CONDUCT A SECURITY PATROL IN AN AREA OF RESPONSIBILITY

FACILITATOR/LEARNER GUIDE

Unit Standard No: 244177
Unit Standard Credits: 7
NQF Level: 3

SKILLS PROGRAM 1
BOOK 6
REVIEW AND ALTERATION OF TRAINING MATERIAL

What follows is a brief explanation of the process that was followed in the alteration of this training material. A working group was formed after inviting interested parties to attend a meeting at SASSETA.

The working group was mandated to review the material and thereafter make the necessary changes so as to provide the industry with a more user friendly set of materials which better reflects the needs of the security industry.

It must be understood that this is the first review and by no means the final review. The working group was placed under enormous pressure to get a workable set of materials into the hands of the accredited security industry training providers as quickly as possible. We therefore have no doubt that even though the materials have been vastly improved upon, there are still areas that may require change. This we plan to do in the next renewal phase after we receive feedback from training providers who have used the material for approximately a year.

Our review process focused on the following:

- Removal of unnecessary information/duplication from the learning material.
- Ensure alignment with the unit standards.
- Re-draft all formative and summative assessments.
- Correct inappropriate use of language.

TASK TEAM

The task team that completed the work on this training material deserves a very special “thank you”, considering that all their time and efforts were provided free of charge. Nobody was paid for any of the work done on behalf of the task team. SASSETA provided funding for the expenses incurred in printing, typesetting, lunch and refreshments.

The task team members are as follows:

Andre Pretorius   International Firearm Training Academy
Andre Wilken    SSN
Dave Dodge    ESKOM
Eddie Du Plooy/ Elvis Masera    SBV Services
Jean Du Plessis   Lyttleton Firearm Training Centre
Leon van Rooyen    NAD
Lionel Arries    SASSETA (observer/adviser)
Marion Colley    Pexco Security and Training

A very sincere thank you to all of these individuals and the companies they work for, who allowed them to participate during business hours. This could not have been done without your commitment.

Sincerely

Andre Pretorius
Task Team Chairman
<table>
<thead>
<tr>
<th>PROGRAM GUIDE</th>
<th>6-7</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Introduction</td>
<td>6</td>
</tr>
<tr>
<td>2. Purposes of this learning program</td>
<td>6</td>
</tr>
<tr>
<td>3. Standards and qualifications</td>
<td>6</td>
</tr>
<tr>
<td>4. Assessments</td>
<td>6</td>
</tr>
<tr>
<td>5. Security program matrix</td>
<td>7</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Study unit 1: Patrol types</th>
<th>8-21</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Purpose of Patrolling</td>
<td>9</td>
</tr>
<tr>
<td>2. Conducting a patrol</td>
<td>10</td>
</tr>
<tr>
<td>3. Patrol as a Deterrent to Crime</td>
<td>11</td>
</tr>
<tr>
<td>4. Prevention through patrol</td>
<td>11</td>
</tr>
<tr>
<td>5. Types of Patrols</td>
<td>11</td>
</tr>
<tr>
<td>6. Patrol Techniques</td>
<td>14</td>
</tr>
<tr>
<td>7. Patrol types</td>
<td>15</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Study unit 2: Identify and monitor security risks</th>
<th>22-24</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Introduction</td>
<td>23</td>
</tr>
<tr>
<td>2. What is a security risk?</td>
<td>23</td>
</tr>
<tr>
<td>3. What is security?</td>
<td>23</td>
</tr>
<tr>
<td>4. Asset threat/risk prioritization</td>
<td>24</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Study unit 3: Reporting systems</th>
<th>25-34</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Reporting</td>
<td>26</td>
</tr>
<tr>
<td>2. Pocket book</td>
<td>26</td>
</tr>
<tr>
<td>3. Occurrence book</td>
<td>27</td>
</tr>
<tr>
<td>4. Registers</td>
<td>28</td>
</tr>
<tr>
<td>5. Found property register</td>
<td>29</td>
</tr>
<tr>
<td>6. Vehicle logbook</td>
<td>29</td>
</tr>
<tr>
<td>7. Visitors register</td>
<td>29</td>
</tr>
<tr>
<td>8. Firearm and ammunition register</td>
<td>29</td>
</tr>
<tr>
<td>9. Key control register</td>
<td>30</td>
</tr>
<tr>
<td>10. Incident Report</td>
<td>31</td>
</tr>
<tr>
<td>11. Incident report (example)</td>
<td>33</td>
</tr>
<tr>
<td>12. Consequences of poor/not reporting</td>
<td>34</td>
</tr>
</tbody>
</table>
## Study unit 4: Conduct the patrol

<table>
<thead>
<tr>
<th></th>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Approaching/interacting with individuals</td>
<td>36</td>
</tr>
<tr>
<td>2</td>
<td>Approaching and stopping suspicious persons</td>
<td>36</td>
</tr>
<tr>
<td>3</td>
<td>Approaching technique whilst performing vehicle patrol</td>
<td>38</td>
</tr>
<tr>
<td>4</td>
<td>Standard operating procedures</td>
<td>38</td>
</tr>
<tr>
<td>5</td>
<td>Detaining persons who have been deter an detect</td>
<td>39</td>
</tr>
<tr>
<td>6</td>
<td>Conclusion of security patrol</td>
<td>39</td>
</tr>
<tr>
<td>7</td>
<td>Dealing with found property</td>
<td>40</td>
</tr>
<tr>
<td>8</td>
<td>Handling found property</td>
<td>41</td>
</tr>
</tbody>
</table>

### Unit Standard

42-45

### Learner Workbook Section

46-54
1. Introduction

This learning program is part of a complete qualification. The qualification is General Security Practices NQF level 3.

2. Purpose of this learning program

A person credited with this unit standard will be able to:

♦ Prepare for a security patrol.
♦ Conduct security patrol.
♦ Conclude a security patrol.

2.1 Target group

This program is compiled for the following target group:

♦ Security members
♦ South African Defense Force members
♦ South African Police Force members
♦ Correctional Services
♦ Individuals who wishes to complete the NQF level 3 National Certificate in security practices.

3. Standards and qualifications

Unit standards are the “building blocks” of qualifications. All qualifications are plotted on the National Qualifications Framework (NQF).

Unit standards comprises of outcomes. An outcome is a statement that describes the required competency that must be demonstrated by the learner on successful completion of a training intervention.

4. Assessments

The assessment criteria in this unit standard describes the evidence that is needed that will show that you have demonstrated the outcome correctly.

Kindly refer to the unit standard attached hereto for the assessment criteria listed under each Specific Outcome in order for you to see what you will be assessed against.

You will be required to complete 2 written exams. The first is a formative assessment (open book exam) and the second is a summative assessment (closed book exam). The purpose of the formative assessment is to prepare you for the summative assessment.

The learner guide will remain the property of the learner once the LEARNING PROGRAM has been completed.
## 5. Security program matrix

<table>
<thead>
<tr>
<th>SKILLS PROGRAM 1: SASSETA E</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
</tr>
<tr>
<td>2</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>5</td>
</tr>
<tr>
<td>6</td>
</tr>
<tr>
<td>7</td>
</tr>
<tr>
<td>8</td>
</tr>
<tr>
<td>9</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SKILLS PROGRAM 2: SASSETA D</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
</tr>
<tr>
<td>2</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>5</td>
</tr>
<tr>
<td>6</td>
</tr>
<tr>
<td>7</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SKILLS PROGRAM 3: SASSETA C</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
</tr>
<tr>
<td>2</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>5</td>
</tr>
<tr>
<td>6</td>
</tr>
<tr>
<td>7</td>
</tr>
</tbody>
</table>
LEARNING OUTCOMES

On completion of this study unit you will be able to....

- Explain the objective of patrolling.
- Explain the purposes of patrolling.
- List offences against which visible patrol is most effective.
- Understand the various types of patrol used to detect criminal behaviour.
- Understand patrol techniques.
**Introduction**

The primary objective of patrolling is to create a visible security presence as well as to create awareness to the fact that security is active and alert in a particular area.

As a security officer, you have very specific responsibilities. Remember that there are three essentials carrying out these responsibilities. Patrolling is concerned with the line of defence using deterrence, detection, denial.

“Patrolling”, is the periodic inspection of various premises by one or more patrolmen pirating on foot, bicycle, motorbike and horseback or by using a patrol car.

It is a form of active guarding of assets, people, property and resources and is one of the major means available to prevent unauthorised entry into any area or building or to detect intruders. Patrols should be used in conjunction with:

- Sound perimeter fencing of adequate proportions and strength.
- Perimeter and internal lighting.
- Proper screening of windows and other openings into buildings.
- Efficient alarms and other warning signals.

1. **Purposes of Patrolling**

The discipline of patrolling is the very essence of the security function. A patrol has the following purposes:

- Ensure that all vulnerable points or key areas are frequently checked to maintain their security against intrusion for any unauthorised purpose.
- Check for intruders - identify strangers and ascertain whether they have the right to be in that particular area or building.
- Check perimeter fences and security lighting and make sure that they are functional.
- Check that all outer doors, windows and gates are secure each time the patrol is conducted. A physical examination of each point is required.
- Check for potential fire hazards outside and inside the offices, buildings and plant areas being patrolled.
- Check potential safety hazards and report problems.
- Ensure the safety of all keys entrusted to the patrol.

For a patrol officer to be effective he/she must have the correct knowledge, skills and attitude, as well as discipline and an alert and inquisitive mind.

A patrol security officer **must show alertness, interest and thoroughness**. Security patrol officers must have a suspicious mind and must investigate things that appear other than normal.

The security officer who acts as a patrol officer differs from the static security officer in that he operates through a tour covering various locations, whereas the static guard stands at a fixed post or walks in a limited area. Active guarding or patrolling has the following advantages:

- A security officer finds it easier to stay alert and concentrate on his responsibilities and is less inclined to fall asleep on duty.
- A security officer on foot patrol, by covering a larger area, is in a better position to observe a wider range of activities or static faults such as open windows, doors etc. that may become a threat to the building, installation or property that he is protecting.
Criminals intent on committing a crime will find it more difficult to carry out their plans where active patrolling is being conducted, because the patrolling security officer presents a more mobile and consequently more serious deterrent than a reactive security officer stuck in a limited area.

Patrolling has one serious disadvantage in that it can be circumvented by a professional criminal who observes the security system and knows when there will be a period of time between inspections of a given premises, building etc. Effective patrolling is to not fall into the habit of always doing the same patrol at the same time at the same place.

1.1. Preparation for Patrol

Preparing for the patrol is an important part of your function. If a security officer does not prepare him/herself for the patrol that needs to be executed, the security function won’t be carried out as required.

2. Conducting a patrol

Before an intruder can commit a crime within a property, he must gain access to the property.

Security experts generally lump precautions designed to prevent unauthorised entry into an area under the title of “physical security”. “Physical security” includes any physical barrier which prevents access into an area for e.g. perimeter fences/walls, security gates, burglar bars, turn styles and access control cubicles that are often used at banks.

2.1. Deter - physical Security

This is the first line of defence and includes all the measures and aids which prevent unauthorised persons from entering the premises. This includes the following:

♦ Gates
♦ Guards
♦ Perimeter fences, etc.

Physical barriers prevent opportunistic crime as they serve as a deterrent.

2.2. detect - intruder Detection

Detection of an unauthorised person in a secure area is a vital part of effective security. If a person breaks into an area and can wander around undetected for any length of time, it means that this area is not secure. Intruder detection will include:

♦ Infra red beams
♦ Passives (PIR’s)
♦ Door magnets
♦ CCTV camera systems

Any of these things could trigger an alarm or alert a security officer to the fact that someone is moving around in a secure area.
If detection is to be effective, it must be immediate. Security response needs to be fast in order to scare away, apprehend or remove the criminal before he has the opportunity to commit a further crime like theft.

2.3. Report

Once an intruder is detected this should be immediately reported to the relevant response personnel.

2.4. React

The response personnel will respond to the report of a potential intruder as quickly as possible.

2.5. Detain

The responding security officer or officers will detain any suspect found on the premises.

3. Patrol as a Deterrent to Crime

Achieving effective security by patrolling is done by interacting with the community, gaining a thorough knowledge of the area and the people in it and creating the believe that the opportunity to commit crime does not exist or is of too high a risk for the criminal.

4. Prevention through patrol

♦ Patrol is the most common form of law enforcement activity designed to reduce opportunity for crime or to create the belief that no opportunity exists. Security companies randomly providing intensive patrol service represent the community's most apparent and continuous effort to hold crime in check.

♦ Offenses against which visible patrol is most effective are:

• Theft
• Negligence by employees
• Burglary
• Public violence
• Arson
• Public safety

5. Types of Patrols

Various types of patrols can be used by security officers to detect criminal behaviour, threats and potential risks. These are:

♦ Perimeter patrol
♦ Area patrol
♦ Internal building patrol
♦ High visibility patrol
♦ Low visibility patrol
♦ Target-orientated patrol (TOP)
♦ Foot patrol
♦ Vehicle patrol
As a security officer, you should be able to carry out each of these patrols depending on the situation you find yourself in. Let’s look at each one of these patrols in more detail.

5.1. Perimeter Patrol

This type of patrol is conducted by security officers in order to detect any breaches in the security perimeter or border. When executing a perimeter patrol you must do the following:

♦ Check for holes in fences and walls.
♦ Check if the security fencing is broken or flattened.
♦ Check for any unusual footprints in the vicinity you are patrolling.
♦ Check that all warning signage such as for fire o i.e. ‘highly flammable material’, ‘fire extinguishers’ or ‘exit’ etc. are clearly displayed.
♦ Check that there are no suspicious vehicles parked against the perimeter fence.
♦ Check for evidence or signs that a wall or fence has been crossed over.
♦ Check for any signs of digging.
♦ Check that gates are in good order and locked.
♦ Check for any suspicious persons in the area.
♦ Check that storm drain security covers are secure.

5.2. Area Patrol

This type of patrol is conducted by security officers in order to detect, deny and or deter potential threats inside the area of responsibility. This type of patrol is extremely important as it prevents criminals and/or unauthorised visitors to enter the buildings and premises.

When executing an area patrol look for the following:

♦ Broken windows.
♦ Open doors.
♦ Damaged padlocks.
♦ Keys left in doors.
♦ Fire escapes obstructed.
♦ Crates or boxes piled near walls.
♦ Unlocked company vehicles.
♦ Electrical boards left open.
♦ Possible fire hazards.
♦ Persons smoking in the designated ‘NO SMOKING’ zone.
♦ Any person disobeying company security rules and regulations.
♦ Any materials exposed to the weather.
♦ Any person/s not authorised to be in the zone or area that you are patrolling.
♦ Any vehicles not permitted to be in that area.
♦ Check for leaking pipes, valves, drums and tank taps.
♦ Any unusual materials in the vicinity.
♦ Gas bottles are in the correct upright positions as required.
5.3. Internal Building Patrol

This type of patrol is conducted by security officers inside the actual buildings in order to detect potential threats. When executing an internal building patrol look for the following:

**Offices/Rooms**
- Check that lights, heaters and fans have been switched off where applicable.
- Check authority of personnel working after hours to be in specific office.
- Check that doors, windows are locked.
- Filing cabinets have not been left unlocked.
- Valuables are not lying around.
- Check that strong rooms/safes are locked.

**Fire equipment**
- Check that extinguishers are in correct position for immediate use.
- The canisters’ safety pins are in place.
- Equipment is not obstructed in any way.
- There is no rust on the nozzles or caps.
- That the pressure gauge on a correct working pressure.
- When the extinguisher was last checked by an OHS representative.

5.4. High Visibility Patrol

High visibility patrols could be any of the previous mentioned patrols and are those designed to ensure that patrolling officers are visible to the public and therefore also to potential criminals. These patrols serve to discourage illegal activities from taking place and are mostly used in areas where criminal activity frequently occurs.

They are most effective when carried out in a planned manner that has no obvious timing routine to an outsider. An example may be at a rugby game where security personnel are employed to patrol the sports arena. Another example is the marked vehicles used by security companies to patrol streets, bank locations etc. during a visible patrol you must:

- Stay visible to the public,
- Patrol troubled areas,
- Qu8

5.5. Low Visibility Patrol

Low visibility patrols are designed to take place without the public and criminals being aware that these patrols are happening. It also decreases the likelihood of pre-planned criminal activities occurring, because knowing the time lapse between patrols is crucial to the planning of such an activity. The element of surprise is the strength of this type of patrol.

5.6. Target Oriented Patrol (TOP)

This type of patrol is targeted and directed at specific persons, places and events. TOP combines the elements of high and low visibility patrol and DDP to identify persons, places and events that attract or create crime problems.

Remember the following when you execute the patrol:
If you can contain, reduce, make safe, solve or defuse the problems you encounter when executing a patrol, you will render the required security service to your customer. Inform the relevant people where necessary and record applicable information in the occurrence book.

You may have to enforce security measures and even escort suspects or intruders back to the control room or designated area.

6. Patrol Techniques

For any of the above-mentioned patrols to be effective the security officer can use the following patrolling techniques:

- Security officers must choose a building near the perimeter fence or a gate as a checkpoint. This checkpoint will serve as their area of importance when executing the patrol, as it needs specific attention.
- If it is a big area and two or more security officers are posted there, divide the area up into two or more patrols.
- At night, sounds tend to be louder than during the day. Get into the habit of stopping and listening for any suspicious noises. This will help you identify which direction the noise is coming from and what the cause of the noise might be.
- Security officers must never be noisy when patrolling. Unnecessary banging of heels or dragging of feet should be avoided. Just as you are listening out for noises, so are the criminals. Don’t advertise your presence!
- Security officers should not start patrolling at the same time every shift or always follow the same route. If a potential criminal is watching this routine, they will soon identify the pattern, which makes it easier for them to break in.
- Whenever possible, security officers should also use the ‘double back’ system, stopping several times to note anything unusual and going back to a door, vehicle or safe that they have just checked a few moments earlier. Again this introduces the element of surprise.
- Security officers must be alert and vigilant at all times when patrolling. When two or more security officers are patrolling a long perimeter, they should make contact at a place chosen before the patrol. This contact should take place at least twice during a single patrol. The chosen rendezvous point should not always be the same place.

In the event of a security officer finding an intruder during the patrol, he should get help when trying to make an arrest. Specific information will be presented as to how you should affect a lawful arrest.

- At night, security officers should give their eyes time to adjust to the darkness. The following factors must be noted which make an object more visible:

<table>
<thead>
<tr>
<th>What makes an object more visible?</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shapes</td>
<td>Identify shapes that differ from the natural surroundings.</td>
</tr>
<tr>
<td>Shade</td>
<td>Provides a natural cover.</td>
</tr>
<tr>
<td>Silhouettes</td>
<td>Check contrasting silhouettes.</td>
</tr>
<tr>
<td>Colour</td>
<td>Colour differences that are less prominent (e.g. Black at night).</td>
</tr>
<tr>
<td>Movement</td>
<td>Movement makes objects more visible.</td>
</tr>
<tr>
<td>Light</td>
<td>The more light on the subject the more visible it is.</td>
</tr>
</tbody>
</table>
Conclusion

If your physical security does not deter an intruder then you must ensure that the intruder is detected immediately on gaining access to the premises. The security officer will either report the detection or respond (react) in an attempt to detain the intruder.

7. Patrol types

7.1 External Patrols

External patrols covers the grounds, parking areas and streets surrounding the facility buildings.

The basic purpose of the external patrol is......

- to protect vehicles and persons entering or leaving the grounds,
- to provide surveillance of persons attempting to use unauthorised exits,
- to prevent the carrying of unauthorised property from the facility, and
- to prohibit or discourage unwanted persons from enter the facility.
A security officer conducting an external patrol will greatly enhance the overall level of protection provided to a facility.

By constantly observing and noting any changes or discrepancies with doors, windows, lights etc. a security officer can determine unusual situations, which if reported can be properly investigated.

7.2 Vehicle patrols

Vehicle patrols: Can support external patrols either by supplementing foot patrols or in place of them. A prerequisite for a security officer prior to operating a motorised vehicle is to possess a driver’s licence. A vehicle offers a security officer mobility while providing protection from the elements. Additionally a vehicle permits a security officer to carry more equipment which can be readily used when needed.

7.3 Bicycles

Bicycles: recently many security departments / companies especially those that serve a multi facility or campus typesetting such as colleges and universities have incorporated the use of bicycles as part of their vehicle patrols.
7.4 Internal Patrol

Internal Patrol: internal patrols are a key element in an overall loss prevention program and are an integral part of the daily duties of security personnel. Generally internal patrols are conducted for the same reason as external patrols, to observe, act and report on abnormal or unusual conditions. As part of internal patrols, security personnel should include the following;

- Checking doors and windows, correcting and reporting abnormal conditions (i.e. open, closed, locked, unlocked)
- Checking machinery and/or maintenance instruments.
- Observing fire protection equipment (sprinklers, risers, fire exit, etc) for proper condition.
- General observations.
7.5 Assigned Areas

**Assigned Areas:** usually internal patrols are arranged in some sort of systematic manner which includes the times and routes of the patrols. Often a facility of considerable size will have various internal patrols which may be conducted simultaneously by two or more officers or may be alternately patrolled at prearranged times.

Whatever the situation it is essential that security officers remain in their assigned patrol areas unless requested to aid or assist someone. If the security officer is required to leave his assigned patrol area a supervisor or other officer must be notified.

7.6 First Patrol

**First Patrol:** whenever one security officer is relieving another at the change of shifts, after the normal discussion of events on the preceding shift, the relieving officer will often conduct a patrol of the facility. This patrol is the most important one since it is at the beginning of a shift. At this time, a security officer should note and correct any unusual occurrences. By documenting and correcting any problems during the first patrol, a basis for comparison will be established which may prove invaluable at a later time. During this first patrol the security officer will note the doors and windows which are opened or unlocked but should be closed and locked. Lights which are left on should also be noted. Particular attention should be given to those areas where problems have occurred in the past such as vending machines, cafeterias, rest rooms, conference rooms and executive offices. During subsequent patrols the professional security officer will be able to quickly determine if something is out of place because of the diligence paid during his/her first patrol.
7.7 Pattern Variations

During routine patrols the security officer should ensure that he varies the pattern of his patrol in order to ensure that his patrol is not predictable. Even though the patrol is a regular patrol (done every day), the time and route should be altered frequently.

7.8 Watch Clock Rounds

*Watch clock Rounds:* the use of a watch clock to record the time at which a security officer was at a particular location is still in use today. Many companies have changed to a computerised version of the watch clock which serves the same purpose, to provide supervision with a tool to document and evaluate the patrols of the security officer. A major problem with the watch clock system is the “punching of the clock system” becomes the primary objective of the security officer as opposed to observing, correcting and reporting on anything which appears out of the ordinary. Security officers must thus be still observant during patrols, and the focus during the patrol should thus not be to punch the clock. During random patrols security officers should walk in shadows and behind lights to observe suspicious actions and listen for information where criminal activity might be occurring on the premises.
7.9 Dog Patrols

Dog Patrols: The varied uses which dogs can be put to for security purposes are self evident, but a dogs value is mainly in using its natural instincts. They can never replace the presence of a man and anywhere they are used requires either a man always in attendance or available to visit. In most instances a dog and handler team is of more security value than two men, and the presence of a dog on guard duty acts as an invaluable deterrent. The way in which they are used necessarily depends on the circumstances and the area to be patrolled. Some of the main uses of dogs are:

- On normal patrol with a lead to improve the effectiveness of the handler by using their organs of sense, smell, and hearing for early detection of unauthorised strangers;
- As protection for the handler. They will act as a deterrent to attacks on the patrolling guard;
- For patrolling near vulnerable or high risk areas and premises;
- For searching premises in darkness, or where the layout is involved, and to find intruders quickly. Their acute sense of smell makes concealment in these circumstances of no avail;
- For apprehending intruders. It will be futile for a man to attempt to escape in the presence of a trained dog; and
- As companions for security officers, or to be present as a deterrent.
STUDY UNIT 2
IDENTIFY AND MONITOR SECURITY RISKS

LEARNING OUTCOMES

On completion of this study unit you will be able to….

- Explain a security risk.
- Recognise potential security risks.
1. Introduction

The primary task of any security manager/supervisor is to identify security risks. If you are not able to identify security risks, you will not be able to reduce losses at your area of responsibility.

Contrary to believe internal threats these days (employee theft) are a bigger threat to the profitability of an organization than external threats. It is thus imperative that one analyze the internal and external environment for security threats.

The purpose of this study unit is to assist the security officer/supervisor to identify internal and external security threats in his/her workplace.

2. What is a security risk?

A risk is a situation, condition or area of either weakness or opportunity for crime to take place.

The following could be considered potential security risks:

- An unlocked door or gate.
- A broken lock.
- Open/broken windows.
- Security gates which are damaged or unlocked.
- Alarm system not working.
- Cameras damaged or not working.

3. What is security?

Security has been defined as the use of measures designed to safeguard personnel, to prevent unauthorized access to equipment, facilities, materials and documents, and to safeguard them against damage, theft, and fraud.

3.1 Risk elimination or control

Prevention through risk elimination or control, rather than insurance policies, is the best means of protecting assets. In addition, it is recognised that regardless the insurance coverage a company may have, full compensation for losses is virtually impossible.

The risk will generally be relocated to an area which is free from the natural danger that is to be eliminated.

3.2 Avoidance

Avoidance of losses consequently has become the interest of most organisations. Insurance generally is recognised as the second line of defence against losses that cannot otherwise be avoided.
4. Asset threat/risk prioritisation

After the internal and external environment have been scanned for information on crime, it is necessary to identify assets that are going to be the most prone to criminal activity.

This is based on the information obtained from your patrol, internal and external environment.

Risk Control begins, logically, with the identification and classification of risk. To accomplish this task it is necessary to examine or survey all the activities and relationships of the enterprise in question and to develop answers to these basic considerations;

4.1 Assets

What does the company own, operate, lease, control, have custody of or responsibility for, buy, sell, service, design, produce, manufacture, test, analyze, or maintain?

4.2 Exposure

What is the company exposed to that could cause or contribute to damage, theft, or loss of property or other company assets, or that could cause or contribute to personal injury of company employees or others?

4.3 Losses

What actual evidence is available to establish the frequency and size of past losses experienced by this and other companies located nearby.

Establishing vulnerability involves identifying threats. Where could losses occur? How? What types of thefts might occur? What safety hazards exist? Security managers should consider their vulnerability to such risks as accidents, arson, motor vehicle theft, bombs, burglary and robbery.

The security officer can categorize assets that were lost in the internal environment as a result of crime.

The assets identified needs to be prioritized in accordance to;

- **Threats**: This can be explained by answering a simple question. What is the possibility and or probability that assets or anything else will be stolen?

- **Consequences**: If something gets stolen, what will the consequences be for the business. One can further simply it by asking yourself the following question. Will business be interrupted?

- **Vulnerability**: How vulnerable is the business? Is it easy to steal anything considering the current security measures?
LEARNING OUTCOMES

On completion of this study unit you will be able to ....

- Explain the purpose of a report.
- Understand guidelines for good reports.
- Explain the purpose of the following:
  - Pocket book.
  - Occurrence book.
  - Registers.
  - Incident report.
- Understand the consequences of not reporting or poor reporting.
1. Reporting

In order for a security system to operate effectively and for the security officer to carry out duties efficiently, certain administrative functions must be performed. These include identifying documentation and/or registers in terms of their application and completing them in the correct manner.

1.1. The purpose of a report is to:

♦ Establish a permanent record of an incident or occurrence.
♦ To communicate information to another person, or in this case, the next shift’s security officer.

1.2. Some guidelines for good reports are:

♦ Accuracy (exact and precise).
♦ Completeness (all the relevant knowledge he or she possesses of the incident. Remember: (who, what, where, when, how and why).
♦ Conciseness (brief, comprehensible and to the point).
♦ Objectivity (not influenced by your own emotions and or prejudices).
♦ Comprehensibility (good language, sentence construction, paragraph layout), and
♦ Honesty (truthful with no distortion of facts).

Security sites will differ according to the site instructions and specific SOP’s of the Security Company. Therefore different books/registers and reports will be used. The generic books/registers and report the security officer will need to be able to complete, required for duty, are:

♦ Pocket book
♦ Occurrence book
♦ Registers
♦ Incident Report

2. Pocket Book

Pocket books are usually, small A-6 books that each security officer must keep with them at all times to record information relevant to his/her duty. When a pocket book is full, it is handed in and a new one will be issued to the security officer as per company procedure.

The reasons for keeping the pocket book are:

♦ Keep records of duty hours on site.
♦ Keep notes, orders and instructions.
♦ Document occurrences when away from the occurrence book.
♦ Record necessary details to use at a later stage.

No personal telephone numbers or scribbling is allowed. You may also not tear out pages of the pocket book. This book is used as an aid to a security officer within the work environment and might be used as evidence in court.
3. Occurrence Book

An occurrence book, known as the “OB”, by security officers, is used to record all security related activities that occur during your period of duty.

The following examples of information could be included in the occurrence book:

- Reporting on and off duty.
- Crimes committed during your duty.
- Arrests made.
- Actions resulting from the arrest.
- Accidents that occurred during the duty.
- Damage to property.
- Special duties that you may have executed.
- Visits made by supervisors or other staff members.
- Patrols undertaken - including the time the patrol started and ended and where it was done.
- Any unusual incidents that occurred.
- Complaints received.
- Security breaches.
- Items found, etc.

Keep the following in mind when writing entries into your occurrence book:

- Number your entries in a chronological sequence starting with one.
- Ensure the correct date, month and year is recorded in the occurrence book.
- Make entries in the order in which they occurred and make sure the correct time is allocated to each event.
- Use black ink to write and red ink to underline. (Registers are usually inspected in red ink).
- Write neatly and legibly.

There are various ways that an occurrence book can be laid out. This will differ from company to company.
Below is an example, which you may adapt to meet the requirements of your company.

<table>
<thead>
<tr>
<th>Entry No</th>
<th>Time</th>
<th>Occurrence</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>08:00</td>
<td>Cyprian and Paulus assumed duty. Taking over one torch, one baton, one set of handcuffs and one radio (No1234). All equipment in serviceable (working) condition.</td>
</tr>
<tr>
<td>2</td>
<td>08:10</td>
<td>Execute patrol in main building, door 3 unlocked. Requested section head to ensure door gets locked.</td>
</tr>
<tr>
<td>3</td>
<td>08:30</td>
<td>Mr. Vorster locked door (A113). Continued with duty.</td>
</tr>
<tr>
<td>4</td>
<td>09:00</td>
<td>Patrolled outer perimeter of building. Everything in order.</td>
</tr>
<tr>
<td>5</td>
<td>10:00</td>
<td>Report to control room. Patrol of the perimeter fence has been completed.</td>
</tr>
</tbody>
</table>

Signed M. Vorster

4. Registers

Registers are used to control actions/items such as access and egress control, found property, keys, vehicles, weapons etc.

- A history of the action/item’s movement can now be recorded and kept for reference purposes, for example, the key register will indicate each time someone has taken key/s to open a door or safe and when it has been returned and by whom.

There are general guidelines for security registers:

- Each page of every register must be numbered numerically.
- No pages may be removed from any register.
- All entries to be written in ballpoint pen (blue or black). Do not use a pencil.
- All entries must be legible (readable).
- No entry in any register may be erased or altered in any way.
- Do not use Tippex!
- No additions should be written between the lines.
- If an incorrect entry is made, it must be cancelled by drawing a line through it and the correct entry recorded beneath it.
- All registers must be kept in a clean and neat condition.
- Entries are made in English.
- When a register is full it must be returned to the security manager who will issue a new one.

The type of registers and layout will differ from one company to another. Here are some of the registers that might be used:

- Found Property Register
- Firearm / Ammunition Register
- Key control Register
- Vehicle Control Register
- Visitors Register

Etc, etc as per specific site requirements and instructions
5. Found Property Register

The security officer might encounter property found by customers, clients, him/herself or other security officers during duty. Clients/customers will also report their lost property at the security office and values the service of security officers who found their property and kept it safe. This found property must at all times be recorded and stored as per company specific procedures. The found property register would be used to document the specific of the item/s.

Here are some guidelines to remember:

♦ All found property and exhibits must be captured the register immediately.
♦ Items should be described clearly and in detail, while totals are entered in both words and figures. E.g. one (1) silver coloured men’s Seiko wristwatch with serial number 12753 - in working condition.
♦ It is important to remember to document all relevant specifics of when, where and by-whom the property was found as well as necessary contact details of the person whom found the property.

6. Vehicle Logbook

The transport regulations and requirements will differ from site to site. Security officers will use the documentation as prescribed by these regulations, i.e. vehicle log books, petrol requisitions, etc.

The usual information on the vehicle logbook would be:

♦ Make, model, colour and registration number.
♦ Kilometer reading
♦ The drivers information
♦ The purpose of the vehicle, for example: “Transport security officers to place of duty”
♦ Route authorised to travel
♦ Trip register that would indicate from and to kilometer readings.

7. Visitor’s Register

The security officer might be ordered as per site instructions to capture the access and egress (exit), of visitors. This register serves as a control register of who visited the site. In certain instances, as required by the client and your company procedures, there will be a clear sign that would explain their role while on site.

An example:

“The visitors to this site hereby give permission that they, any container in their control or possession, or their vehicle may be searched when entering or leaving the site. The visitor indemnifies the company against all claims that may arise as a result of injuries sustained or damage to their property while on site”.

8. Firearm and Ammunition Register

Any company-firearm and/or ammunition issued to a competent (Armed Security Officer), must be signed for by the security officer receiving it and signed for by the person receiving it when it is returned.
This control document must be kept safely and can be inspected by a member of the SA Police Services (SAPS) at any time.

Check the license of the firearm especially with the new regulations as required by the law on firearms.

All ammunition issued, received or purchased must be entered in the ammunition control register whatever its application - e.g. duty or shooting practice.

The total reflected in this register must correspond with the ammunition on hand.

“NB: Never issue a firearm to any person that is not been authorised, trained and found competent to use the specific firearm”.

It is furthermore required/suggested that the Security Officer using these registers is competent on the SAQA, Unit Standard No: 117705, Demonstrate knowledge of the Firearms Control Act No 60 of 2000. This is a requirement for a competent, PSIRA, Grade D Security Officer.

9. Key Control Register

All keys issued to any person must be entered in this register and signed for by the receiver. Keys may not be handed from one person to the other. All keys returned must be entered and signed for by the security officer receiving them. Effective key control is essential to contribute to a manageable and professional security service rendered to customers.
10. Incident Report

In the previous headings, books and registered were discussed. The security officer will use these reference documents, (Pocket book, Occurrence Book and registers, etc) and interpret/use the information to write a security report. When interpreting information of an incident, the security officer has to ask the following questions to enable him/herself to write the incident report:

| Who is or was involved or arrested or complained against? | • Record particulars of person/s involved – full name, surname, age, occupation, address, ID number, and company number – (important in case of arrests).
| • If full particulars cannot be obtained, record details such as race, age, sex, height and detail of dress. |
| What happened? | • Record the full particulars of the incident.
| • In the case of an arrest, state the reason.
| • Record any goods, property or vehicles involved.
| • When any goods or property is confiscated, the person involved should sign the entry made by the security officer in the pocket book. |
| Where did it happen? | • Record the exact location where the incident took place. |
| When did it happen? | • Record the exact time when the incident took place. |
| Why did it happen? | • Record the exact reason, if known, why the incident took place. This is important to know because it could be related to irregularities in the security system. |
| How did it happen? | • Record the exact reason, if known, why the incident took place. This is important to know because it could be related to irregularities in the security system. |
### Detail of descriptions of people, vehicles and goods

#### PEOPLE

<table>
<thead>
<tr>
<th>Features</th>
<th>• Describe main features.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Build</td>
<td>• Slender, muscular, athletic, over-weight, characteristics.</td>
</tr>
<tr>
<td>Race</td>
<td>• (SA, foreign), white, black, colored, Asian.</td>
</tr>
<tr>
<td>Age</td>
<td>• Approximate age.</td>
</tr>
<tr>
<td>Gender</td>
<td>• Male or female.</td>
</tr>
<tr>
<td></td>
<td>• Voice.</td>
</tr>
<tr>
<td></td>
<td>• Characteristics.</td>
</tr>
<tr>
<td></td>
<td>• Pace (when walking – slow, fast, etc.)</td>
</tr>
<tr>
<td></td>
<td>• Complexion/ skin tone.</td>
</tr>
<tr>
<td>Hair</td>
<td>• Color.</td>
</tr>
<tr>
<td></td>
<td>• Straight, wavy, curly.</td>
</tr>
<tr>
<td></td>
<td>• Long, short.</td>
</tr>
<tr>
<td></td>
<td>• Bold, Afro, etc.</td>
</tr>
<tr>
<td>Height</td>
<td>• Approximate height in meters.</td>
</tr>
</tbody>
</table>

#### VEHICLES

<table>
<thead>
<tr>
<th>Feature</th>
<th>• Describe what to look for e.g. car, bakkie, etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make</td>
<td>• Toyota, Volkswagen, Corolla, etc.</td>
</tr>
<tr>
<td>Model</td>
<td>• GTI, GLX, 1300, etc.</td>
</tr>
<tr>
<td>Registration No</td>
<td>• The registration number followed by the provincial code, e.g. GP, EC, MP, etc.</td>
</tr>
<tr>
<td>Colour</td>
<td>• Light, dark, bright, dull, metallic and the colour.</td>
</tr>
<tr>
<td>Year of Manufacturer</td>
<td>• If possible: 1995 ________________</td>
</tr>
<tr>
<td>Description</td>
<td>• Condition of the car externally and internally, accessories, tyres, etc.</td>
</tr>
</tbody>
</table>

#### GOODS

<table>
<thead>
<tr>
<th>Feature</th>
<th>• Describe what to look for.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>• Size, colour, form.</td>
</tr>
<tr>
<td>Peculiar features</td>
<td>• Wires hanging out, grease marks, etc.</td>
</tr>
<tr>
<td>Condition</td>
<td>• Wear and tear, signs of damage.</td>
</tr>
</tbody>
</table>
11. Incident Report (Example)

INCIDENT REPORT

Day/Night: _______________  Date: _______________  Time: _____________

Report Writer (Print) Name: ____________________________________________________

Co No: _________________________

Company: _________________________  Section: _________________________

Telephone no: _________________________  Extension: _________________________

INCIDENT: (Summary: (Who, what, where, when, why, how, etc.)

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

(Attach pages as needed)

ACTION TAKEN BY SECURITY:

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

RECOMMENDATIONS/COMMENTS/REFERENCES:

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

Copy to Client: _________________________  Date: _________________________
12. Consequences of poor/ not reporting

As security officer you are entrusted with the delivery of professional security services according to the site specific instructions. As such you need to report on the security service you rendered, be it patrolling, access controlling or protecting assets. The security officer makes use of a variety of documents, be it registers, books and/or reports.

An example of a reporting process followed:

♦ The security officer captures observing a hole in a fence that was not there before in his/her pocket book.
♦ Informs the supervisor/duty room.
♦ Later, captures this information in the Occurrence Book.
♦ When concluding duty, writes an incident report.

The security officer needs to understand that not capturing information or writing effective reports and capturing incorrect or assumed information of what, where, when, how things actually are or happened could affect the outcome of the actual report.

As incident reports, occurrence books and/or pocket books are used in court cases as evidence, the information should reflect true and the same as the example of the process followed above. Any discrepancies between these documents used to validate what happened on the same incident could mean that the evidence is declared as inadmissible or not actually viewed as evidence at all. The suspected criminals on trial could go free as a result of this.

Things that can happen as a result of poor/not reporting:

♦ Placing yourself and co-security officers at risk.
♦ The threat is not reported on time or to the necessary role-players to do something about it.
♦ Clients/customers are at risk.
♦ Security is breached.
♦ Criminals run free as no reporting on the incident was done.
LEARNING OUTCOMES

On completion of this study unit you will be able to ....

- Understand how to conduct a patrol using various techniques.
- Explain how to conclude a security patrol.
- Correctly deal with found property.
1. Approaching/interacting with individuals

One of the primary responsibilities of all security officers is to effectively interact with all types of people that either live, work, eat, meet, or move in their respective patrol zones.

Being able to productively communicate with people from various socio-economic and cultural backgrounds is an important requirement of the job. Safely approaching individuals on the street or in businesses is a critical patrol function. It is very easy for officers to see this activity as “routine,” but they must remember that every client contact is unique and can be potentially dangerous.

1.1 Non-threatening contacts

Security officers are expected to make regular contact with the clients at their sites during a shift. They will interact daily with:

- Small business owners
- Store clerks
- Neighbourhood residents
- School children
- Accident victims
- Health care professionals

As security officers talk with some of the above listed individuals, they should still maintain a safe reactionary gap, observe the individual's hands and body movements, and maintain an appropriate interview stance.

1.2 Threatening contacts

Security officers will also interact with threatening individuals as they patrol their areas in their shifts. These individuals may be:

- Suspicious individuals walking on the street.
- Individuals hanging around a convenience store/office or building.
- Teenagers standing on a corner, flagging down passing vehicles.
- Any individual that seems to be out of place for the environment they are in.

2. Approaching, and stopping suspicious persons

Inquiries are considered to be a necessary part of aggressive patrol and play an important part in the prevention of crime. To approach a subject, not knowing whether they are a law-abiding citizen or a criminal, requires a great deal of tact, courtesy, and caution. Any approach may result in a foot chase for one reason or another.

2.1 During foot patrol

Waiting for the proper time and location to stop the subject is as important as the stop itself. Therefore, you may have to follow the subject until the situation presents itself to your advantage. While tailing this person, the officer should follow these procedures:
♦ Contact the control room and provide the following information:

• Location of activity.
• Number of individuals.
• Short description of individuals Try to identify the person, not just the clothing.
• Nature of contact.
• Any vehicle information, if pertinent.
• Start back-up officer.

♦ Use concealment and cover when possible to conceal your movements. Care should be taken so as not to draw attraction to your movements. Stay in shadows and behind lights.

Concealment means prevention from being seen by a person. It may be provided by natural or man-made objects; bushes, small trees, tall grass, heavy shadows, smoke, crowds, lines of moving vehicles – anything that will hide your presence or movements from your opponent. Concealment keeps you from being a clear target. However, concealment alone will not stop bullets it is not protection from gunfire.

Cover is an object that will stop incoming fire towards you. An example of this is concrete pillar, dustbin or vehicle. Remember if you take cover behind a vehicle, use the engine side. A bullet will penetrate through the luggage compartment.

Usually cover incorporates concealment, but its main feature is its capacity for protecting you from being seen.

Darkness is not cover but it is concealment because it can hide you. It is tempting to think of darkness as a shield. Standing back in shadow can give you good concealment.

Night time shadows can sometimes be turned into traps by an unexpected swing of cars headlights. Finding genuine cover and keeping it between you and your opponent is as important in the dark as it is in the daylight.

♦ Make your movement as casual as possible. Make him believe that he is the furthest thing from your mind.

2.2 During vehicle patrol

The location of the initial stop should afford the officer the best possible safety. Every effort should be made to reduce the avenues of escape.

♦ Stop in the middle of the block, using the building walls as barriers.
♦ Avoid stopping near alleys or passage ways.
♦ Avoid obstacles which would block your vision if the subject flees.
♦ Avoid crowded areas where subject could be lost in the crowd, take hostages, or endanger people.
♦ At night, select a well-lighted area.
3. **Approaching technique whilst performing vehicle patrol**

You should use the element of surprise to your advantage by practicing these procedures:

- Approach the subject from the rear.
- If you are travelling in the same direction as the subject, gradually gain distance on him to make contact in your chosen location.
- If travelling in the opposite direction, pass the subject and then turn around and approach him.
- Do not yell or speak until you’re within a desired distance.
- Be alert for danger signs and watch the person’s hands. Watch for signs of a decision to run.
- Do not call the person to your patrol vehicle while you remain seated. This is a dangerous practice.

If the subject stops and you make contact, a friendly approach is important. Even if the subject cooperates fully, there are several safety procedures which the officer should practice.

- Maintain a little more than an arm's length between you and the subject.
- Stand at a 45 angle with your firearm/baton away from the subject.
- Never get between multiple subjects.
- Watch their hands.
- Keep your strong hand free at all times.
- While obtaining information, never lose sight of or turn your back on the subject.

During your conversation, some persons may readily make available their identification and information without prompting by the officer. However, it is the officer's responsibility to try and establish the true identity of the subject and obtain general information pertaining to his presence in the area.

- To verify the person’s identity, the officer should request identification and match the picture on the ID with the subject.
- Question the subject about information on the ID, such as address and date of birth.
- Have them remove their identification from their wallet, never accept or handle the subject's wallet.
- Properly report and record information obtained.

4. **Standard operating procedures**

It is important to note that each security site/company will have a standard operating procedure that needs to be followed while performing a patrol.

**Step 1**: Book on duty in Occurrence Book.
**Step 2**: Book out on patrol in Occurrence Book.
**Step 3**: Inspect the following for any abnormalities:

- Fence
- Material
- Assets
- Buildings
- Vehicles
- Any other irregularities
Make notes in Pocket Book.

If any abnormalities are found, report it immediately to your Supervisor for rectifying.

**Step 4:** Book back from patrol in Occurrence Book.

**Step 5:** Note all abnormalities in the Occurrence Book and also states to whom you have reported it.

**Step 6:** Report abnormalities to colleague when changing shift.

Number of patrols, in a shift cycle, as per specified site, will be communicated by the Supervisor.

**Step 7:** Book off duty in Occurrence Book.

**5. Detaining persons who have been detected**

A key element of security patrols is not only to **deter and detect** security breaches, but also to detain persons who committed criminal offences. Security patrol officers should however take note of the following:

- Generally, depending on the context, private security personnel have the same powers as ordinary citizens, drawing most of their powers from the law of contract, the law of property and labour law.

- Security officers are ‘authorized’, for instance, to make citizen’s arrests, banish trespassers and deny entry, and search personal property by virtue of their status as agents of property owners, employers and ‘other powerful persons and institutions in society.

- Apart from these legal ‘tools’ available to private security personnel in the performance of their duties, they also draw on their symbolic status or ‘façade of power’ and thus rely on public consent and compliance as well as ‘public misunderstanding of the law.

Nevertheless, they are liable to face civil suits should their arrest or search prove to be incorrect.

**6. Conclusion of security patrol**

After every security patrol an occurrence book entry must be made. If a security breach was discovered during the patrol a security report must always be opened and if needed supported by a statement (refer to detailed discussion under point 3). Any object that is found during a patrol must be recorded in the OB and in the found property book. The object of the found property book is to record all property reported as found on company premises or in company vehicles. Property found elsewhere must be referred to the police. Entries should be serially numbered, with a line ruled immediately beneath each entry. Once an article of found property has been handed in or discovered during a patrol, brief particulars of it should be entered in this register, with the circumstances in which it was found and the name and address of the founder if the property was handed in by someone other than the patrolling security officer. Whenever property is returned to its owner an entry, giving date of return, will be made under the column heading “disposal” and the owner’s signature obtained in the appropriate space. Similarly an entry will be made giving particulars of any other disposal of the property, if it is not claimed after a reasonable period.
After each shift change all security equipment must be examined to determine if they are still in working order i.e. radio’s, torches etc. Found property must be handed over in accordance to company standard operating procedures. Security officers should note that they should inspect the following registers during handovers and ensure that they reflect all information on what occurred during the security shift or what was detected during security patrols;

- Occurrence Book
- Arms Register
- Lost Property Book
- Disciplinary Register
- Receipt Book
- Duty Register and Duty Rosters
- Security Instruction Register
- Visitors and Personnel Book
- Key Register
- Sick Report Register
- Telephone Message Pads
- Vehicle Register
- Standing Orders
- Phone Numbers of Senior Staff
- Fire Orders
- Alarm and Emergency Orders

Information obtained in these registers is crucial for planning and executing security patrols. Likewise any property found by a security officer during a patrol must be handed in at the control room.

7. Dealing with found property

Found property may be handed over to a patrol officer who in turn will hand it in at the control room.

When this occurs every effort should be made to establish the owner. The security officer should:

- Collect the property and obtain all information from the finder. Names and addresses should also be taken from the finder to satisfy reporting requirements.
- Inspect the property for serial numbers or other identifying numbers to help determine who the rightful owner is.
- If the serial number is found the officer should record it in the lost/found register as well as the incident in the occurrence book.
- If no owner can be found the property should be turned into the property control room and complete the required reports.
- If the owner is found the security officer/control room should contact them and advise them on the procedure to pick up the property.
8. Handling found property

8.1. Safe keeping

Found property should be safely locked away in such a manner that it will not be damaged.

8.2. Record keeping

Detailed record should be kept of all found property currently being stored in the control room.

8.3. Handing over

Any property handed back to the rightful owner should be signed out by the security officer in the control room and signed for as accepted/received by the rightful owner of the property.
UNIT STANDARD

Conduct a security patrol in an area of responsibility

<table>
<thead>
<tr>
<th>SAQA US ID</th>
<th>UNIT STANDARD TITLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>244177</td>
<td>Conduct a security patrol in an area of responsibility</td>
</tr>
</tbody>
</table>

ORIGINATOR | ORIGINATING PROVIDER
------------|---------------------|
SGB Security |

QUALITY ASSURING BODY
-

FIELD | SUBFIELD
-------|--------|
Field 08 - Law, Military Science and Security | Safety in Society |

ABET BAND | UNIT STANDARD TYPE | OLD NQF LEVEL | NEW NQF LEVEL | CREDITS |
-----------|-------------------|---------------|---------------|--------|
Undefined | Regular           | Level 3       | NQF Level 03  | 7      |

REGISTRATION STATUS | REGISTRATION START DATE | REGISTRATION END DATE | SAQA DECISION NUMBER
---------------------|-------------------------|------------------------|----------------------|
Registered          | 2007-11-28              | 2010-11-28             | SAQA 0474/07         |

LAST DATE FOR ENROLMENT | LAST DATE FOR ACHIEVEMENT
-------------------------|--------------------------|
2011-11-28              | 2014-11-28               |

PURPOSE OF THE UNIT STANDARD
The person credited with this unit standard is able to conduct various types of security patrols, use security equipment and resources and identify role-players involved in a security patrol. This unit standard will enable learners to apply techniques to conclude a patrol and to identify and deal with potential and/or existing threats. They will be able to conclude the security patrol by handing over the required information, property and equipment.

A person credited with this unit standard will be able to:

- Prepare for a security patrol.
- Conduct a security patrol.
- Conclude a security patrol.

LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING
Learners accessing this qualification will have demonstrated competence in:

- Communication at NQF Level 3 or equivalent.

UNIT STANDARD RANGE
Types of patrols refer to but are not limited to:

- Foot patrols, area patrol, and perimeter patrol
Specific Outcomes and Assessment Criteria:

**SPECIFIC OUTCOME 1**
Conduct a security patrol.
**ASSESSMENT CRITERIA**

**ASSESSMENT CRITERION 1**
The purpose of conducting patrols is explained in terms of their role in security.
**ASSESSMENT CRITERION RANGE**
Purpose refers to deter, detect, report, react and detain.

**ASSESSMENT CRITERION 2**
Potential and/or existing threats are monitored and/or observed in order to minimise security risks.

**ASSESSMENT CRITERION 3**
Patrol techniques are applied in a given situation.
**ASSESSMENT CRITERION RANGE**
Patrol techniques refer to but are not limited to:

- Walking in shadows, walking behind lights and stopping and listening.

**ASSESSMENT CRITERION 4**
Potential and/or existing threats are assessed to determine whether they constitute an incident.

**ASSESSMENT CRITERION 5**
Patrol is assessed for reporting purposes.

**SPECIFIC OUTCOME 2**
Prepare for a security patrol.
**ASSESSMENT CRITERIA**

**ASSESSMENT CRITERION 1**
Types of patrols are described according to when and how they should be used. Security equipment needed to conduct patrols is identified according to their purpose.

**ASSESSMENT CRITERION 2**
Instructions for a specific patrol are interpreted in order to inform patrol activities.

**ASSESSMENT CRITERION 3**
Consequences of not reporting or poor reporting are explained with examples.

**ASSESSMENT CRITERION 4**
Role-players are identified in terms of their roles and responsibilities.
**ASSESSMENT CRITERION RANGE**
Role-players may include but are not limited to management and emergency services.

**SPECIFIC OUTCOME 3**
Conclude a security patrol.

**ASSESSMENT CRITERIA**

**ASSESSMENT CRITERION 1**
Gathered information is interpreted in order to compile a report.

**ASSESSMENT CRITERION RANGE**
- Report may include but is not limited to pocket book, occurrence book and incident report book.
- Interpretation refers to examining information who, what, where, when, why and how.

**ASSESSMENT CRITERION 2**
Issued equipment is examined for handing over purposes.

**ASSESSMENT CRITERION 3**
Found property is handled in accordance with standard operating procedures.

**ASSESSMENT CRITERION RANGE**
Handled refers to but is not limited to safe keeping, recording and handing over.

**UNIT STANDARD ACCREDITATION AND MODERATION OPTIONS**
- An individual wishing to be assessed (including through RPL) against this Unit Standard may apply to an assessment agency, assessor or provider institution accredited by the relevant ETQA.
- Anyone assessing a learner against this Unit Standard must be registered as an assessor with the relevant ETQA.
- Any institution offering learning that will enable achievement of this Unit Standard or assessing this unit standard must be accredited as a provider with the relevant ETQA.
- Moderation of assessment will be conducted by the relevant ETQA at its discretion.

**UNIT STANDARD ESSENTIAL EMBEDDED KNOWLEDGE**
- Use of security equipment.
- Processes and procedures for handing over and taking over responsibilities.

**UNIT STANDARD DEVELOPMENTAL OUTCOME**
N/A

**UNIT STANDARD LINKAGES**
N/A

**Critical Cross-field Outcomes (CCFO):**

**UNIT STANDARD CCFO IDENTIFYING**
Identify and solve problems associated with the preparation, conducting and concluding of a patrol in area of responsibility.
UNIT STANDARD CCFO WORKING
Work effectively with all role players in the process of conducting of a security patrol.

UNIT STANDARD CCFO ORGANISING
Organise oneself and one's activities in such a way as to have all the required equipment and resources available before going out on a security patrol.

UNIT STANDARD CCFO COLLECTING
Collect, analyse, organise and critically evaluate information pertaining to the conducting of a security patrol.

UNIT STANDARD CCFO COMMUNICATING
Communicate effectively with others during the security patrol and when drafting a security patrol report.

UNIT STANDARD CCFO SCIENCE
Use science and technology whenever possible when conducting a security patrol.

UNIT STANDARD CCFO DEMONSTRATING
Demonstrate an understanding of the world as a set of related systems where the proper preparation leads to an effective and efficient patrol.

UNIT STANDARD CCFO CONTRIBUTING
In order to contribute to the full personal development of society at large, it must be the intention underlying any program of learning to make an individual aware of the importance of being culturally and aesthetically sensitive across a range of social contexts while conducting a security patrol.
LEARNER WORKBOOK SECTION
FORMATIVE ASSESSMENT (OPEN BOOK EXAM)

CONDUCT A SECURITY PATROL IN AN AREA OF RESPONSIBILITY
UNIT STANDARD 244177

Full Name and Surname: ___________________________________________

ID Number: ________________ Date of Assessment: ________________

Name of Assessor:
______________________________________________________________

Learner Signature: ________________ Assessor Signature: ______________

Pass mark is 70% (76 out of 108)

Competent: [ ] Not Yet Competent: [ ]

SKILLS PROGRAM 1
BOOK 6
1. What is the primary objective of patrolling? (3 Marks)

2. List 5 purposes of patrol (5 Marks)

3. Fill in the missing words: (5 Marks)
   For a patrol officer to be effective he/she must have the correct ____________________,
   ____________________ and ________________, as well as ______________ and an
   ______________ and inquisitive mind.

4. Fill in the missing words: (5 Marks)
   A patrol security officer must show ______________, ______________ and
   ____________________. Security patrol officers must have a ______________ mind and
   must ______________________ things that appear other than normal.

5. Fill in the missing words: (2 Marks)
   Before an intruder can commit a crime within a property, he must ____________
   _______________________ to the property.

6. Fill in the missing words: (2 Marks)
   ____________________ ______________ includes any physical barrier which prevents
   access into an area for e. g. perimeter fences/walls, security gates, burglar bars, turn styles
   and access control cubicles that are often used at banks.
7. List 4 things that can be used to detect intruders. (4 Marks)

_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________

8. Fill in the missing words: (3 Marks)
If detection is to be effective, it must be __________________. Security response needs to be __________ in order to scare away, ______________ or remove the criminal before he has the opportunity to commit a further crime like theft.

9. Fill in the missing words: (2 Marks)
Achieving effective security by patrolling is done by interacting with the ______________________________, gaining a thorough knowledge of the area and the ______________________________ in it and creating the believe that the opportunity to commit crime does not exist or is of too high a risk for the criminal.

10. What is the most common form of law enforcement activity used to reduce the opportunity for a crime to be committed? (1 Mark)

_________________________________________________________________________________

11. List three things that you must do during a visible patrol. (3 Marks)

_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________

12. List 5 different types of patrols (5 Marks)

_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________
13. What is a security risk? (3 Marks)

14. List 6 things that could be considered risks. (6 Marks)

15. What is security? (3 Marks)

16. Describe two purposes of a report. (2 Marks)

17. List four things that a pocket book should be used for. (4 Marks)
18. What does “OB” stand for? (1 Mark)

19. What is the “OB” used for? (1 Mark)

20. Scenario: (15 Marks)
You are a security officer working the night shift at a factory. The factory premises have a main building and a secondary building where the security control room is located. It is surrounded by open area and parking lots and is completely enclosed with a fence.

You book on duty at 18:00.
At 18:30 to 19:30 you conduct a patrol of the parking lot – all is in order. At 19:30 you report to the patrol room. At 20:00 to 21:00 you conduct a perimeter fence patrol. At 21:00 you report to the control room – all is in order.

At 21:30 you conduct a patrol of the parking lot, where you find a blue BMW registration number TXM018GP, with a smashed front passenger window. There is glass both on the tar outside the car and on the passenger seat inside the car.
Fill out the Occurrence Book below, detailing the events of the evening.

<table>
<thead>
<tr>
<th>Entry No</th>
<th>Time</th>
<th>Occurrence</th>
</tr>
</thead>
<tbody>
<tr>
<td>094</td>
<td>18:00</td>
<td>Book on duty.</td>
</tr>
</tbody>
</table>

21. Scenario: (20 Marks)
Whilst conducting a patrol of the perimeter fence of the factory, you see the following incident take place across the road (outside of the factory premises):

A young white male in a grey school uniform approaches an empty parked car and throws something at the rear passenger window of a red Citi Golf, causing the window to smash. He then leans inside the car and picks up something off the back seat. You see him run down the road with a small black bag in his left hand. You cannot see his face, but you notice he has light blond hair. You look at your watch and notice that the time is 14:15.

Fill out the incident report below, explaining the incident and actions taken by you as the security officer as well as any recommendations that you may have for the future.
INCIDENT REPORT

Day/Night: ___________________ Date: _____________ Time: _____________

Report Writer (Print) Name: _____________________________________________

Co No: _______________________

Company: ____________________ Section: _______________________

Telephone no: ___________________ Extension: ___________________

INCIDENT: (Summary: (Who, what, where, when, why, how, etc.)

_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________

(Attach pages as needed)

ACTION TAKEN BY SECURITY:

_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________

RECOMMENDATIONS/COMMENTS/REFERENCES:

_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________

Copy to Client: _____________________ Date: _____________________
22. List five things that can happen as a result of poor reporting. (5 Marks)


23. The following scenarios explain specific problems. You are to identify the problem and decide what type of patrol is best suited to deter or detect criminal behavior.

Scenario 1 (2 Marks)
At a large factory criminals often cut a hole in the fence to gain access to the property in order to steal. What type of patrol would you recommend to combat this crime? Explain the reason for choosing this type of patrol.


Scenario 2: (2 Marks)
A restaurant parking lot continually has vehicles broken into even though the vehicles are parked inside a fenced in area. What type of patrol would you recommend to combat this crime? Explain the reason for choosing this type of patrol.


24. Found property should be recorded where? (1 Mark)
25. When it comes to handling found property, explain the following key elements:
(3 Marks)

Safe keeping:

Record keeping:

Handing over:

TOTAL MARKS: ___________

108