WSQ – Access Control Management

(Operate Basic Security Equipment)

(SEC-TEM-2001-1.1)

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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.

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.

Learning Objectives

Access Control Management (Operate Basic Security Equipment) is one of the compulsory Security Officer courses. Existing Security Officer need to pass this training course by December 2025 to retain their Security Officer rank. This course aims to equip Security Officer with the essential knowledge and skills to operate basic security equipment such as access control and closed – circuit television (CCTV) monitoring equipment.

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

- Operate access control equipment
- Operate alarm monitoring equipment
- Operate CCTV monitoring equipment

LESSON PLAN

DAY 1

1. Course Introduction & Administration

- Ice Breaker
- Logistic details
- Course objectives

2. Role Play 1

- Operate access control equipment

3. Role Play 2

- Operate CCTV monitoring equipment

4. Role Play 3

- Responding to access control while on duty

- Inject 1 – Blinking access card reader at Area B
- Inject 2 & 3- Contractor not wearing pass at Area B
- Inject 4- Suspicious person at Loading/ Unloading Bay
- Inject 5- Intruder alarm activated at Area B

LESSON PLAN

DAY 2

5. Revisions

- Role Play 1-3
- Oral questions 5

6. Course Administration

- Evaluation feedback

7. Assessment

- POLWEL Co-operative Society Limited
- 60 Minutes -Role Play/ 30 Minutes- Oral Questions
- Role play 1-3
- Oral questions 5

Discuss : What is

1) Access control system ?

2) Alarm monitoring system ?

3) CCTV surveillance systems ?







Access control system

1) An access control system is a security system that deny and delay unauthorized entry.

They will not function effectively with no power supply.







Alarm monitoring system

2) An alarm monitoring system is a security system providing alerts that can deny, delay and detect unauthorized entry.

They do not function effectively without power supply.





CCTV surveillance system

2) An CCTV surveillance system is a security monitoring system that can deter, detect, and record unauthorized entry during and after the event.

They do not function effectively without power supply.



Role Play 1

Inject 1

Assessor to Candidate: " Demonstrate your understanding on the different level of authorized entry within the factory"

Assessor to hand over Annex A (Pre-Assessment Brief) and Annex B (Site Plan of JOJO Electronic) to candidate.

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:

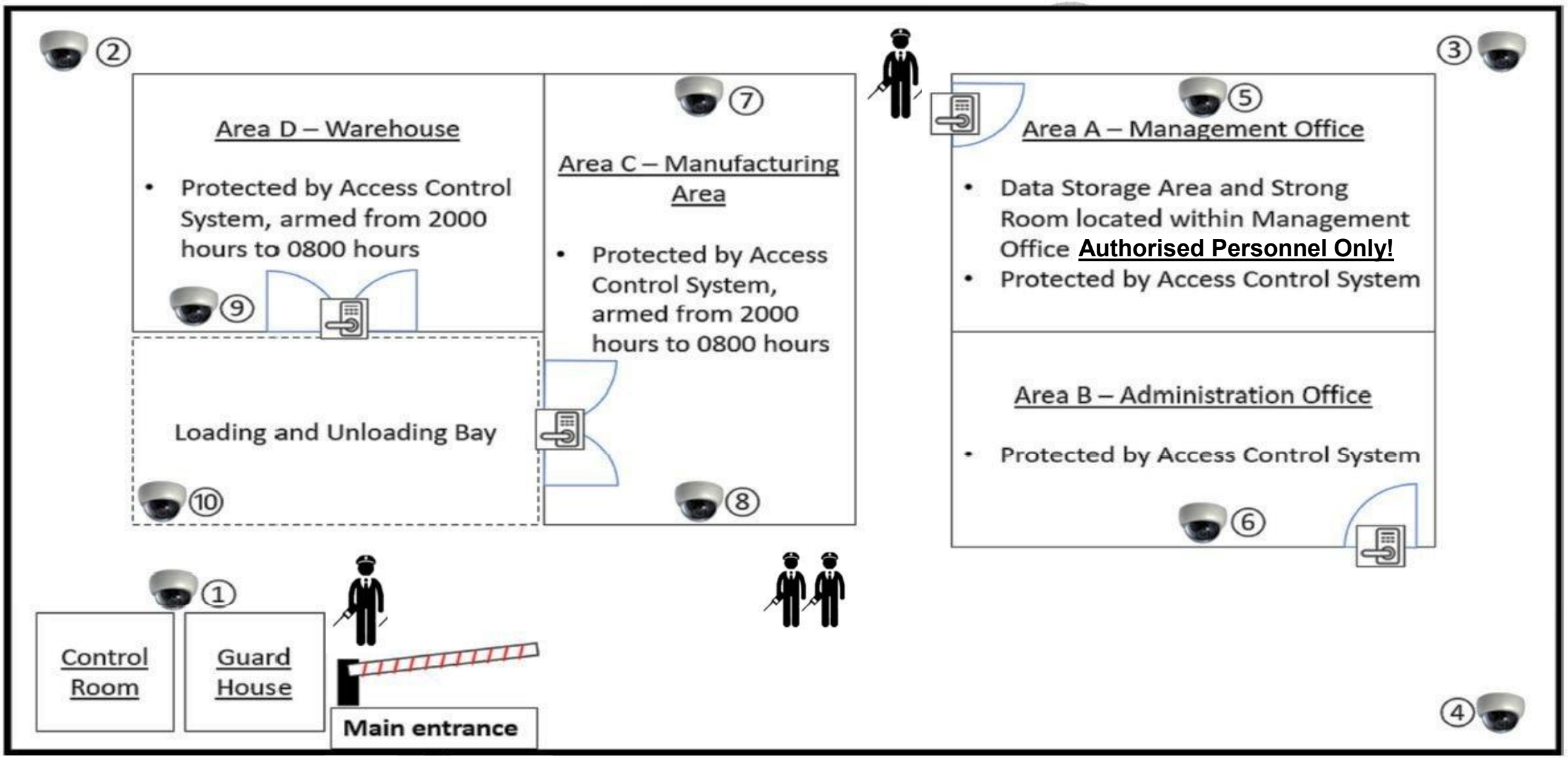
According to designation- Senior management staff such as the General Manager will be allowed into all areas. (Areas A, B, C, D)

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.

Annex A

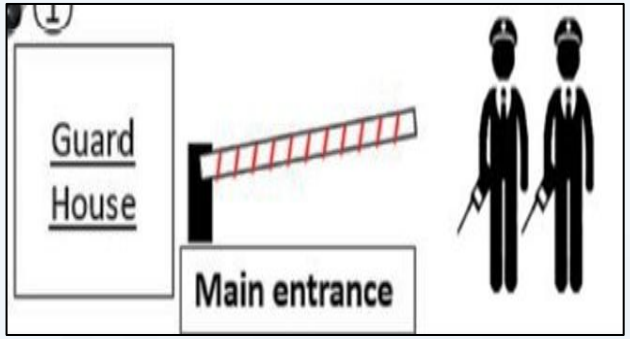
Site Plan of JoJo Electronics



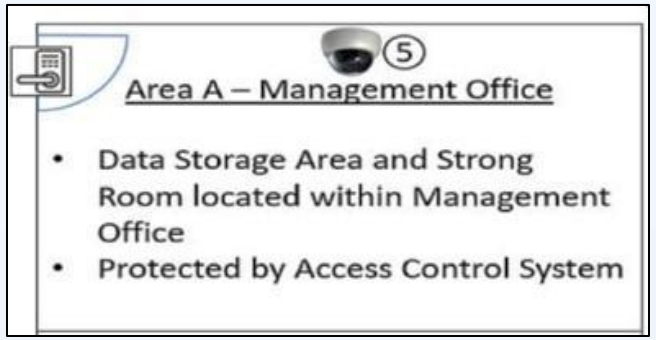
Door controlled by Access Control System

Site Plan of JoJo Electronics

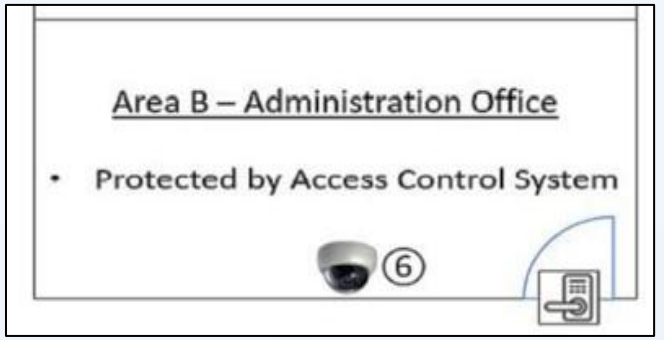
“ Good morning Officers” My name is ….. Today I am going to brief you about JOJO Electronics Access Control Premises.



- 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.

Role Play 2

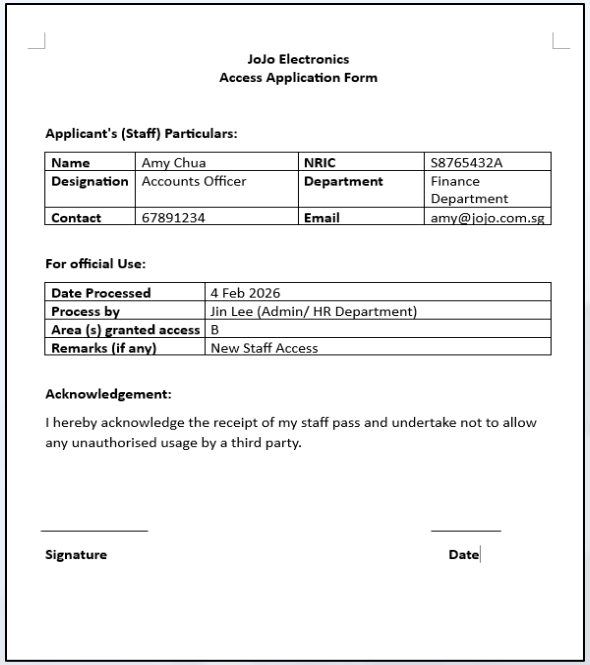
Inject 2

Assessor to candidate: “ Amy Chua, a new accountant officer approached you to collect her new staff pass? What do you do?









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**

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

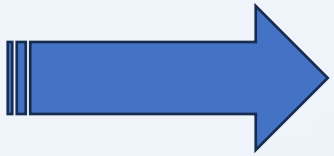
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JoJo Electronics
Access Application Form

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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

Inject 3

Assessor to candidature: The management has directed that all contractors entering the building must be registered using the electronic Visitor Management System (VMS) and their vehicle must be checked.

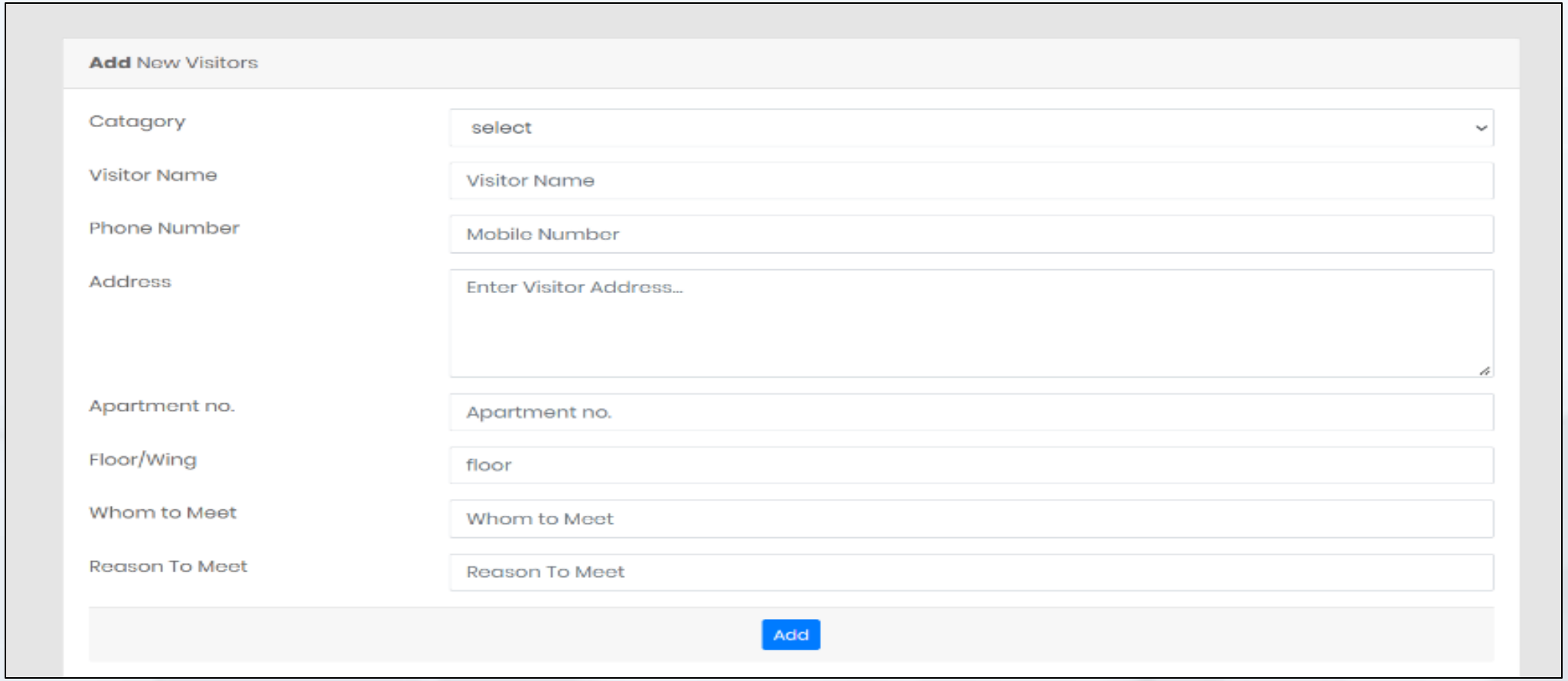
Mr A arrived at the gate with his van, saying that he is a contractor to perform air con maintenance. You have verified his photo Identification (ID) and his visit was confirmed with management. Explain the actions to be taken to process Mr A's entry.







- I will register the contractor photo ID into the VMS system.
- I will key in Name / ID/ host name/ purpose of visit and vehicle number into the VMS.



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 key in Contractor pass (C1) into the VMS system.
- Please display your contractor pass at all times when you are in the premises.
- Park your vehicle at the visitor lot.



Inject 1

Role Play 2

Assessor (as Supervisor to Candidate): You are in the guard house with Supervisor Officer Lim, demonstrate your understanding of how you will ensure the CCTV system is operating as required.



- I will check the CCTV monitor and the power is on
- Check the picture is clear and no obstruction
- Date/Time are correct
- Recording device- power on / In recording mode

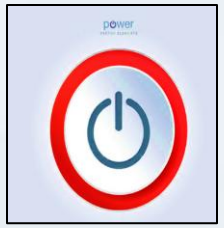
Inject 2

Assessor to candidate: “What should you do if the CCTV system goes blank?



I will do a basic troubleshooting and check if the power is on!

Assessor : The problem is not solved, what must you do?





➢ I will inform my Supervisor and Management, update in my Fault Record Book

Role play 3

Inject 1

Assessor to candidate: “ Show me the actions, to be taken if a staff came up to you and informed that the access card at Area B is showing flashing indicator light”.




BEEPS !!!
HID



"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 2

Assessor to candidate “ You continued your patrol at “ Area B” Administration Office. You noticed a man in Contractor outfit and is not wearing a Contractor pass. Show me the actions to be taken”.



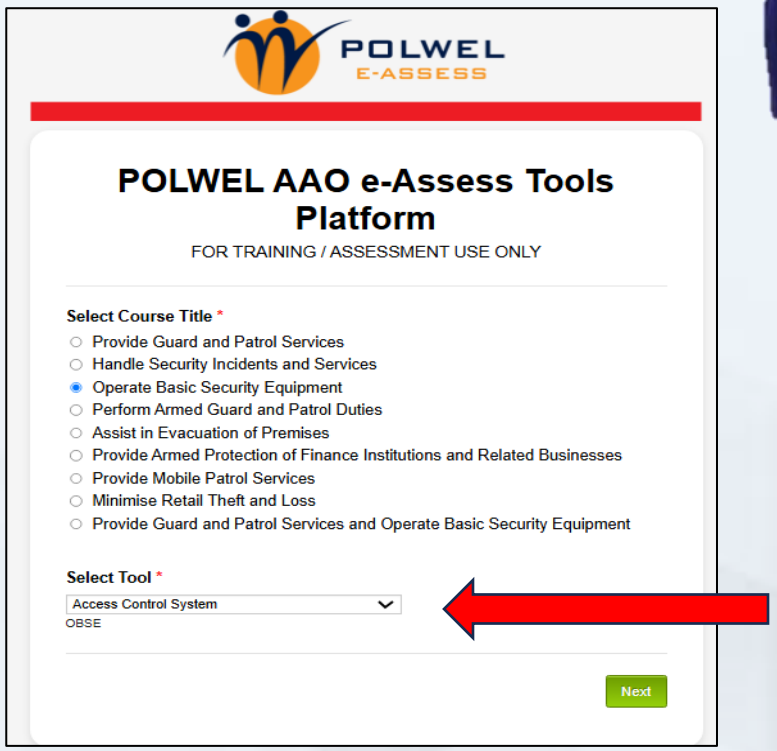

AREA B- Admin Office

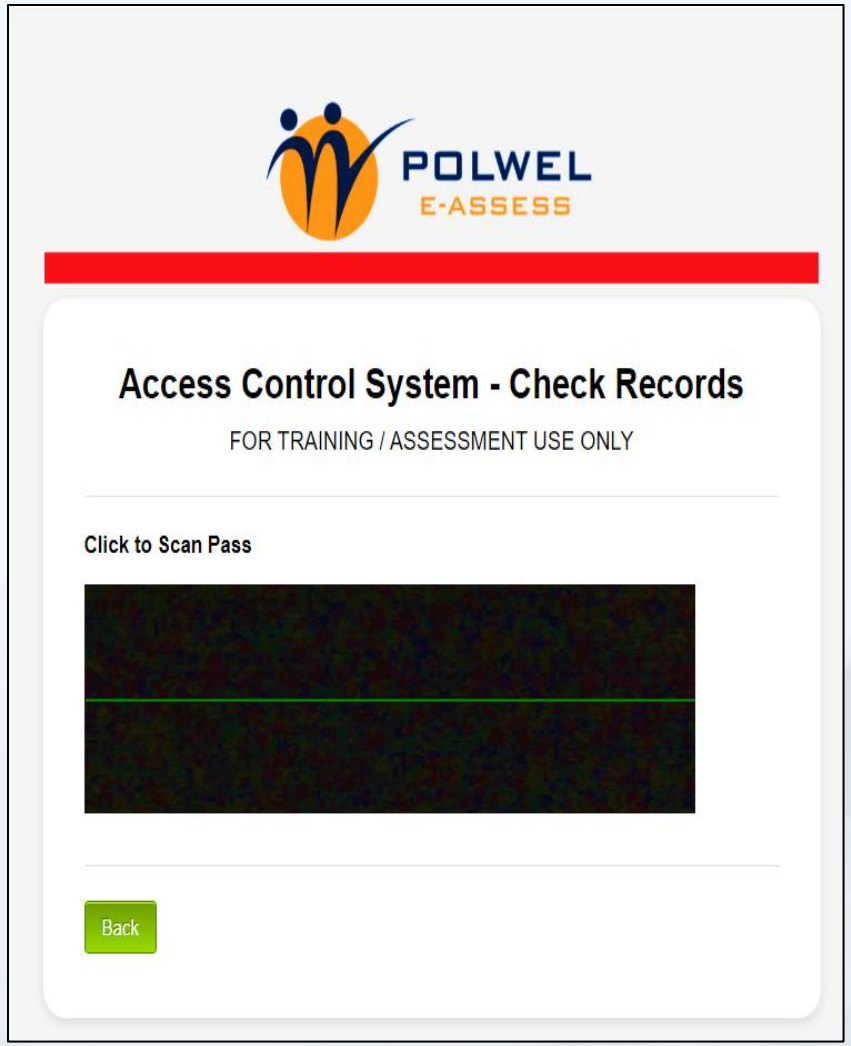
- I will approach him and ask for his contractor pass.
- Assessor: I don't have contractor pass.
- May I have your photo ID please? (check)
- I will check with the Visitor Management System (VMS).



SCAN ME

STEP 1

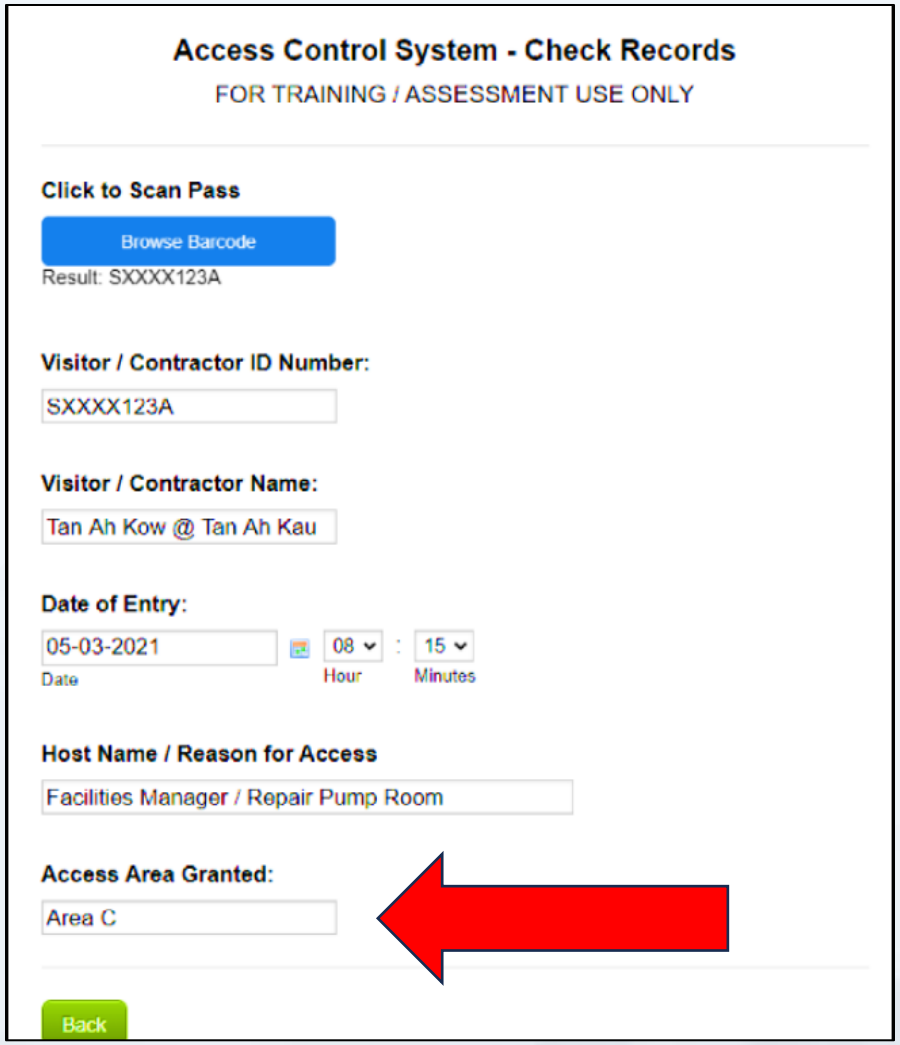



POLWEL
E-ASSESS
Access Control System - Check Records
FOR TRAINING / ASSESSMENT USE ONLY
Click to Scan Pass
Back




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



STEP 3

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

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!

I will write down his details in my pocket book!





"Charlie one to Control" I am now at Area B, found contractor not wearing contractor pass and checked in VMS, he can only allow to enter Area C. I will detain him and escort him to the guard house over"

Please inform supervisor and management over!
Record in the occurrence book and submit incident report.

Inject 3

Assessor to candidate: “ Based on this incident, please update Occurrence Book and put up an incident report.

Occurrence Book

S/N	Date	Time	Subject	Occurrence
1.			Unauthorised Entry	Refer to IR 01/26

Incident Report

Date of Incident:

Serial Number: 01/26

Time of Incident:

Location of Incident: Area B

Type of Incident: Unauthorised Entry

SO ….. saw the contractor did not wearing a pass at Area B, after checking on him he supposed to be at Area C. I brought him to the Guard house and informed supervisor.

Reported by:

Name: _____

Designation: _____

Sign: _____

Received by:

Name: _____

Designation: _____

Sign: _____

Particulars of Contractor
Name: Tan Ah Kow
NRIC No: SXXXX123A
Address: 123A Rochor Drive
#01-123
Singapore 00123
Contact No: XXXXXXX

Inject 4

Assessor to candidate: “ While on patrol, you received the following message from control. “ Control to Charlie one” . 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 5

Assessor to Candidate” “ Explain the actions to be taken. You continue to patrol and 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.

Group Activity

Each group pick or is assigned one of the role plays.

Without seeing the guide, write down the steps of the role play.

Discuss and have fun!

Total time : 15 minutes.

Group Activity

Proceed to go to other group's role plays,

and see if you can add what they might have missed?

Total time : 5 minutes.

Group Reflection

Each group to return to their original role play.

Choose one member to present the steps to the role play.

Do you think they have missed any steps?

Total time : 10 minutes.

Group Sharing

What do you find challenging about the role plays?

Which one do you think is the easiest?

Which one do you think is the hardest?

Total time : 10 minutes.

DAY 2

Welcome back!

WSQ – Access Control Management

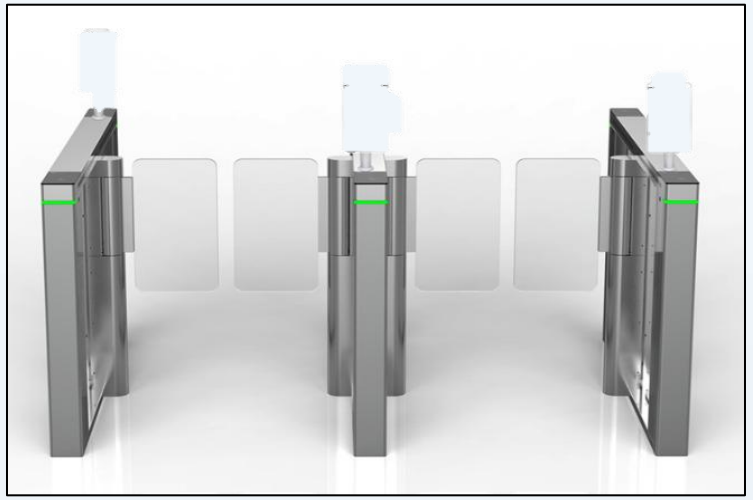
(Operate Basic Security Equipment)

Oral Questions

1) Name two types of access control equipment.

Any 2 of the suggested answers

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



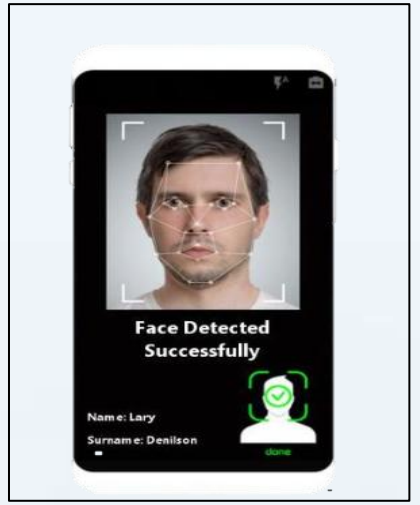


Oral Questions

2) Examples one types of biometrics function used in access control equipment

Any 1 of the suggested answers

- Face recognition
- Fingerprint recognition/ scanner





Oral Questions

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

Any 2 of the suggested answers:

- Firearms
- Explosives
- illegal drugs





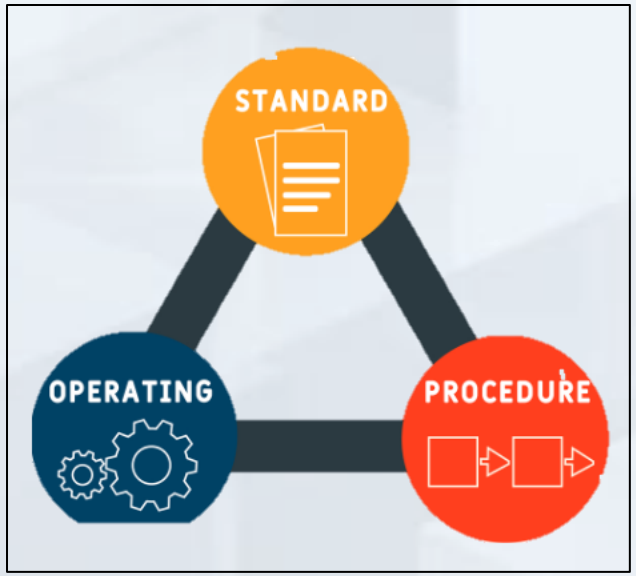
Oral Questions

4) 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 deal with an unauthorised entry situation efficiently
- To be able to take proper course of action when performing basic trouble shooting





Oral Questions

5) 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 condition

- Ensure that faulty alarm is reported immediately.





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