCREENING
OF PEOPLE AND BAG

ROLE PLAY 3

HAND HELD
METAL DETECTOR





Role Play 4

Scenario: Visitor has failed the HHMD screening and insisted that there are no prohibited items in his possession.



Inject 1

You are going to conduct a pat-down search on him.

(Assessor to ensure is hidden on visitor) .

You proceed with the pat-down search.

"Sir" you have failed your HHMD screening check!
May I have the permission to conduct a pat-down search on you?

Please remove your shoes!

"Sir" legs apart! Raise your arms with open palm facing upwards.

Use HHMD to scan the visitor head.



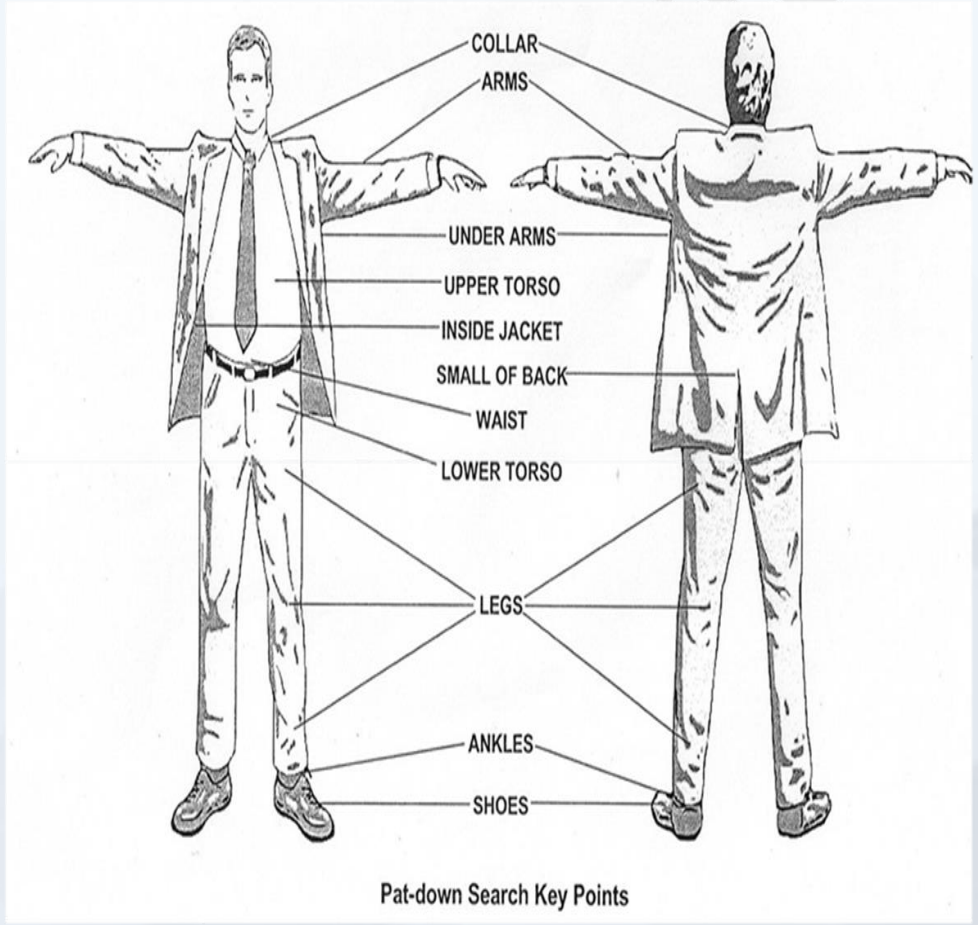




- Stand in front, use your both hands to check the collar from back to front by using thumb and index to feel
- Move to the right: Use extended fingers and thumb to feel down right side of shoulder
- Continued using both hands to encircle arm and feel down to the waist
- Check the left- and right-hand palm
- Repeat the process on the left
- Politely ask the visitor to lower their arms
- Check the headgear, jacket, and belt if applicable

Pat-down Search Key Points (Role Play 1)

Source: Airport Police Division



Pat-down Search Key Points

Inject 2

Found knife in the possession.



- Take a step back and ask the visitor to place the knife on the table
- Put the knife out of reach from the visitor.
- Continue the pat-down search till completed.

Inject 3

Actions to be taken after confirming the item is a foldable knife.





"Sir" this is offensive weapon! I have to detain you. May I have your photo ID?

" Charlie one to Control" I have detain a visitor having a offensive weapon during the pat-down search.

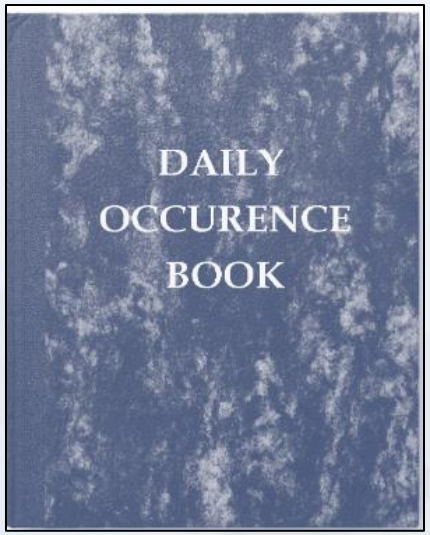
Please inform supervisor and management, call the Police over!

Inject 4

Supervisor informed that Police have arrived.

- Greet the Police, ask for name, rank and which division
- Brief what has happened.
- Update in Occurrence book and Incident report.







Occurrence Book

1.		Pat Down Search	SO……conducted a pat down search on visitor and found offensive weapon (foldable knife). Please refer to IR S/N: 01 for more details.

Incident Report

Name of Site Assignment : Katong Shopping Centre (KSC)

IR Number: 01/24

Location of incident: Search Room A

Type of incident: Pat-down search

Describe of incident: SO/WSO (your name) conducted a pat-down search check on a visitor Mr Tan Ah Kow NRIC: SXXXXXX and found offensive weapon behind his back pocket. I detained him and kept the item away.

Action Taken: The Police arrived, I hand over the suspect and the item to SGT Tan of “A "Division. Inform supervisor and management.

Reported by: SO/WSO (your name)

Signature:

Date:

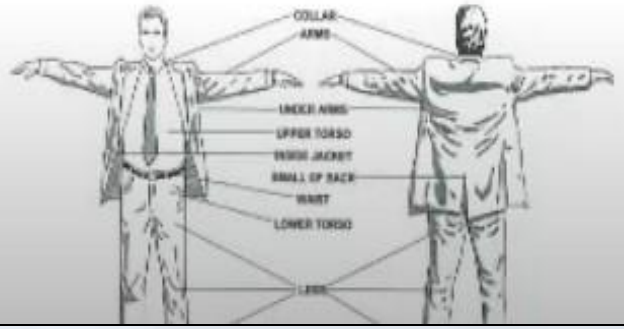
Role Play 4 (Recap)

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CONDUCT SECURITY SCREENING
OF PEOPLE AND BAG

ROLE PLAY 4

PATDOWN SEARCH



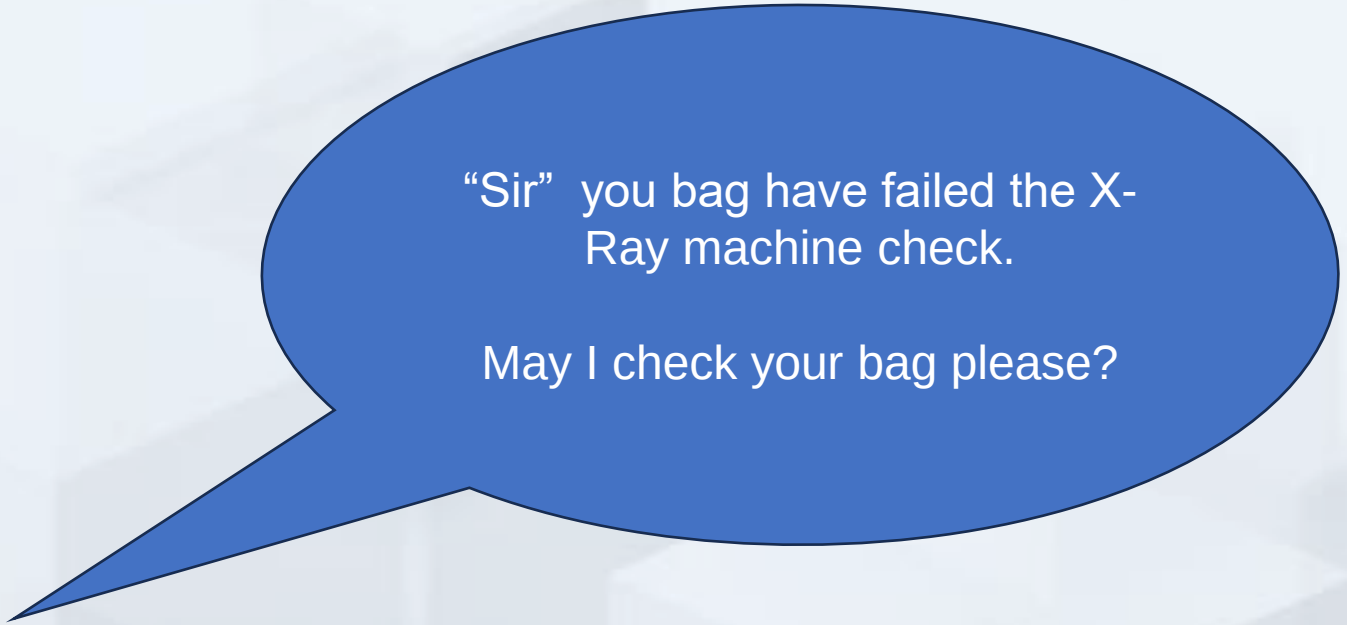


Role Play 5

Scenario: A visitor bag is suspected to contain prohibited items after screening by X-Ray machine. You should proceed to conduct a bag check. (Assessor to arrange for a hidden knife inside the bag)

Inject 1

How do you approach the visitor before conducting the bag search?



Inject 2

The visitor is agreeable to have his bag searched but requested that the search be conducted out of public view and in private as it may contain valuable item.



"Charlie one to Sierra" a visitor requested to have his bag search in the private room. Permission to use the private room and please come down to be my witness over!

Inject 3

"Sir" Please stand here and be my witness. Please do not put your hand into the bag when I am checking the bag.



- ❑ Lift up the bag.
- ❑ Check the exterior of the bag for modification to conceal prohibited item.
- ❑ Check the side pockets.
- ❑ Open / unlock the bag.
- ❑ Check all the contents inside the bag.
- ❑ Verify with the visitor on the content of any package or parcel.
- ❑ For shirt, please do the iron out method.

Inject 4

Found a offensive weapon (foldable knife)





- I will remove the item and keep it out of reach from the visitor .
- I will continue to search the bag.
- Inform the visitor that the knife is offensive weapon and you have to detain him.
- Together with back up , I will detain the visitor in the private room.

Inject 5

Supervisor called police and police have arrived.

- Ask the police name ,rank and which division.
- Brief to the police what have happened and update in your occurrence book and incident report.

Role Play 5 (Recap)

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CONDUCT SECURITY SCREENING
OF PEOPLE AND BAG

ROLE PLAY 5

BAG SEARCH





Role Play 6

Scenario: You have come to the end of your duty.

Inject 1

What are some of the tasks to be completed before reporting off?

- Switch off the HHMD and WTMD.
- Check the area is clean and tidy.
- Return WT, HHMD and OTP to Security Store.
- Update in Occurrence book and hand over the incident report to my supervisor.

Role Play 6 (Recap)

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CONDUCT SECURITY SCREENING
OF PEOPLE AND BAG

ROLE PLAY 6

PROCEDURES AT END OF DUTY

DAY 2

WSQ – Security Screening Management

Welcome back!

Oral Questions

1) When the visitor was walking through the WTMD, another visitor followed closely

➢ Stop the second visitor, “ Sir / Madam “ Please stand behind the line.



Oral Questions

2) Supervisor advised security officer to use open palm gesture instead of index finger when directing visitor, what is the reason doing this?



- Due to cultural differences, it may interpreted as rude and offensive to point using index finger.

Oral Questions

3A) How do you perform security screening of visitor who is on wheelchair?





- Inform him/ her to enter by the passage designated / lane for wheelchair
- Pat Down check to be done by SO of same gender (Male to Male, Female to Female)
- Check side pocket, back pocket, and under the seat of the wheelchair
- Check the frame of the wheelchair for any modifications for conceal of prohibited item

Oral Questions

3B) If the HHMD is activated at the visitor's left chest area and the visitor declares he is a heart patient with peacemaker implanted. What must you do?



MEDICAL CERTIFICATE

Signature of applicant .....

I (Name).....

.....

..... (Name & Official Address)

after careful personal examination of the case hereby certify that .....

..... Whose signature is given above

is suffering from .....

and that I consider that a period of absence duty of .....

With effect from .....

Is absolutely necessary for the restoration of his/her health.

Place

Date

Signature of Medical Officer
Registration No.
Part of Registration
System of Medicine



- Ask for medical certificate
- If unable to show proof, use hand to check the area to confirm the case, to be done by SO of the same gender.

Oral Questions

4) How do you determine whether the item brought in by visitor is prohibited by client or organizer?



- Refer to list of prohibited items given by the event client or organizer.

Oral Questions

5) How do you perform HHMD screening on a person wearing religious headgear such as turban or headscarf?



- Use HHMD to scan around the headgear.
- If activated direct the person to the person to the private room (supervisor to be witness)
- In private room, request the person to remove headgear.



- Use HHMD to scan the headgear
- Use HHMD to scan the person head

Oral Questions

6) Explain why security officer is not allowed to conduct manual body search without permission given by the person being searched?



- No power of search unless permission given by the person

Oral Questions

7) Why do you need to request visitor to witness the bag search?



- Prevent any allegation of bag being damaged or any loss of item during bag search

Oral Questions

8) Why is it important to detect any smell of fresh glue when searching a bag?



- The bag might be modified to conceal prohibited item

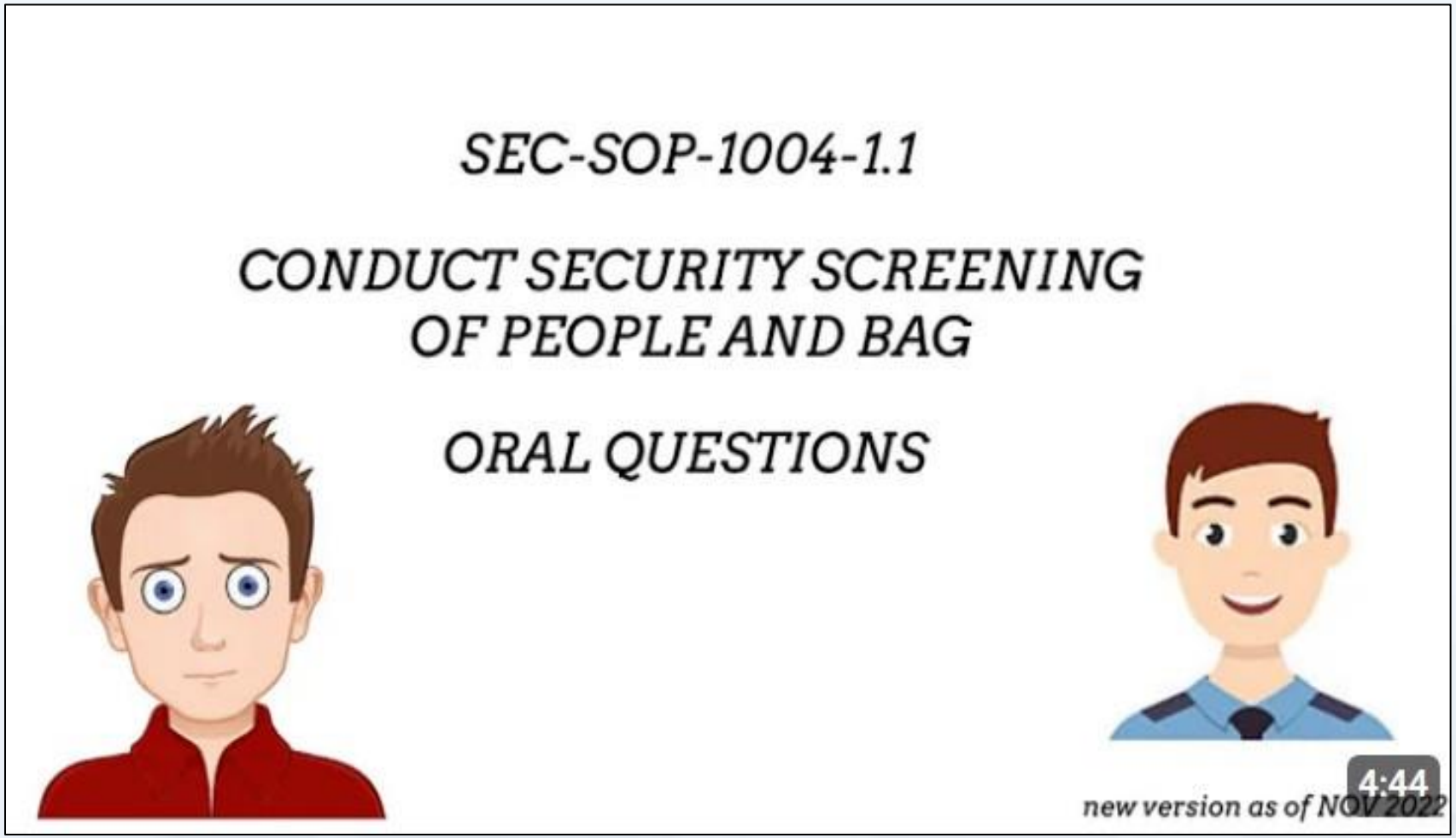
Oral Questions

9) What do you need to do when detecting smell of almond when searching a bag?



- Refer to supervisor for further action, as there might be a explosive inside the bag

Oral Questions



Source: You tube

Quiz



Go to pigeonhole.at

Enter passcode: CBM123



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