WSQ – Guard & Patrol Services and Operate Basic Security Equipment

(SEC-SOP-1007-1.1)

(SEC-TEM 2001-1.1)

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Document Title	:	Guard & Patrol Services and Operate Basic Security Equipment
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Progressive Wage Model for Security Industry

Security Officer (SO)

- Guard and Patrol and Access Control Management
- Incident Response
- Threat Observation

Senior Security Officer (SSO)

- Managed Disorderly Conduct and Threatening Behaviour
- Security Surveillance Management

Security Supervisor (SS)

- Supervise Security Supervisor
- Assess and Address Security Risk
- Induct Security Personal

Senior Security Supervisor (SSS)

- Monitor and Review Security Operations
- Conduct operations Briefing and Debriefing
- Contribute to the management security incidents
- Incident Response
- Crowd and Traffic Control Management
- Access Control Management

Chief Security Officer (CSO)

- Security Operation Compliance
- Capability Development
- Conflict Resolution Management
- Quality Assurance and Audit

Tips Prepare for Security Course Assessment

1. **Get plenty of rest-** Ensure all your materials, including notes are prepared before the day of assessment. Aim to sleep at least seven hours of sleep at night.

2. **Take your own notes-** Since the material might be extensive, it is good idea to bring notebook and write down key points. Writing notes will not only help you to retain important information but also allow you to make personal connection with the content. It will be very useful when revisiting before taking the assessment.

3. **Review what you have learnt-** Set enough time to go over everything you have studied and ensure you fully understand the material. It is best to review each topic as you progress. When you revise, you will have clearer understanding and it will be much easier to go over.

4. **Engage actively in class-** The best way to get ready your assessment is by staying actively involved. This will help you retain information better and stay focused. Practice with your buddy during role-play to build your confidence.

Learning Objectives

The WSQ Guard and Patrol, Access Control Management course teaches security officers essentials skills for effective patrolling and using basic security equipment's. Learners will learn to perform patrol duties, manage access controls, handle lost and found items.

By the end of the course, learners are able to :

- Carry out guard and patrol duties according to company procedures and legal requirement.
- Adopt the correct methods of recording incidents in occurrence book.
- Identify the different types of access control equipment and their limitation

Assessment Format

The various assessment formats are as follow :

1. **Role Play-** Different scenarios will presented to you and you are required to perform the role-plays as practiced during your lesson.

2. **Oral questions-** The assessor will ask course-related questions to test your understanding.

3. **Written assessment** : Some modules will require you to write basic report writing such Occurrence book, e-incident report and pocket book.

LESSON PLAN

DAY 1

1. Course Introduction & Administration
- Ice Breaker
- Logistic details
- Course objectives

2. Role Play 1
- Preparation for duty
- Check equipment
- Take and hand over duty

3. Role Play 2
- Access control at premises
- Operate a card access system
- Issue access cards in accordance with organization procedures

4. Role Play 3
- Perform guard static position
- Identifying and reporting various situations
- Issue contractor & vehicle pass to visitor

5. Role Play 4
- Handle telephone calls
- Write down visitor message

6. Role Play 5
- Prepare for patrolling
- Check security equipment

LESSON PLAN

DAY 2

7. Role Play 6
- Intrusion alarm

8. Role Play 7
- Hand over duty

9. Revision
- Role Play 1-7
- Oral questions

10. Course Administration
- Evaluation feedback

11.Assessment
- POLWEL Co-operative Society Limited
- Role Play- 90 mins/ Oral Questioning- 30 mins (2 Hours)
- Role play 1-7
- Oral questions 10

Role Play 1

Assessor to Candidate: “You are a Security Officer (SO) deployed at JOJO Electronics and will be performed various duties within the premises. The time is 0800hours and you have reported for duty in the Changing room.

Inject 1- Assessor to Candidate: “Show me how you check your attire and grooming”



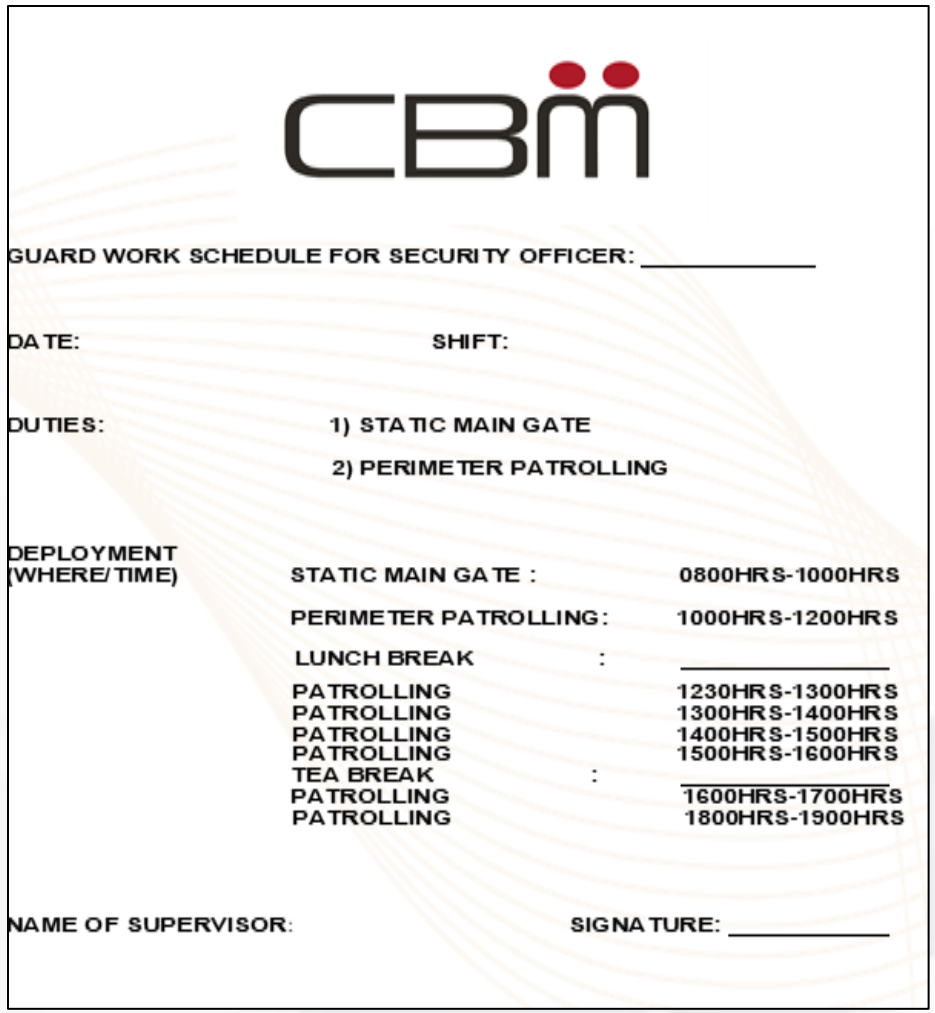
Check my hair is short and neat

Uniform is clean and ironed

Name Tag and Security pass are worn

Shoes is polished and clean

Inject 2 - Assessor to candidate" After checking your attire and grooming you procced to the Guard House to report for duty. Your Supervisor hands over work schedule for today. What must you do?



GUARD WORK SCHEDULE FOR SECURITY OFFICER: _____

DATE: SHIFT:

DUTIES: 1) STATIC MAIN GATE
2) PERIMETER PATROLLING

DEPLOYMENT (WHERE/TIME)		
	STATIC MAIN GATE :	0800HRS-1000HRS
	PERIMETER PATROLLING:	1000HRS-1200HRS
	LUNCH BREAK :	_____
	PATROLLING	1230HRS-1300HRS
	PATROLLING	1300HRS-1400HRS
	PATROLLING	1400HRS-1500HRS
	PATROLLING	1500HRS-1600HRS
	TEA BREAK :	_____
	PATROLLING	1600HRS-1700HRS
	PATROLLING	1800HRS-1900HRS

NAME OF SUPERVISOR: SIGNATURE: _____

Sir, my work schedule has

1.No date
2.No shift
3.No signature
4.Patrolling all the way
5.No name

(Select only 3)

Not fair and I cannot accept. Please change.

Inject 3- Assessor to Candidate “ You may proceed to check all the equipment and systems”



Candidate is able to demonstrate checking of the following and ensure they are in working condition

Checklist- Prepare Work Activities

Equipment	Qty	In Working Order?		Remarks
		Yes	No	
CCTV Monitor	1			
CCTV Recorder	1			
Fire Alarm Panel	1			
Walkie Talkie	1			
Telephone set	1			
Mobile Patrol Device	1			
Access card	1			
Torchlight	1			
Key- press (8 keys)	8			
Vehicle Undercarriage Mirror	1			
LOG BOOKS				
(a) Key Movement Book	1			
(b) Equipment Movement Book	1			
(c) Visitor / Vehicle Book	1			
(d) Contractor / Vehicle Book	1			
(e) Lost-&-Found Property Book	1			
(f) Occurrence Book	1			
(i) Check incidents from last shift				
(ii) Check any follow-up action				

Handing-Over Officer's Name & Signature

_____

Date: _____

Taking-Over Officer's Name Signature

_____

Date: _____



CCTV Monitor

- Power is on
- Picture is Clear



DVR Recorder

- Power is on
- Recording mode is on



Access Control System

- Test system
- Enter ID and Pin



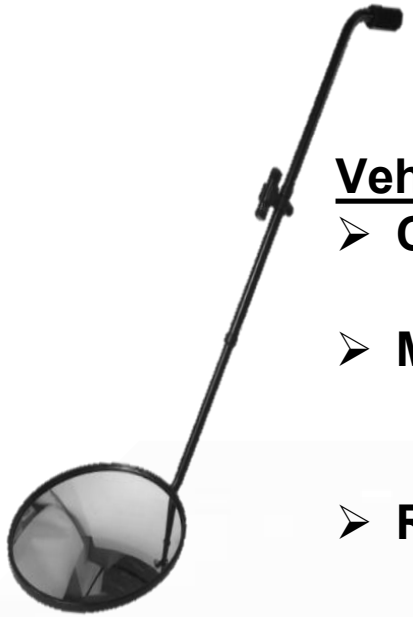
Walkie Talkie

- No damage
- Battery is fully charge
- Turn on and do a radio check " Charlie to Control" Radio Check over!



Fire Alarm Panel

- Power is On
- All Zones lights are OFF



Vehicle Undercarriage Mirror

- Check the torchlight
- Mirror is not cracked
- Rollers in good condition



Key Press

- Open the key press and checked all are accounted
- Authorized list is there



Torchlight

- No damage, switch on and in good condition



Telephone

- Pick up the phone and check got dialling tone



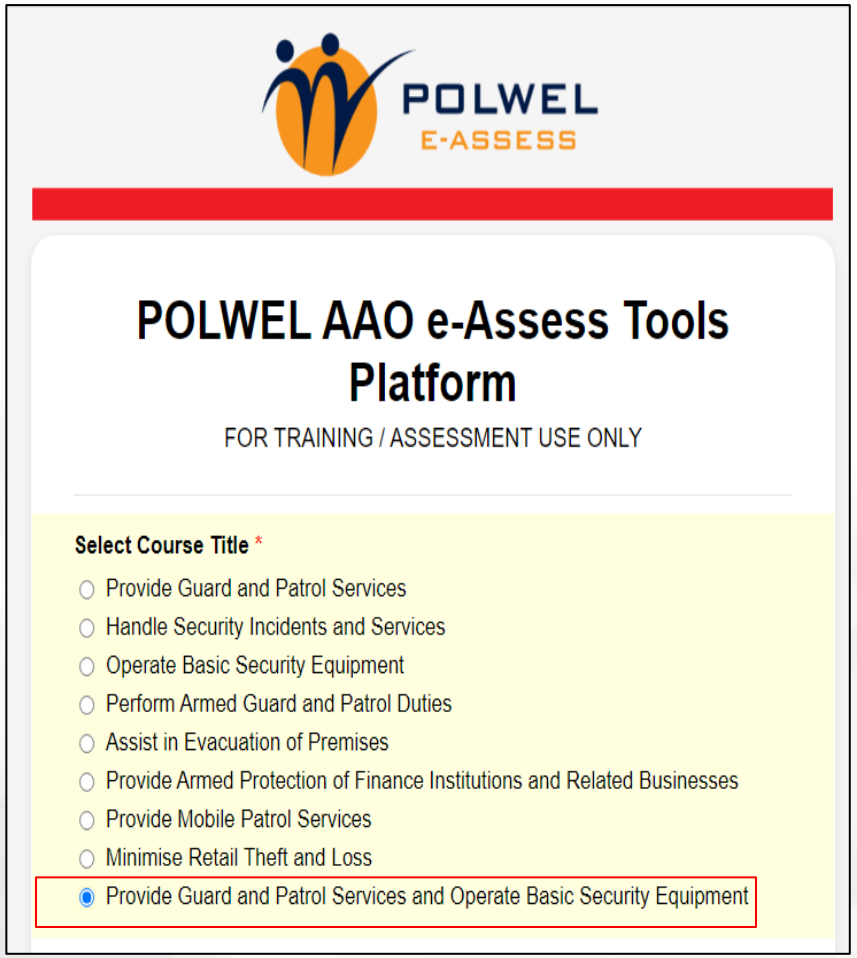
Mobile Device

- No damage
- Scan QR Code
- Good working condition

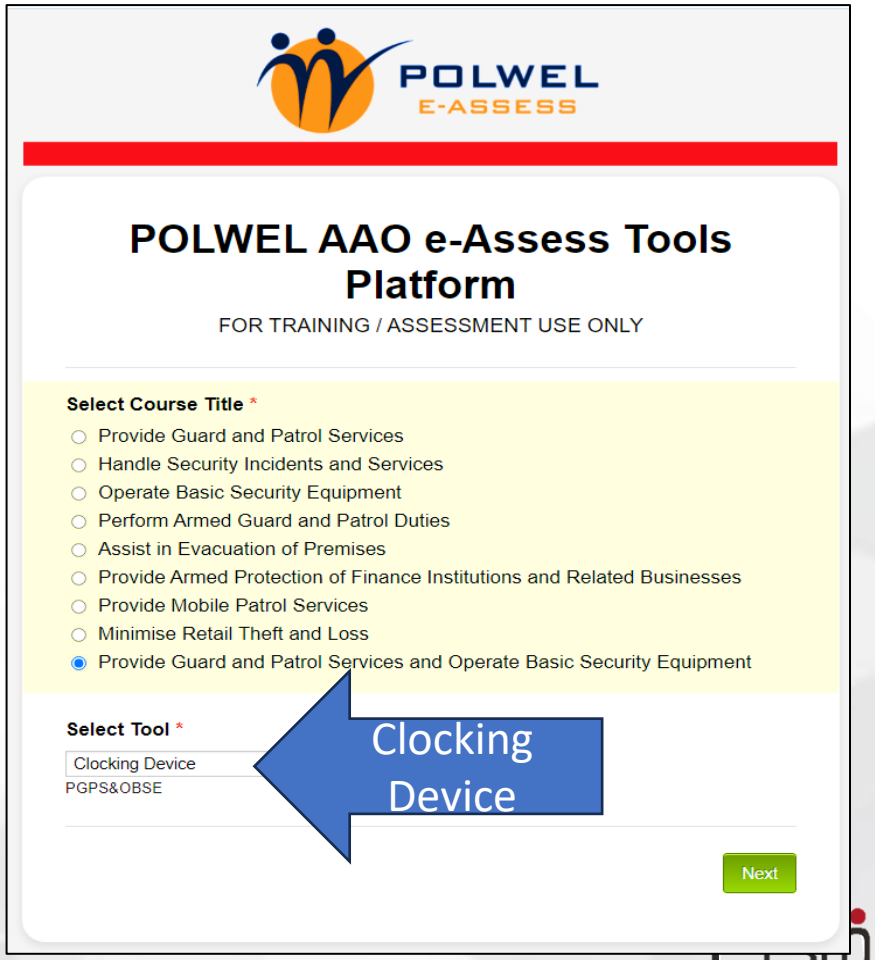
Step 1

SCAN ME

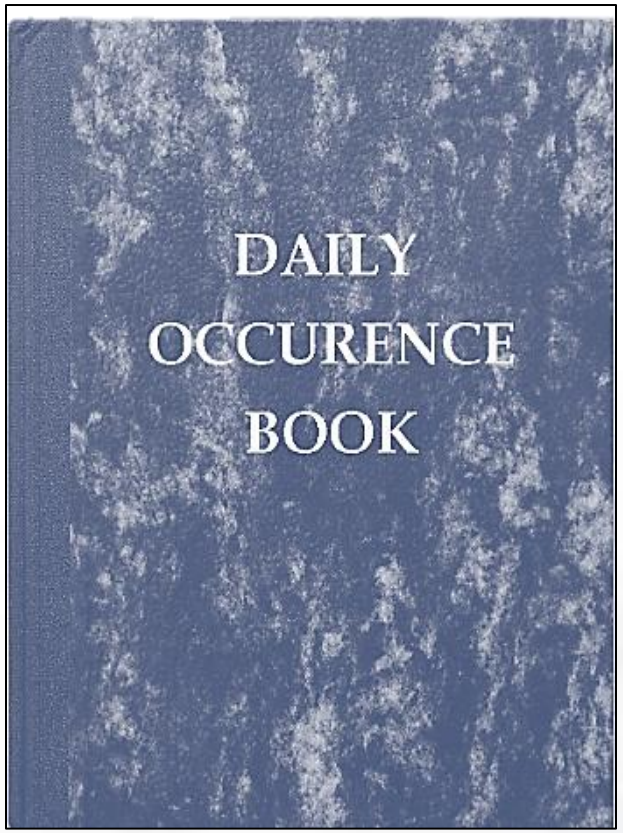
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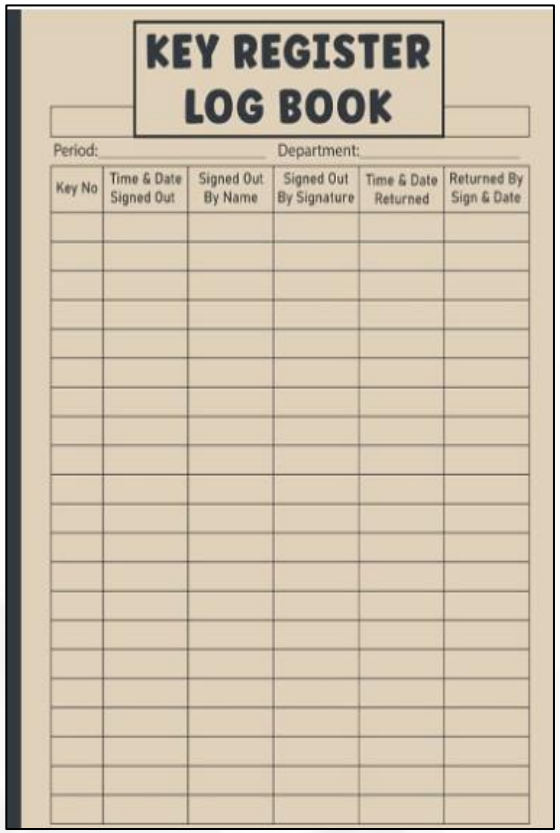


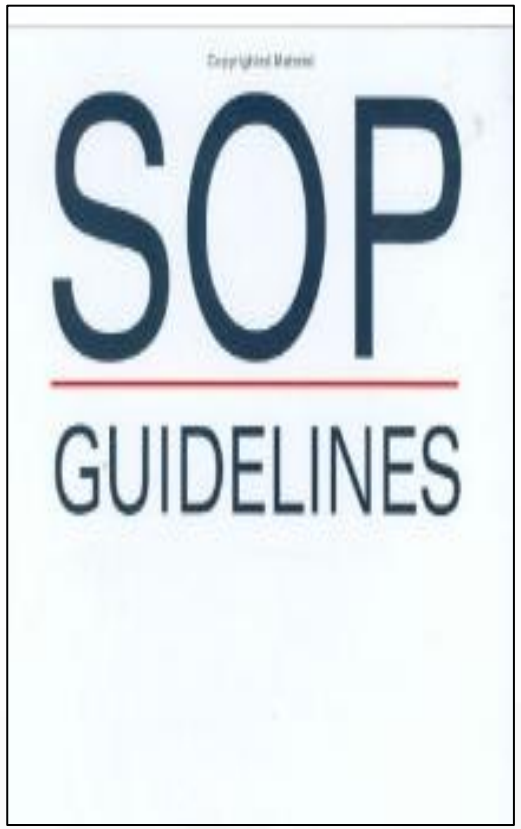
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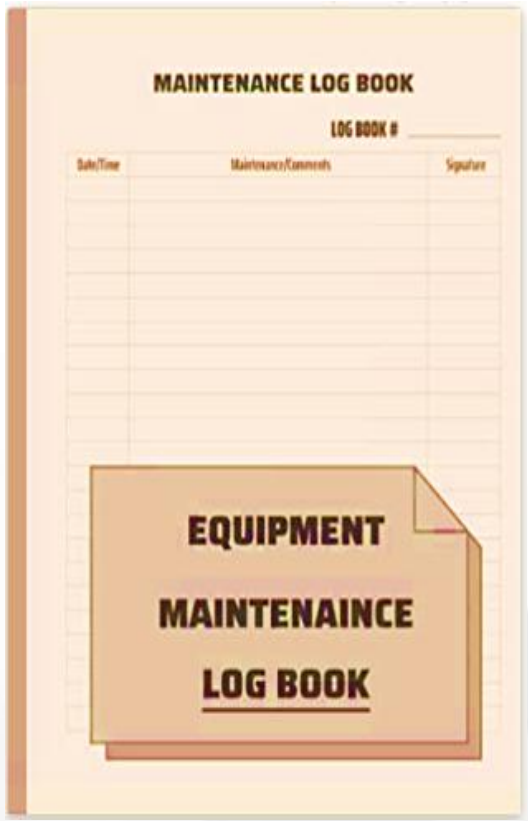


Inject 4- You may proceed to check the various books.









- Open all the books, check and say “ Updated”

Inject 5 – Assessor (to role-play) as Outgoing Officer to Candidate

“ SO Lim handing over duty to you. The contractor is repairing the broken window at #02-01



Please take note that the contractor is repairing broken window at #02-01

Noted! I will follow up with the contractor



Occurrence Book

OCCURRENCE BOOK

Date: _____

S/No	Time	Heading	Occurrence
1.	0730	Contractor	Mr. Heng Hong, of ABC company came to repair the broken door at Blk A, #01-01
2.	0800	HOD	SO _____ hand over duty to SO _____ All outstanding matters briefed.

Occurrence Book

No.	Time	Heading	Occurrence
1	0800	HOD	SO Lim handover duty to SO _____with all items correct and outstanding matters briefed.
2	0800	TOD	SO _____ takeover duty from SO Lim with all items correct and outstanding matters briefed.

Role Play 2

Scenario: You are now in the Guard House and will be performing access control duties. Assessor to hand-over the Site Information of JOJO Electronic (Annex C) and Site Plan of JOJO Electronics (Annex D) to candidate.

Inject 1: Assessor to role play as Supervisors to Candidate: " Demonstrate your understanding on the different levels of access control within the factory.

Candidate able to demonstrate by explaining :

I. Staff pass are issued to the staff of the factory for different levels of authorized entry

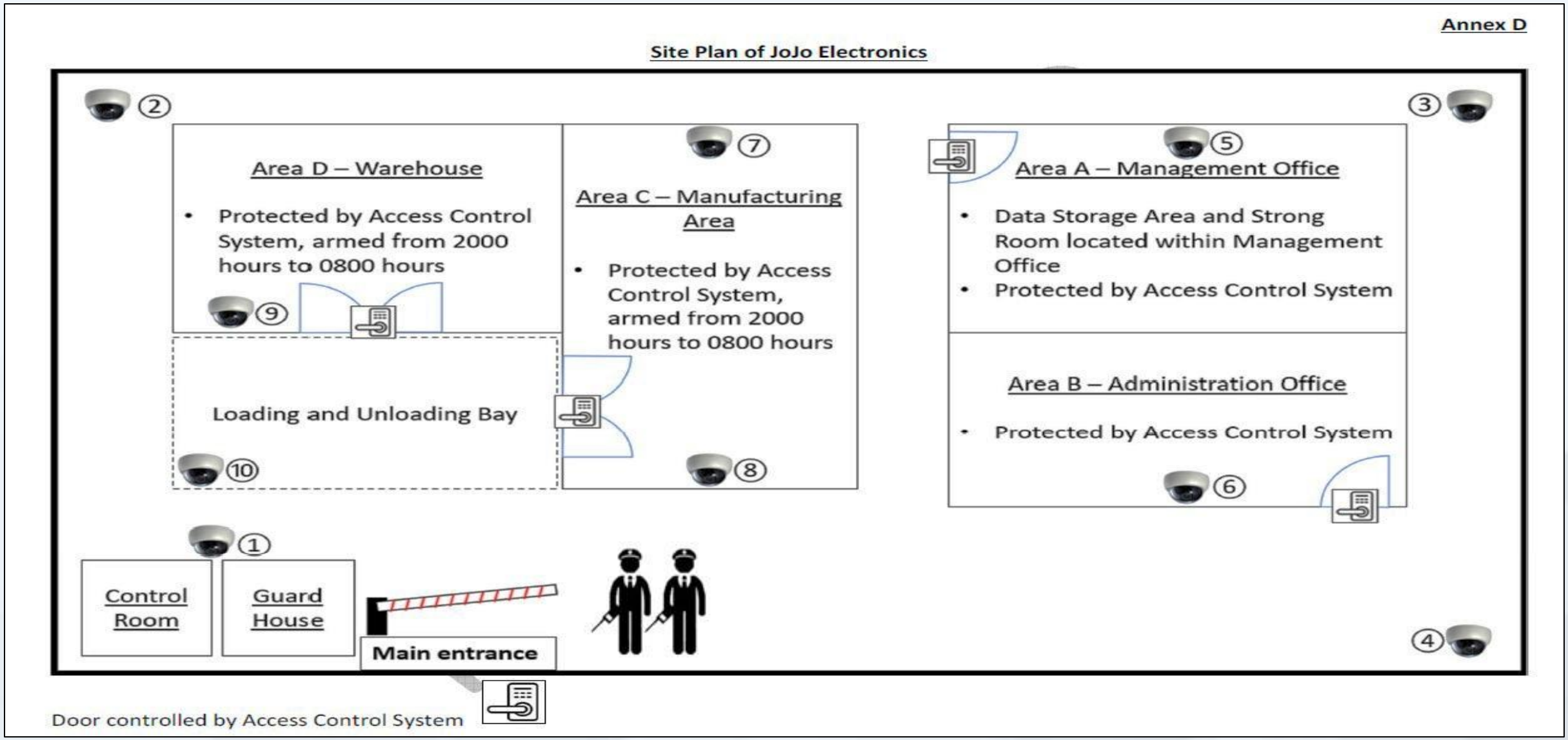
II. Level of entry is based on the following guidelines:

According to designation- Senior management staff such as the General Manager will be allowed into all areas. (Areas A, B, C, D)

According to functional role: Senior Admin staff will be allowed into Area B / Manufacturing staff will be allowed into Area C/ Logistic officers/ storekeepers will be allowed into Area D.

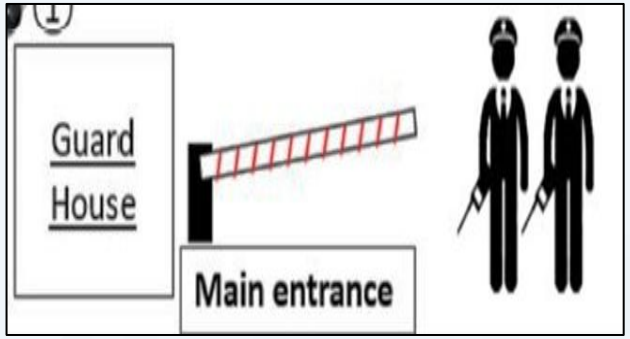
According to security category / classification: Areas such as data storage area and strong room are restricted and out-of- bounds to all staff except to those designated entry.

Site Plan of JoJo Electronics

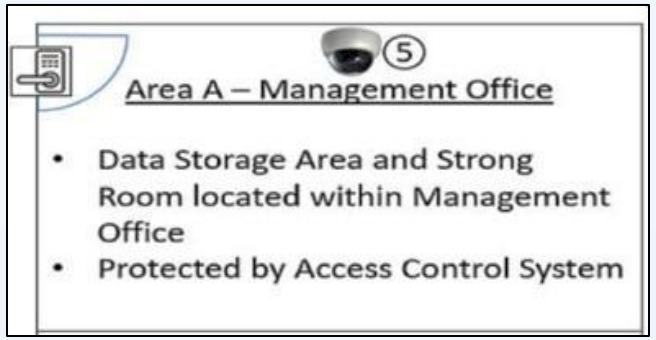


Site Plan of JoJo Electronics

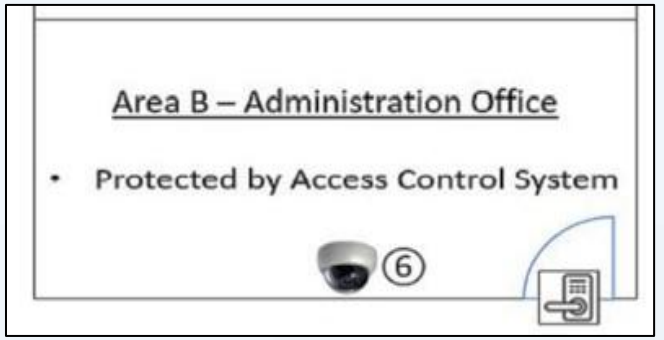
" Good morning Officers" My name is ….. Today I am going to brief you about JOJO Electronics Access Control Premises.



- Office staff are required to display their staff pass at all times when entering from the main entrance.
- Access through the four access points at Area A, B, C, D and they need to tap their staff pass.

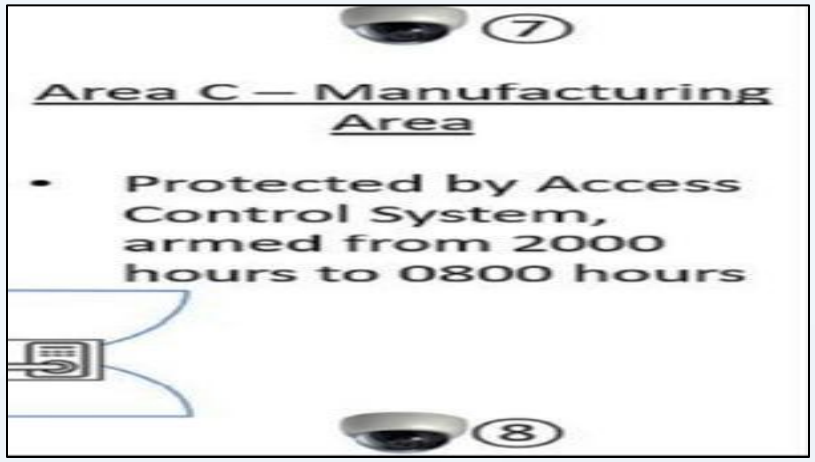


- **Area A- Management Office**
  CEO, GM, Directors and Manager are access to all areas.
- **Data Storage and Strong Room**
  - Authorised personnel only



- **Area B- Administrative Office**
  Admin clerk, HR & Finance staff

Site Plan of JoJo Electronics





- **Area C- Manufacturing Area**

Manufacturing staff, Operator, technician can enter, protected by access control system from 2000hrs to 0800 hrs.

- **Area D- Warehouse**

Warehouse worker, forklift driver and logistic staff can enter. Protected by access control system from 2000 hrs to 0800 hrs.

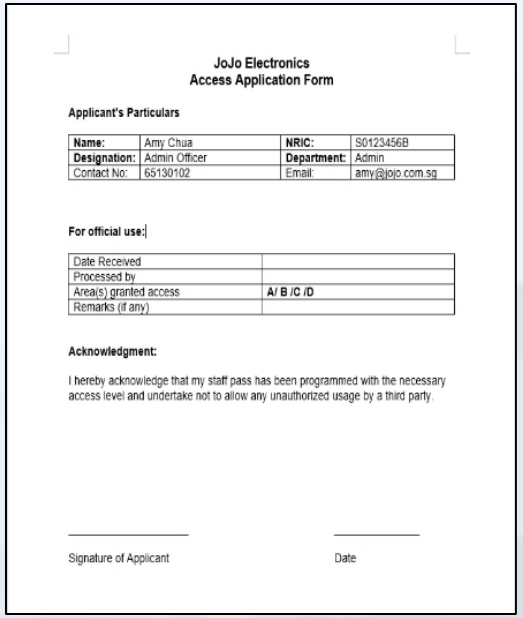
Inject 2

Assessor to candidate: “ Amy Chua, a new accountant officer approached you to collect her new staff pass? Explains the actions to be taken.









JoJo Electronics
Access Application Form

Applicant's Particulars

Name:	Amy Chua	**NRIC:**	S0123456B
Designation:	Admin Officer	**Department:**	Admin
Contact No:	65130102	Email:	amy@jojo.com.sg

For official use:

Date Received	
Processed by	
Area(s) granted access	A/ B /C /D
Remarks (if any)	

Acknowledgment:

I hereby acknowledge that my staff pass has been programmed with the necessary access level and undertake not to allow any unauthorized usage by a third party.

Signature of Applicant

Date

Good morning, Madam! May I see your photo ID?



I will check at the photo ID by looking at her face against the photo





- 1.I will switch on the laptop and log into the system with my user ID and password.
- 2. Call HR to confirm the issuance of the pass.

" Hello HR "Miss Amy Chua is here to collect her staff pass"

Assessor will respond" HR confirmed and you have collected the pass from HR"

- 3. Guide the staff to test her access card to ensure is working (verbalise)

4. Request the staff to sign on application form (verbalise)

JoJo Electronics
Access Application Form

Applicant's (Staff) Particulars:

Name	Amy Chua	**NRIC**	S8765432A
Designation	Accounts Officer	**Department**	Finance Department
Contact	67891234	**Email**	amy@jojo.com.sg

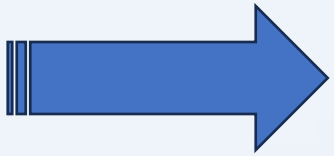
For official Use:

Date Processed	4 Feb 2026
Process by	Jin Lee (Admin/ HR Department)
Area (s) granted access	B
Remarks (if any)	New Staff Access

Acknowledgement:

I hereby acknowledge the receipt of my staff pass and undertake not to allow any unauthorised usage by a third party.

Signature **Date**



JoJo Electronics
Access Application Form

Applicant's (Staff) Particulars:

Name	Amy Chua	**NRIC**	S8765432A
Designation	Accounts Officer	**Department**	Finance Department
Contact	67891234	**Email**	amy@jojo.com.sg

For official Use:

Date Processed	4 Feb 2026
Process by	Jin Lee (Admin/ HR Department)
Area (s) granted access	B
Remarks (if any)	New Staff Access

Acknowledgement:

I hereby acknowledge the receipt of my staff pass and undertake not to allow any unauthorised usage by a third party.

Signature **Date**

Write the date

Ask assessor to sign and write the date

Role Play # 3

Scenario: You are now performing static guard duties at the Guard house.

Inject 1

Assessor to candidate : Management had directed all visitors and vehicles are to be recorded in the electronic Visitor Management System before entry. A vehicle stops in front of you saying he is a contractor . Show me how you will carry out your duties.





Sir, may I have your photo ID and which company you are from?

I will check the photo ID against the contractor face

Good afternoon!
I am here to repair the pump room requested by your facility manager.
Can I come in?









CBM

Good afternoon Facility manager Mr John. I am SO…..Mr Tan from ABC company is here to repair the pump room. Can I let him in?



- I will register the contractor photo ID
- I will key in Name / ID/ host name/ purpose of visit Area Access granted “C” and vehicle number into the VMS (Visitor Management System) .

Check the contractor equipment , toolbox and vehicle to ensure that no unauthorised or suspicious items are brought into the premises.

I will check the boot, spare wheel compartment, containers and I will use the undercarriage mirror to check underneath of vehicle



“I will issue the Contractor pass (C1) and key into the VMS System” (verbalise)

“Sir this your contractor pass” Please display at all times”

Please park your car at the visitor lot.



Inject 2

Assessor to candidate: You encounter a person who have been banned from entering the premises, but he is forcing his way in. Explain how you handle the situation

- Detain the person.
- Call for police.
- Ask for back- up if any.
- Inform Supervisor/ Management



Inject 3

Assessor to candidate: “ A visitor Mr Dee approaches you at the Guard House to return a lost wallet that he found in the carpark of the premises. What must you do”

- Request the finder to become the witness.
- Request for Photo ID
- Fill up the Lost and Found Form
- Take out all the items from the wallet
- Record the items
- Ask the finder to verify and sign the form





LOST AND FOUND REPORT

Date / Time of Report: _____

Name of Witness:_____

ID number of Witness:_____

Contact number of Witness: _____

Where the item(s) was found (location): _____

Date:_____ Time:_____

List item(s) found with a brief description:

S/N	ITEMS	QTY	SERIAL NUMBER

Name / Signature of witness

_____

Date:

Name/ Signature of Security Officer

_____

Date:









LOST AND FOUND REPORT

Date / Time of Report: _____

Name of Witness:_____

ID number of Witness:_____

Contact number of Witness: _____

Where the item(s) was found (location): _____

Date:_____ Time:_____

List item(s) found with a brief description:

S/N	ITEMS	QTY	SERIAL NUMBER

Name / Signature of witness

_____

Date:

Name/ Signature of Security Officer

_____

Date:





- Sir, this is the report, please check the details and sign as a witness in the report.
- I will keep the wallet in the safe.

Role Play # 4

Inject 1

Assessor to Candidates: “ The phone in the Guard House is ringing”

*Pick up within 3 rings

Good afternoon Sir! I am SO… How can help you?



Role Play # 4

Inject 2a

Assessor to Candidate: “ Hello I am Reporter calling from ABC News. I am currently writing on the safety and security of industrial buildings. May I know how many security officers are on duty per shift?

Inject 2b

Assessor to Candidate” Hello I am Reporter calling from ABC News. I am currently writing articles of security technology in your building. May I know the type of access control security that used to enter the building?

- I am sorry Sir; I am not authorized to answer your questions. I will transfer the call to my Supervisor , please hold on to the line.
- Put the call on hold and you call Supervisor
- “Good afternoon” Supervisor …. I am SO… calling from guardhouse, a reporter Mr A is on the line and he wants to know how many CCTV cameras we have in our premises.
- Hold on Supervisor, I will connect you to the reporter.
- “Mr A I will transfer your call to my Supervisor”



Inject 3

Assessor to Candidate: “ if Supervisor is not in, what must you do?

- Sorry Sir, my Supervisor is not in, would you like to leave a message?
- Record the message in the message form.



MESSAGE FORM

Date: _____

Time:_____

Visitor / Caller Name:_____

Contact number: _____

Visitor / Caller Company: _____

Visitor / Caller Message:

_____

_____

_____

_____

_____

_____

Name & Signature of Recording Officer: _____

Inject 4

Assessor to Candidate: “ You have taken down the message and your Supervisor has returned to the office. What must you do?

- I will hand over the message form to my Supervisor.



MESSAGE FORM

Date: _____

Time:_____

Visitor / Caller Name:_____

Contact number: _____

Visitor / Caller Company: _____

Visitor / Caller Message:

_____

_____

_____

_____

_____

_____

Name & Signature of Recording Officer: _____

Role Play # 5

Inject 1

Assessor to Candidate " The time now is 1000 hours. Based on the work schedule, you will be performing patrolling duties in different areas of the premises. Please get ready for patrol.

EQUIPMENT MOVEMENT BOOK

S/N	Date	Type of Equipment	Name of Person	Purpose	Out		In	
					Time	Sign	Time	Sign
Equipment Movement Book- record movement of equipment drawn/returned, T/loan out/returned, sent for servicing								
Equipment for patrol- (1) Walkie-talkie (2) Clocking Device (3) Torchlight								





- I will collect the equipment and write into the Equipment book (verbalise)

Occurrence Book

No.	Time	Heading	Occurrence
1	0800	HOD	SO Lim handover duty to SO _____with all items correct and outstanding matters briefed.
2	0800	TOD	SO _____ takeover duty for SO Lim with all items correct and outstanding matters briefed.
3	Assessment time	Patrol	SO _____ going for patrol.

Occurrence Book

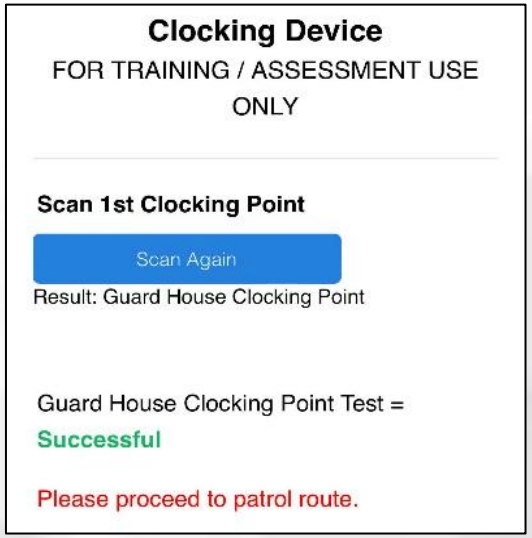
No.	Time	Heading	Occurrence
1	0800	HOD	SO Tan handover duty to SO _____with all items correct and outstanding matters briefed.
2	0800	TOD	SO _____ takeover duty for SO Lim with all items correct and outstanding matters briefed.
3	Assessment time	Patrol	SO _____ going for patrol.



Mobile Device



Scan QR Code -Clock Point 1

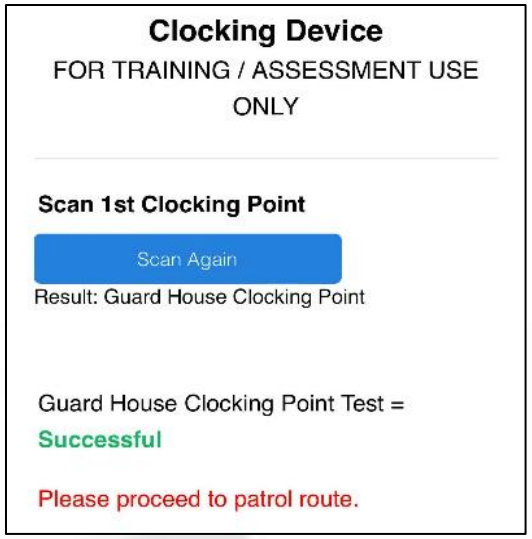




“Charlie one to Control “
I am going for patrol over!

Inject 2- Commencement of Patrol









Clocking Point- 1

Clocking Point- 2

- During my patrol, I will check all doors, and windows to ensure all are lock and secure
- Check perimeter of premises for any unauthorised entry. (tampering or force entry)

Inject 3

Assessor to Candidate: “ You are at Level 1 of Area A and saw the door to the Management Office (restricted area) is wide open/ left ajar What should you do?

Check the surrounding area and look for anything/anyone suspicious

Assessor to respond: Nothing suspicious found!



“Charlie one to Control” I am at management office I saw the office door is ajar.

Assessor to respond as control : I have checked the CCTV recording and nothing unusual noted! Please ensure door is securely closed and resume patrol over!

Close the door and ensure door is securely closed .

MANAGEMENT OFFICE



Update in Pocket Book

Date: Assessment date

Time: Assessment time

Location: Management Office

Incident*:* When patrolling at management office, I saw the door was opened. I checked the office and closed the door. I continued my patrol.

Inject 4

Assessor to Candidate: “ You continue patrol at Level 1 of Administration Office (Area B). You noticed a man in Contractor outfit and not wearing Contractor Pass. What should you do?



AREA B- Admin Office

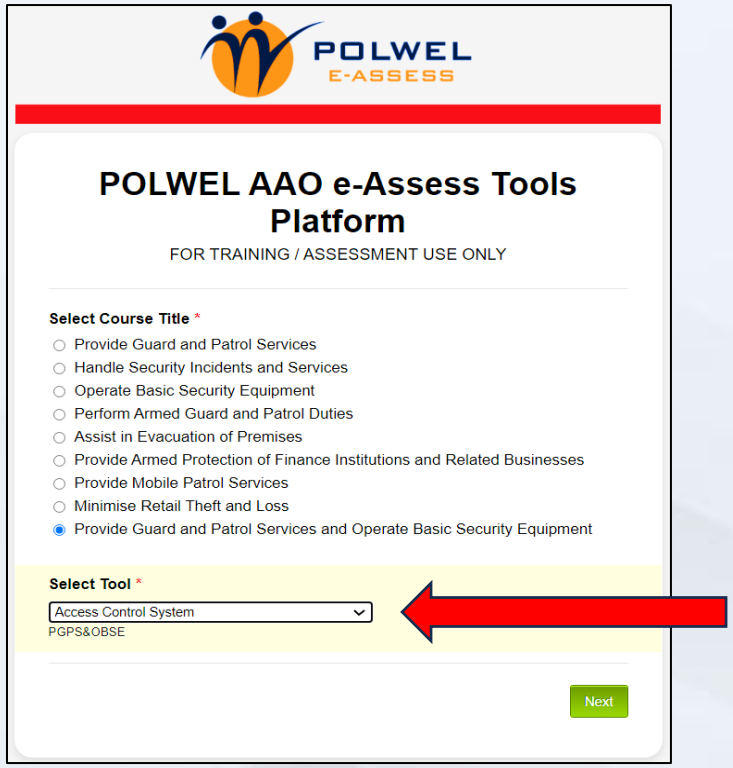


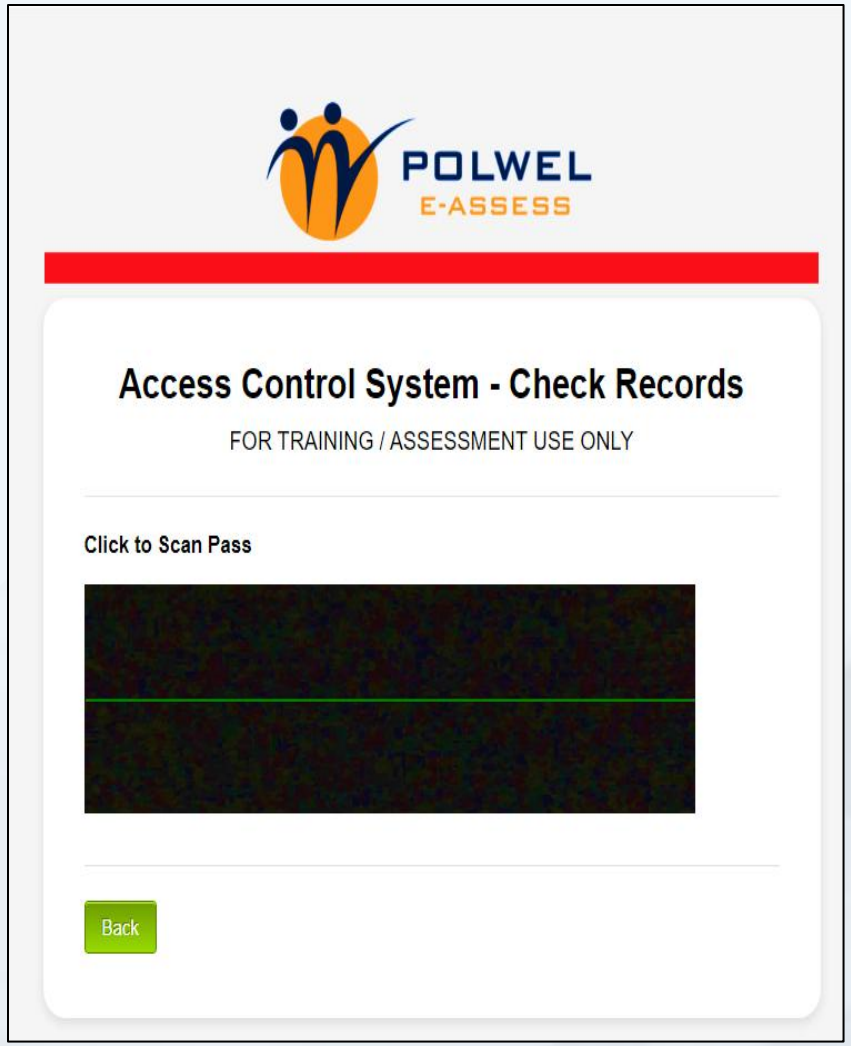
- I will approach him and ask him to display for Contractor pass
- Assessor: I don’t have contractor pass.
- May I have your photo ID please?
- I will check with the Visitor Management System (VMS).



SCAN ME

STEP 1

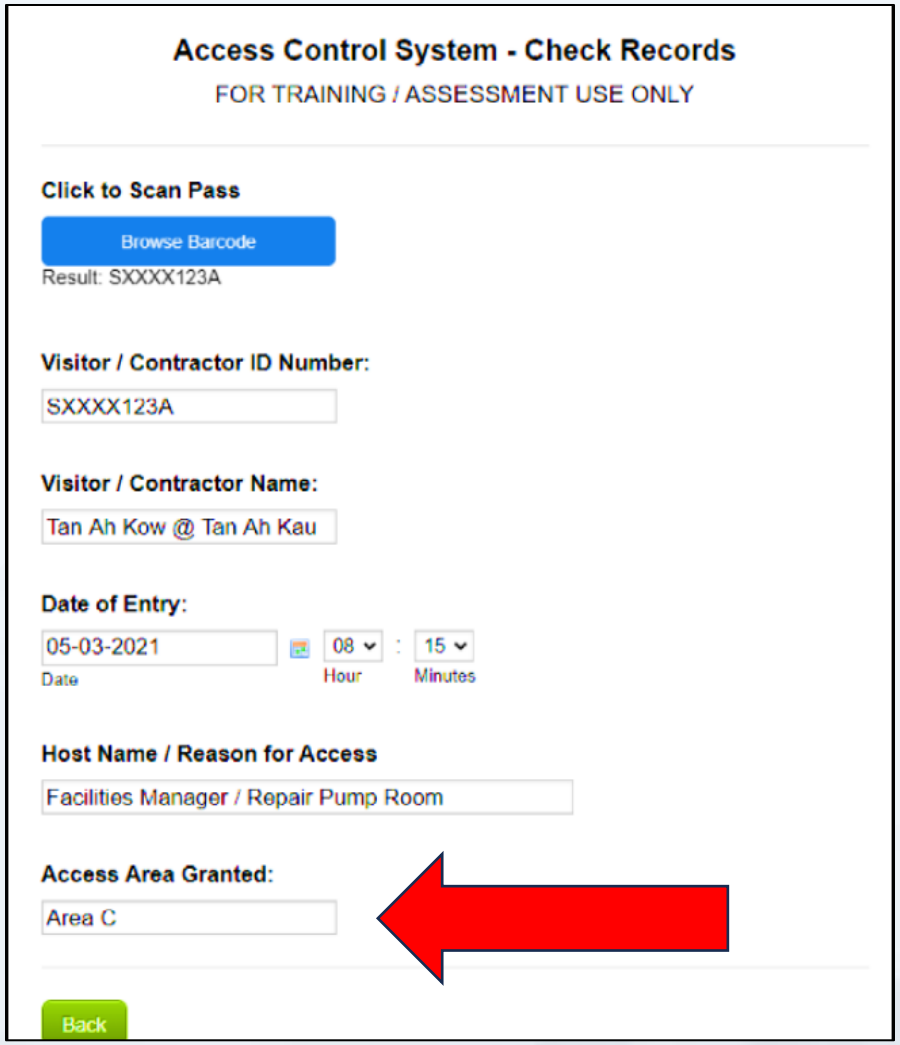



POLWEL
E-ASSESS
Access Control System - Check Records
FOR TRAINING / ASSESSMENT USE ONLY
Click to Scan Pass
Back



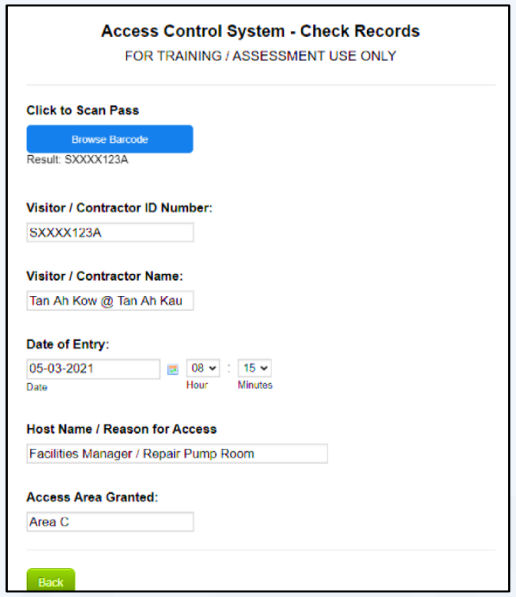

REPUBLIC OF SINGAPORE
IDENTITY CARD NO. S1234123A
Name
Tan Ah Kow @Tan Ah Kau
Race
CHINESE
Date of birth
01-01-1980
Sex
M
Country of birth
SINGAPORE
NRIC No. S1234123A
Blood Group
A+
Date of issue
01-01-1995
Address
123A ROCHOR DRIVE
#01-123
SINGAPORE 000123

STEP 2



You will see this Access Area Granted **"AREA C"**

STEP 3



Sir, I have checked with the VMS and confirmed that you can only enter only Area C but not Area B.
I have to detained you!



"Charlie one to Control" I am now at Area B, found contractor not wearing contractor pass. Detain him for unauthorised entry and escorting him to the guardhouse.

Please inform supervisor and management over!
Record in my pocket book



Inject 5

Assessor to Candidate: “ While patrolling at Level 2 of the Administration Office(Area B) a staff informed you that the access card reader is showing flashing indicator light”
What should you do?





"Charlie one to Control" the light of the access card reader at Area B is flashing. I am going to check over!



- I will do a basic troubleshooting in accordance with the operation manual.
- Check if the door is properly closed/ any obstruction to the door/ open and close the door again .



"Charlie one to Control" I have checked the door and unable to find the fault of the access card reader. Please inform maintenance to repair and to inform supervisor and management over!

- I will inform my Supervisor and Management and update in my **FAULT RECORD BOOK.**

Inject 6

Assessor to Candidate: You continued your patrol at the Manufacturing Area (Area C) and detected a fire hazard with some boxes obstructing the emergency exit and passage. Show me how you handle the situation.



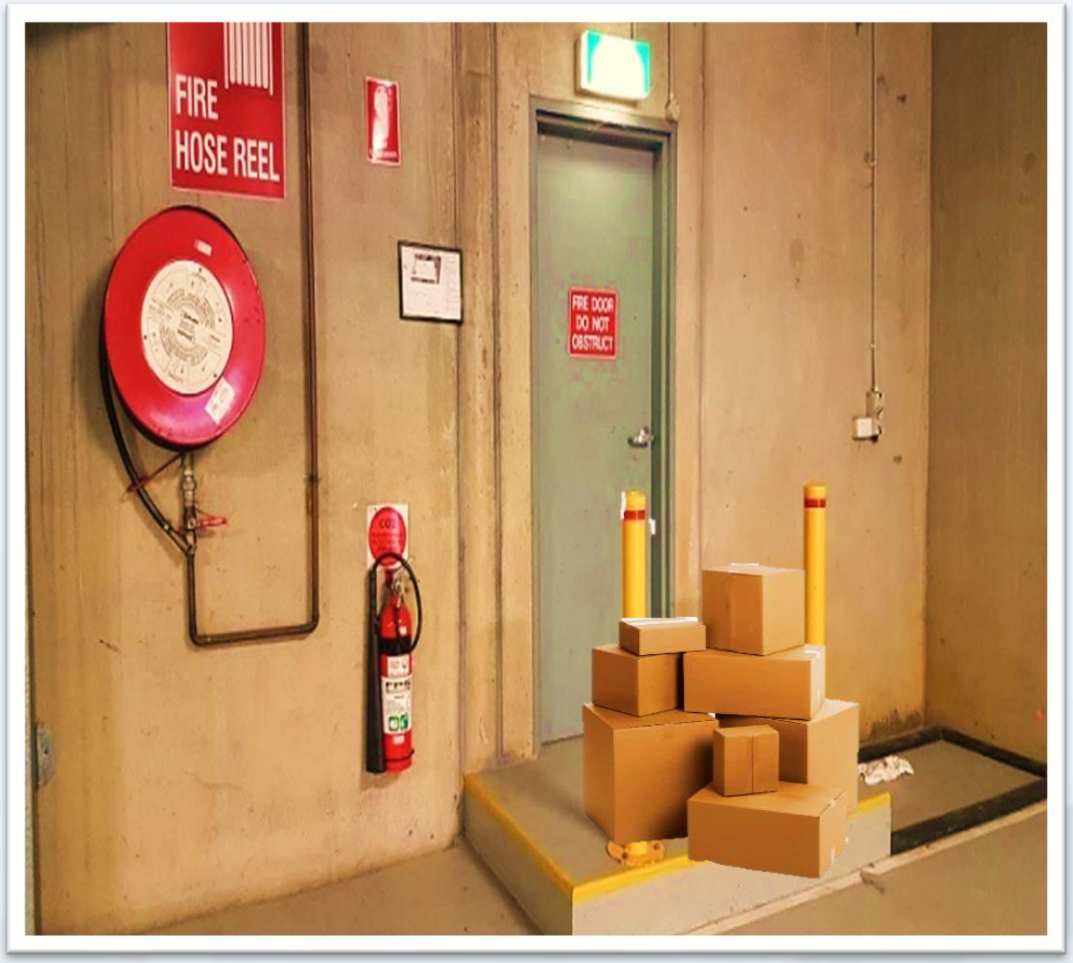
"Charlie one to Control" I am at Manufacturing Area C . There are empty boxes obstructing the emergency exit door and passageway. This is a fire hazard over!

Assessor to respond: "Please put the boxes aside" I will inform Management

"I will remove the boxes aside"

I will update in my pocket book, occurrence book and incident report.





Inject 7

Assessor to candidate: “ You (Charlie) are on patrol and received the following message from control.

“ Control to Charlie”

There is a suspicious looking man on the CCTV screen, he is loitering at the Loading and Unloading Bay and pushing a trolley with cartons of electronic items. Suspected a theft activity. **Chinese Man in black t shirt**. Please proceed to check on him with a back-up over”



LOADING AND UNLOADING BAY

Chinese Men Wearing Black T-shirt



- 1. I will approach the man at a safe distance.

- 2. Request for photo ID and documentation of electronic items.

(Assessor will respond “ Upon questioning the man attempted to run away”

3. I will detain the man (verbalise)

“ Charlie one to control” Upon questioning, the man trying to escape but I managed to detain him. Please inform supervisor and management, and call Police.

4. Hand over the man and evidence to the Police.





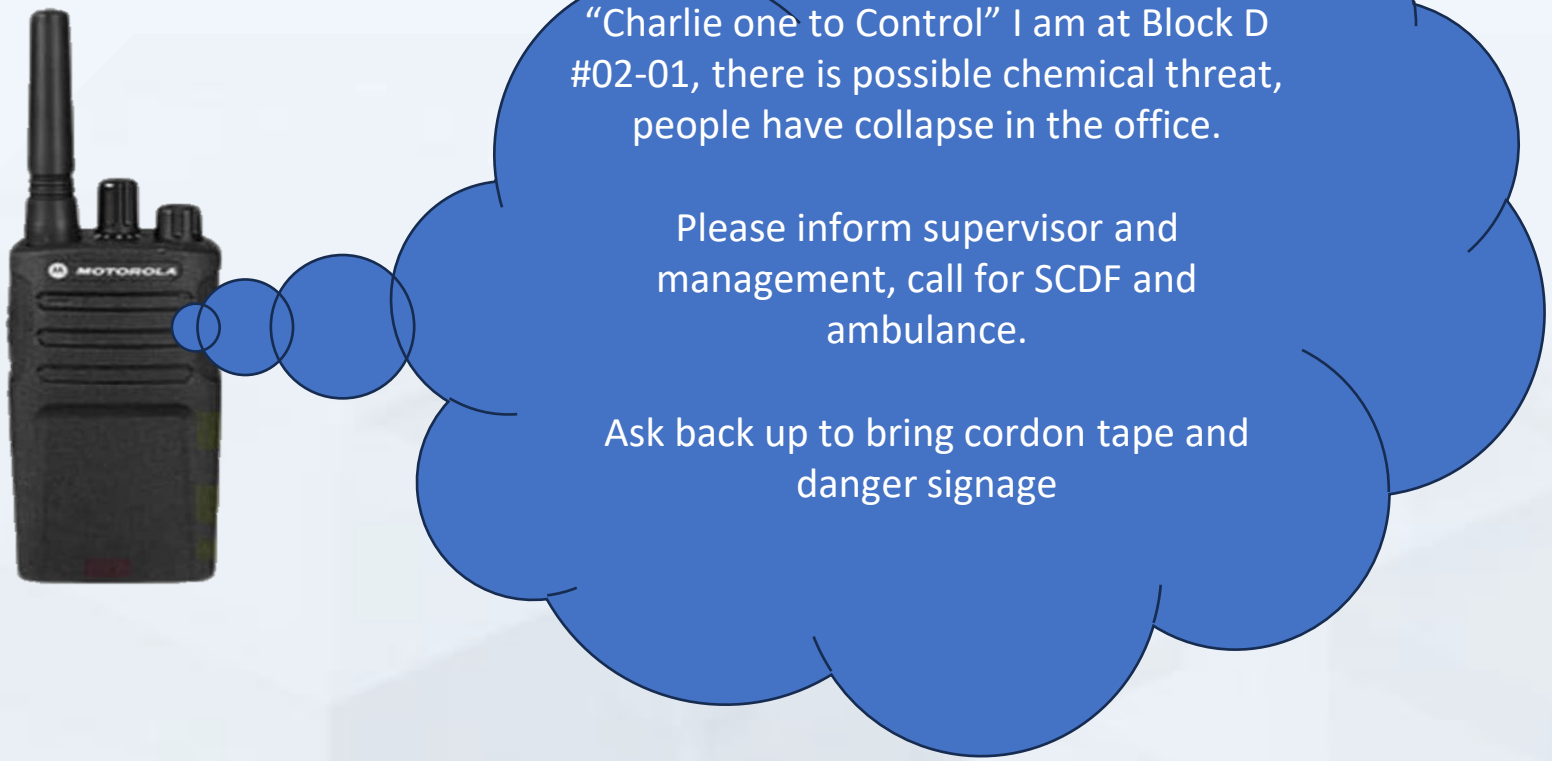
Inject 8

Assessor to Candidate: While patrolling at level 2 corridor of the Warehouse (Area D), a man rushed out from his office at #02-01 to approach you. He reported that several of his colleagues were having difficulties in breathing and few of them had collapsed. There were a strange smell in the air. What must you do?

Chemical Agent Threat at Blk D #02-01



- I suspect this could be an incident of chemical agent threat, I will covered my mouth and nose with cloth.
- I will inform the people in the unit to leave as quick as possible.



Chemical Agent Threat at Blk D #02-01



Cordon tape arrived? What must you do?

- I will cordon the area at waist level and danger signage facing outwards to prevent people from entering.

- I will update in my pocketbook, occurrence book, and incident report. Inform supervisor and management.



Role Play 6

Inject 1

Assessor to Candidate” “ Explain the actions to be taken. While you are patrolling you received the following message from control.

“ Control to Charlie”, the intruder alarm has sounded at Zone B Admin office , please procced to check the sub-alarm panel, investigate and report status





“Charlie to Control “ I will procced to Area B to check over!

AREA B- Admin Office



1. I will look out for any suspicious person or intruder
2. Check sign of forced entry

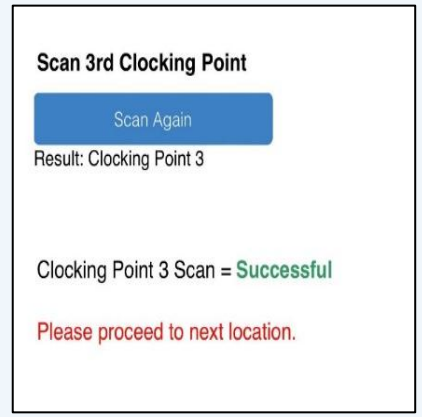
Assessor will respond Area B is clear ! (Panel is still blinking)

3. " Charlie to Control" Area B Admin office is false alarm over!

Assessor will respond " You may proceed with your duties" I will reset the panel.

End of patrol upon reaching **clocking point 3**.





Scan QR Code -Clock Point 3

Inject 2

You have finished your patrol and you are back at Guard House.

EQUIPMENT MOVEMENT BOOK

S/N	Date	Type of Equipment	Name of Person	Purpose	Out		In	
					Time	Sign	Time	Sign

Equipment Movement Book- record movement of equipment drawn/returned, T/loan out/returned, sent for servicing

Equipment for patrol- (1) Walkie-talkie (2) Clocking Device (3) Torchlight

No.	Time	Heading	Occurrence
1	0800	HOD	SO Tan handover duty to SO _____with all items correct and outstanding matters briefed.
2	0800	TOD	SO _____ takeover duty for SO Tan with all items correct and outstanding matters briefed.
3	0900	Patrol	SO _____ going for patrol.
4	1000	End Patrol	SO _____ returned from patrol.

Role Play # 7

Scenario: You are reporting off duty.

Inject 1- Assessor to Candidate , the time now is 2000hours, I am the incoming Security Officer who is taking over your duty, Tell me how you will do a hand-over to me.

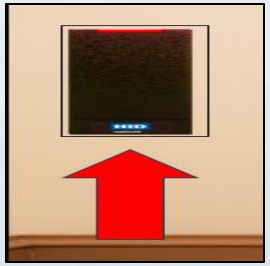
- I have **updated all the security incidents (patrol incidents)** that happened during my shift.

- I will now hand over all the files **(log books,) incidents reports, lost & found item (wallet)**

- I will record in my **Occurrence book** (hand over duty)















DAY 2

WSQ – Guard & Patrol Services and Operate Basic Security Equipment

Welcome back!

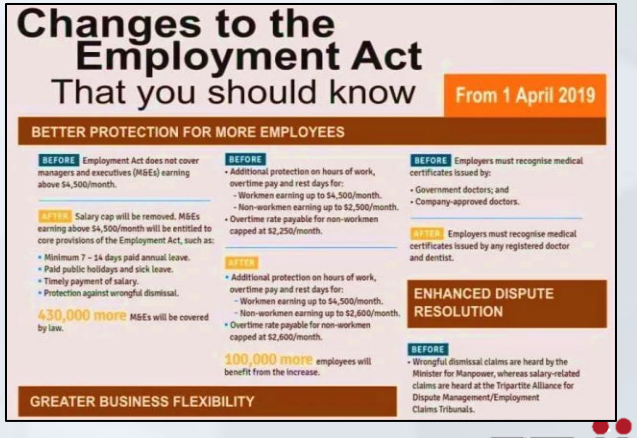
Oral Questions

1) Give **one example of** legal requirement that is relevant to guard and patrol duties.



Suggested answers:

- Private Security Industry Act (PISA) 2007
- Private Security Industry (Conduct) (Amendment) Regulations 2018
- Personal Data Protection Act (PDPA) 2012
- Workplace Safety and Health (WSH)



Oral Questions

2) Give **three examples of** safety equipment that you need to wear when you patrol a site undergoing construction.

- Safety Helmet
- Gloves
- Safety Boots



Oral Questions

3) If a company requires persons entering or leaving the premises to be searched by the security officers, can you proceed to do the search?

- Yes, I must follow my Company instruction.



Oral Questions

4) State one of your roles and responsibilities in operating the alarm monitoring Equipment.



Any 1 of the suggested answers.

- Ensure the alarm monitoring system is in working order

- Ensure that faulty alarm is reported immediately to Supervisor/ Management

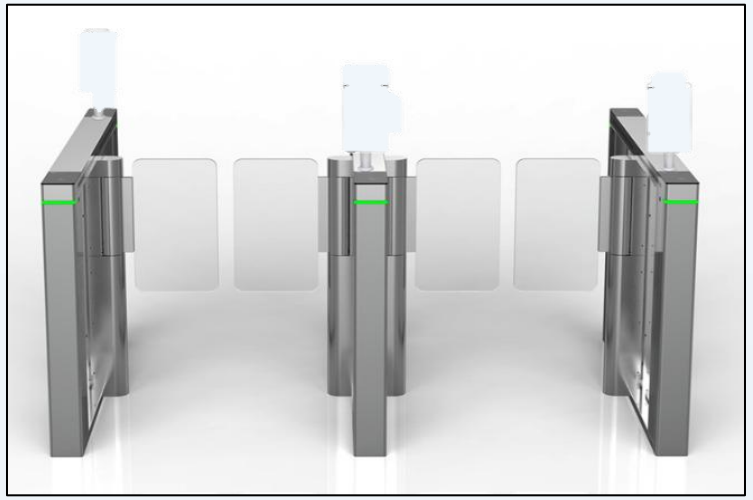


Oral Questions

5) Name two types of access control equipment.

Any 2 of the suggested answers

- **Access card reader**
- **Turnstile**
- **Biometric reader**



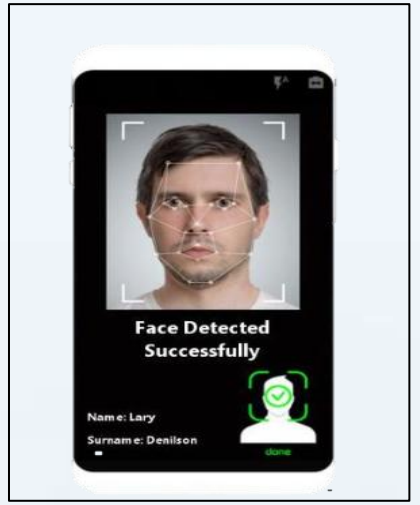


Oral Questions

6) Give one examples of biometrics function used in access control equipment

Any 1 of the suggested answers

- Face recognition
- Fingerprint recognition/ scanner





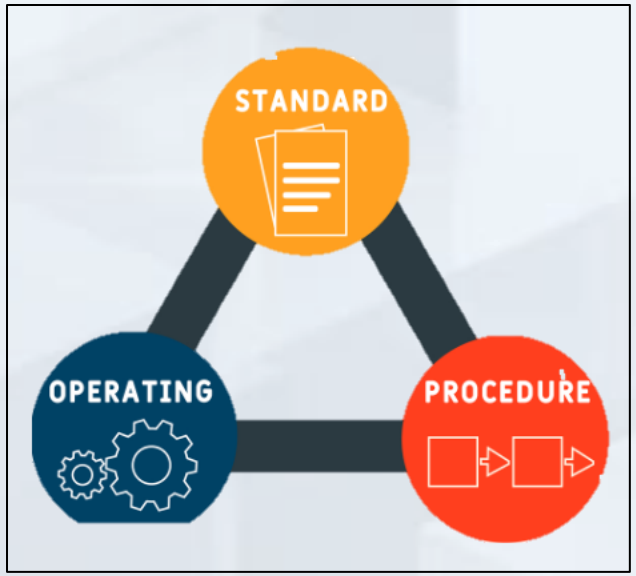
Oral Questions

7) Give one reasons why you need to understand and know the

Standard Operating Procedures (SOP) relating to access control duties.

Any 1 of the suggested answers:

- To comply with the Company policies and procedures
- To be able to take proper course of action when performing basic trouble shooting





Oral Questions

8)Give **one reason** why is it important to recognise your tenants and staff of your guarded premises.



Suggested answers:

- Ensure good working environment
- Ensure a safe and secure environment

Oral Questions

9) Why is the reason for using call sign when communicating with walkie-talkie?



- People will not know who we are communicating with / talking to.

Oral Questions

10) Name two types of Prohibited and Hazardous items and goods

Any 2 of the suggested answers:

- Firearms
- Explosives
- Illegal drugs





Quiz

Go to pigeonhole.at

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