



# **WSQ – Access Control Management**

## **(Operate Basic Security Equipment)**

**(SEC-TEM-2001-1.1)**

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**Document Title** : Access Control Management

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# 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 alarm monitoring equipment

### 4. Role Play 3

- Operate CCTV monitoring equipment

### Role Play 4

- Intrusion Alarm

### Role Play 5

- Suspicious person at loading bay

# LESSON PLAN

## DAY 2

### 5. Revisions

- Role Play 1-5
- Oral questions 12

### 6. Course Administration

- Evaluation feedback

### 7. Assessment

- POLWEL Co-operative Society Limited
- 60 Minutes -Role Play/ 30 Minutes- Oral Questions
- Role play 1-5
- Oral questions 12

# Learning Objectives

As part of the access control management security training,  
you will learn to operate access control systems,  
alarm monitoring and  
CCTV surveillance systems.

# 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



Source: YouTube ( Singapore Security Training)

# Role Play 1

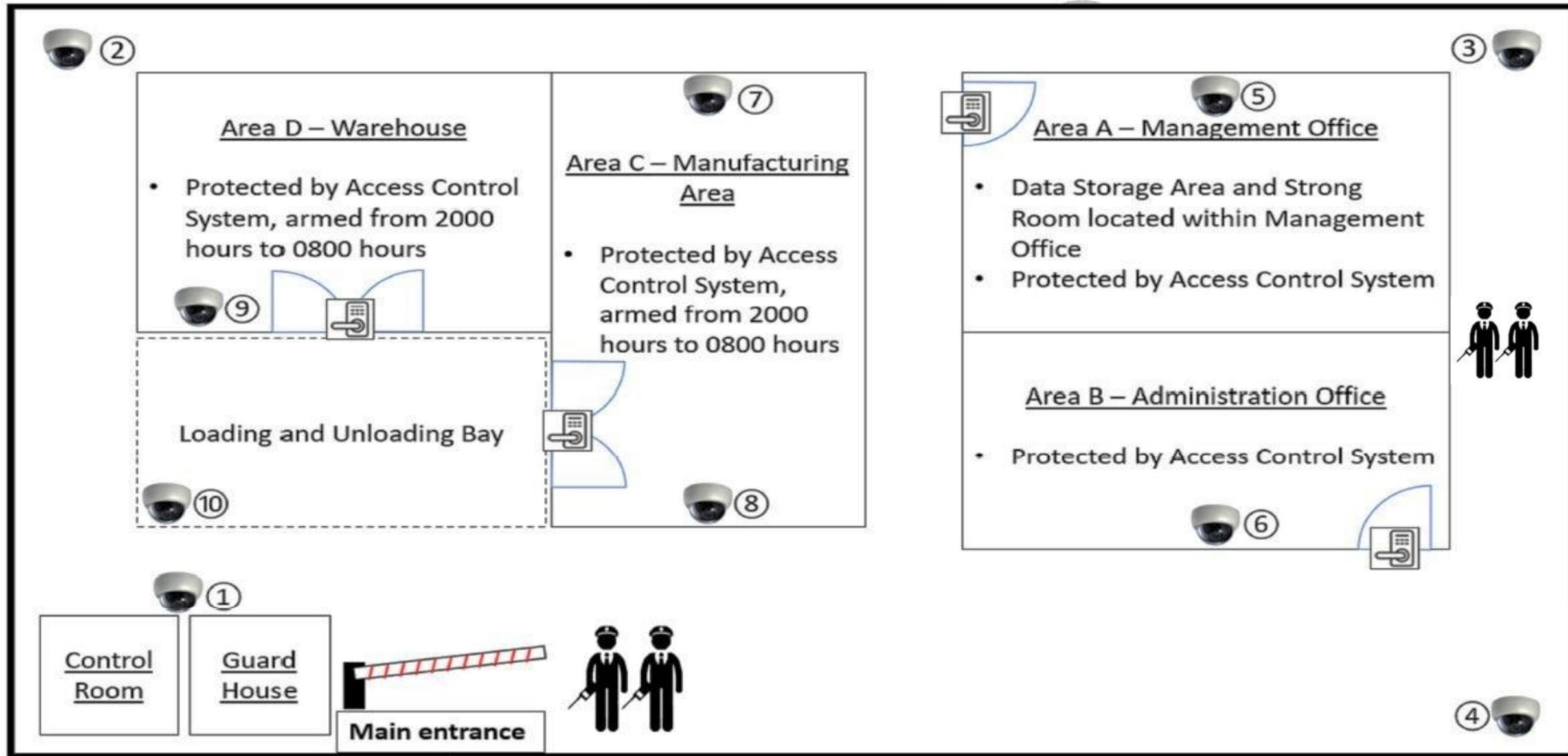
Context: Candidate is a Senior Security Officer (SSO) attached to JoJo Electronics- a factory manufacturing electronic components. The candidate will be required to demonstrate the competencies to operate basic security during his/her duty.

Scenario: The Supervisor has tasked the candidate to conduct an In-Service Training for five new Security Officers (SOs) on how to operate the basic security equipment of the factory.

## Inject 1

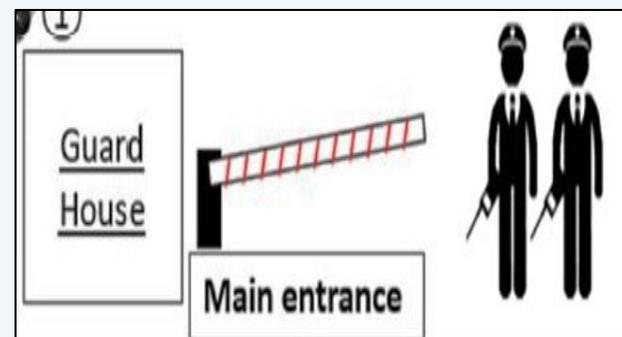
Assessor will role play as the SO. Candidate to demonstrate and explain to the SOs the actions to be taken on the different levels of authorized entry within the factory, which may include:

- A) Issuance of Staff Pass for different level of authorised entry
- B) Level of entry based on the following guidelines:
  - According to designation
  - According to functional role
  - According to security category /classification

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 in Management area  
Management and IT Staff.
- Strong room in Management area  
Only Management staff can enter



- **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



Source: YouTube ( Singapore Security Training)

# Role Play 2

## Inject 1

HR department has submitted a request to give access to a newly employed Account Officer to the Admin Office, Area B.

Candidate to demonstrate how to handle this request, which may include:

- a) Procedures via usage of access control system
- b) Filling up required section/ Information for Access Application Form



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	AI 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 afternoon Madam!  
May I see your photo ID  
and application form?



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. I will place the blank access card on the card reader.
- 3. I will key in the staff name, NRIC, designation and area granted access "B"
- 4. I will test the card by tapping the card reader.

**JoJo Electronics**  
**Access Application Form**

**Applicant's Particulars:**

Name	Amy Chua	NRIC	S8765432A
Designation	Accounts Officer	Department	Finance Department
Contact No	6789 1234	Email	amy@jojo.com.sg

**For official use:**

Date received	Todays date
Processed by	Your name
Area(s) granted access	A <input checked="" type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D
Remarks (if any)	Tested and working

**Acknowledgement:**

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

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date



**JoJo Electronics**  
**Access Application Form**

**Applicant's Particulars:**

Name	Amy Chua	NRIC	S8765432A
Designation	Accounts Officer	Department	Finance Department
Contact No	6789 1234	Email	amy@jojo.com.sg

**For official use:**

Date received	Todays date
Processed by	Your name
Area(s) granted access	A <input checked="" type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D
Remarks (if any)	Tested and working

**Acknowledgement:**

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

**Assessor sign here** \_\_\_\_\_ **Todays date** \_\_\_\_\_

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date

Fill in the date received, process by you

Ask assessor to sign and write the date 

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	<i>ISO....</i>
Processed by	<i>Assessment date</i>
Area(s) granted access	<i>A/ B /C /D</i>
Remarks (if any)	<i>Tested and in good condition</i>

Acknowledgment:

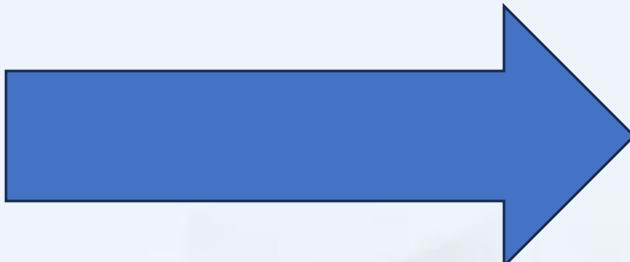
I hereby acknowledge that my staff pass has been programmed with the necessary access level and undertake not to allow any unauthorized usage by a third party.

*Amy Chua*

Signature of Applicant

*Assessment date*

Date



# Demonstrate to the Security Officers how to disarm the Access Control System for a particular area during operational hours.



Area to be disarmed	Disarm code	Area*	Code No
Management Office (Area A)	50	1	12345
Administration Office (Area B)	50	2	12346
Manufacturing Area (Area C)	50	3	12347
Warehouse (Area D)	50	4	12348

### Identify Area C - Manufacturing

**Step 1 :** I will key in **Command 50** ( selection of instructions)

**Step 2:** I will press **Enter** ( next command)

**Step 3:** I will press **code 3 for Area C** ( select area to disarm)

**Step 4:** I will press **Enter** ( next command)

**Step 5:** I will enter code **12347** ( confirmation code)

**Step 6:** I will press **Enter** ( end of command)

➤ **50 ENTER 3 ENTER 12347 ENTER**

## Inject 3

Demonstrate to the Security Officers how to handle a visitor to the factory. He/she is required to use the relevant equipment to inform the relevant stakeholders and record the situation in the relevant book.





Good morning Mr Tan, my name is SSO... calling from guardhouse. Are you expecting a visitor, his name is Mr Ah Seng?

Assessor: Yes!!!

Can you send someone to escort him from the guardhouse?  
Thank you

# Visitor Movement Book

Date	Contractor / Visitor		Purpose	Place of Visit	Vehicle Nos	Pass Nos.	In		Out	
	ID Nos	Name					Time	Sign	Time	Sign
Assessment date	S12345678A	Tan Ah Seng	See Mr Tan	Office	-	V1	0800			



Sir, I return back your photo ID.

This is your Visitor pass, please display at all times!

Thank you!

After the visitor returned the pass, I will make entry in the visitor movement book.



# Visitor Movement Book

Date	Contractor / Visitor		Purpose	Place of Visit	Vehicle Nos	Pass Nos.	In		Out	
	ID Nos	Name					Time	Sign	Time	Sign
Assessment date	S12345678A	Tan Ah Seng	See Mr Tan	Office	-	V1	0800 am	JO	1000am	JO

## Inject 4

Demonstrate to the Security Officers how to handle the scenario of access card reader showing flashing indicator light. He/She is required to carry out basic troubleshooting and use the relevant equipment to report access control equipment faults to the relevant stakeholders/ authorities and record the situation accordingly.





**BEEPS !!!**





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

- Check for power supply, check for any sign of break in , check for any damage to the locks and anything obstructing the door and frame.
- I will open and close door properly.



“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 update in my pocket book, occurrence book, incident report and FAULT RECORD BOOK.



# Role Play 3



Source: YouTube ( Singapore Security Training)

# Role Play 3

Inject 1

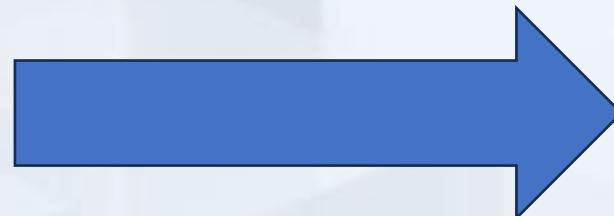
Candidate to demonstrate to the Security Officers on the actions to be taken when a patrolling officer at Area B notices a man in Contractor outfit and he is not wearing a Contractor Pass. Candidate to demonstrate the actions to be taken to identify nature of unauthorised entry by using his/her mobile device. He/she is also required to use the relevant equipment to inform the relevant stakeholders/ authorities and record the situation accordingly.



## 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).



**POLWEL AAO e-Assess Tools Platform**  
FOR TRAINING / ASSESSMENT USE ONLY

Select Course Title \*

Provide Guard and Patrol Services  
 Handle Security Incidents and Services  
 Operate Basic Security Equipment  
 Perform Armed Guard and Patrol Duties  
 Assist in Evacuation of Premises  
 Provide Armed Protection of Finance Institutions and Related Businesses  
 Provide Mobile Patrol Services  
 Minimise Retail Theft and Loss  
 Provide Guard and Patrol Services and Operate Basic Security Equipment

Select Tool \*

Access Control System  
OBSE

Next

**STEP 1**



## Access Control System - Check Records

FOR TRAINING / ASSESSMENT USE ONLY

Click to Scan Pass



Back



## STEP 2

**Access Control System - Check Records**  
FOR TRAINING / ASSESSMENT USE ONLY

Click to Scan Pass

[Browse Barcode](#)

Result: SXXXX123A

Visitor / Contractor ID Number:  
SXXXX123A

Visitor / Contractor Name:  
Tan Ah Kow @ Tan Ah Kau

Date of Entry:  
05-03-2021 08 : 15   
Date Hour Minutes

Host Name / Reason for Access  
Facilities Manager / Repair Pump Room

Access Area Granted:  
Area C

[Back](#)

**STEP 3**

You will see this Access Area Granted “AREA C”

Access Control System - Check Records  
FOR TRAINING / ASSESSMENT USE ONLY

Click to Scan Pass  
Browse Barcode  
Result: SXXXX123A

Visitor / Contractor ID Number:  
SXXXX123A

Visitor / Contractor Name:  
Tan Ah Kow @ Tan Ah Kau

Date of Entry:  
05-03-2021 08 : 15  
Date Hour Minutes

Host Name / Reason for Access  
Facilities Manager / Repair Pump Room

Access Area Granted:  
Area C

[Back](#)

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

I have to detain 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. Detain him for unauthorised entry and escorting him to the guardhouse.

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



# Occurrence Book

S/N	Date	Time	Subject	Occurrence
1.			<b>Unauthorised Entry</b>	<b>Refer to Incident Report S/N 01/25.</b>

# Incident Report

Date of Incident:

Serial Number: 01/25

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: XXXXXXXX

# Role Play 4



Source: YouTube ( Singapore Security Training)

# Role Play 4

Inject 1

Candidate to demonstrate to the Security Officers on the actions on the actions to be taken when the Intrusion Alarm in the Control Room sounded. He/she is also required to use the relevant stakeholders/ authorities and record the situation accordingly.



- I will check the alarm panel to confirm which area or zone activated.



- I will monitor the CCTV to look for any suspicious person or intrusion.

“Control to Guard House “

The intrusion alarm has activated  
at Area B.  
Please close the gate Over !



“Control to Charlie 3 & 4”  
The intrusion alarm have  
activated at Area B! Please  
check and report back to  
me over!



“Control to Charlie 5, the  
intrusion alarm at Area B has  
activated, please look out for  
any suspicious person or  
intrusion over!





Good morning DECAM! I am SO.....  
Calling from JOJO Electronics, Building  
Code 1234, Password TANGO PAPA.  
Alarm activated at Area B, Admin office.  
We are investigating the matter and  
please do not call the Police. I will call  
you back in 3 minutes. May I have your  
name please!

Will update  
Supervisor and  
management !

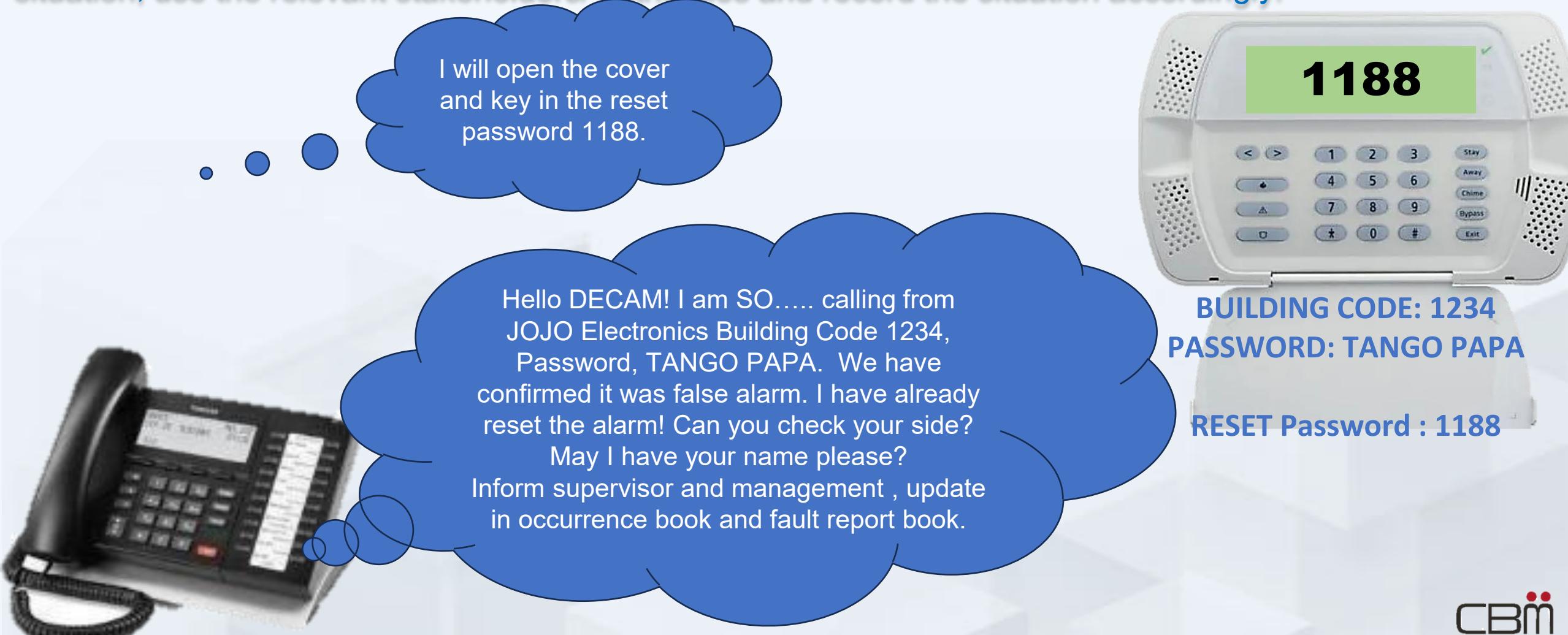


BUILDING CODE: 1234  
PASSWORD: TANGO PAPA

RESET Password : 1188

## Inject 2

Actions to be taken if Security Officer A found no intruders and confirmed it was a false alarm. Candidate is required to demonstrate by explaining the actions that he/she would take to handle this situation, use the relevant stakeholders/ authorities and record the situation accordingly.



I will open the cover and key in the reset password 1188.

Hello DECAM! I am SO..... calling from JOJO Electronics Building Code 1234, Password, TANGO PAPA. We have confirmed it was false alarm. I have already reset the alarm! Can you check your side? May I have your name please? Inform supervisor and management , update in occurrence book and fault report book.

**BUILDING CODE: 1234**  
**PASSWORD: TANGO PAPA**  
**RESET Password : 1188**

## Role Play 5



Source: YouTube ( Singapore Security Training)

# Role Play 5

Inject 1

Candidate to demonstrate by explaining to the Security Officers on how to operate the CCTV equipment. Items to be operated may include the CCTV monitor and it recording device.



- I will check the CCTV monitor and the power is on
- Check the picture is clear and no obstruction
- DVR recorder power is on and it is recording
- Hard disk is in working condition
- Play back the recorder to check if is working.

## Inject 2

Actions to be taken if the frame monitoring the Warehouse on the CCTV is blank.

Candidate is to demonstrate by explaining the actions that he/she would take to identify and engage the relevant stakeholders to rectify the issue. After the situation has been resolved, the candidate is also required to use the relevant equipment to inform the relevant stakeholders/ authorities and record the situation accordingly.



**WAREHOUSE CAMERA 6**



I will identify the location  
is at Warehouse and  
Camera no: 6

Good morning  
Maintenance officer.  
Warehouse camera  
no:6 is faulty. Can  
you please go and  
check now.



➤ I will record in my Incident Report, Occurrence Book and Fault Record Book.

## Inject 3

A suspicious person was observed from the CCTV monitor screen to be loitering at the Loading and Unloading Bay and was subsequently seen to be pushing a trolley with some carton of electronic good in hurried manner

Candidate is to demonstrate by explaining the actions to the Security Officers the actions to be taken to handle the incident, and use the relevant equipment to inform the relevant stakeholders/ authorities.





I will continue to monitor  
the person in the CCTV  
and write down the  
description in my pocket  
book!

“ Control to Charlie 1 & 2”  
Please proceed to the loading  
bay. There is suspicious Chinese  
Man age 30 years old , 1.7 meter  
tall and medium built, wearing  
white shirt and blue jean. Please  
check him over!



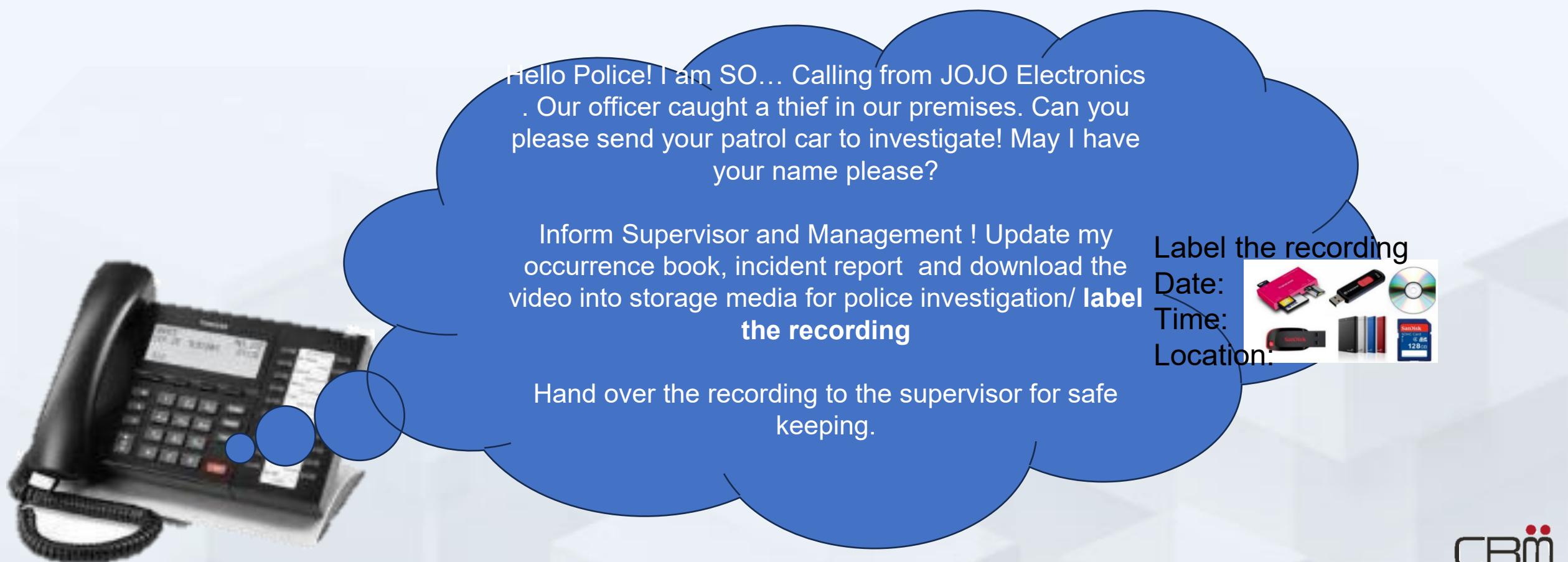
Male Chinese, 30 years old, 1.7 metre tall and plump built

White shirt and Blue Jean



## Inject 4

Actions to be taken the man is confirmed to be a thief. Candidate to demonstrate the actions to be taken to inform the relevant stakeholders/ enforcements teams to carry out appropriate action and record them accordingly. Candidate to also demonstrate the steps and information to be provided to the relevant stakeholders.



## 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 one Characteristics and one Limitation of access control equipment?

## Characteristics

- Deny and Delay unauthorised entry



## Limitations

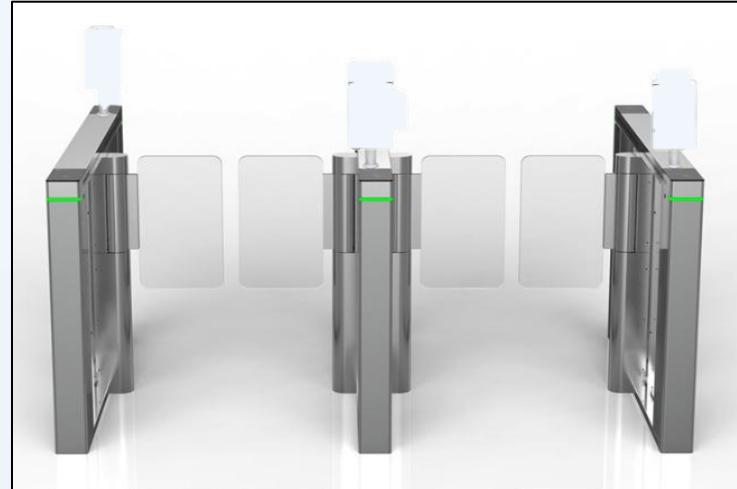
- Cannot function if there is no power  
( need back-up power supply)



# Oral Questions

2) List two types of access control equipment.

➤ Turnstile



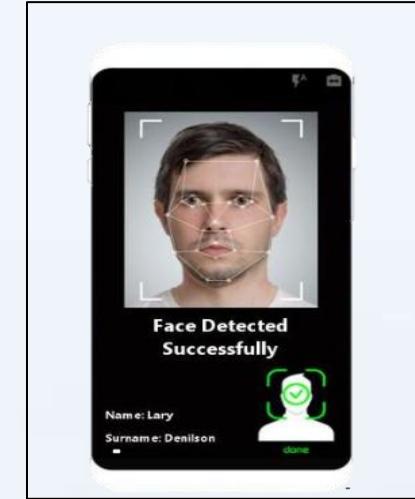
➤ Access Card Reader



# Oral Questions

3) Examples of two types of biometrics access control equipment?

➤ Facial Recognition



➤ Fingerprint



# Oral Questions

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

➤ Prohibited : Guns and Knives



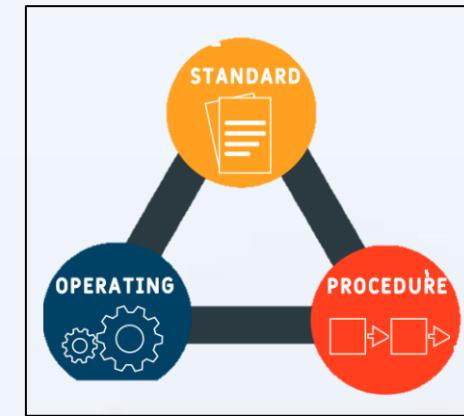
➤ Hazardous: Petrol and Kerosene



# Oral Questions

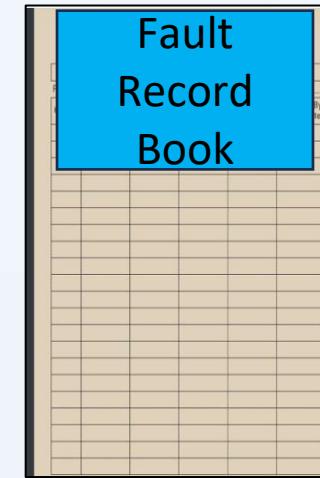
5) Give two reasons why you need to understand and know the procedures relating to access control duties?

- Follow company SOP to deal with unauthorised entry .
- Able to do basic trouble shooting.



# Oral Questions

6) Name two documents which are important in operating and managing security equipment?



➤ Fault Record Book



➤ Equipment Maintenance Book

# Oral Questions

7) Give two roles and responsibilities in operation of the Alarm Monitoring Equipment.

➤ System is in good working condition.



➤ Must be serviced regularly.



# Oral Questions

8) Name two types of alarm monitoring equipment.

- Panic Alarm Button



- Kick Bar



# Oral Questions

9) Name one Characteristic and one Limitation of the intruder alarm monitoring equipment.

**Characteristic:** - Deny, Delay, Deter unauthorised entry.



**Limitation:** Cannot function if there is no power. (need back up power supply)



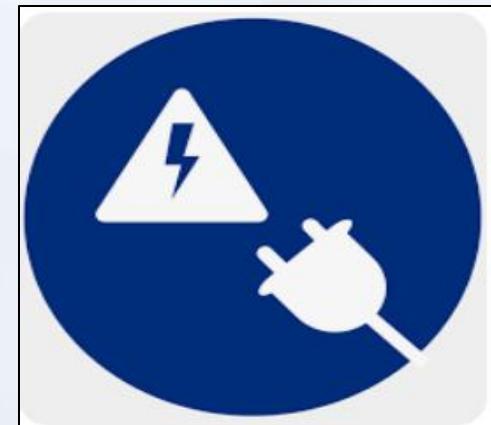
# Oral Questions

10) List two possible causes of false Intrusion Alarm that can take place in a premises?

➤ **Poor maintenance**



➤ **Power failure**



# Oral Questions

11 ) Name 4 components of a complete CCTV.

➤ CCTV Camera



➤ Monitor



➤ DVR Recorder



➤ Storage Media ( Hard disk)



# Oral Questions

12) Give one Characteristic and one Limitation of the CCTV system.

**Characteristic:** Detect intrusion or criminal behaviour on the monitored area.



**Limitation:** May not function appropriately in the event of power failure ( need back-up battery)



# Oral Questions



Source: You Tube ( Singapore Security Training)



[www.cbm.com.sg](http://www.cbm.com.sg)

