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THE SECURITY TIMES

A publication by the Security Industry Institute



Entertainment Security

Zouk security officers talk about their job experiences and share their views on SII training programmes

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Dear readers,

We enter the second half of 2011 with confidence because we have seen how the first six months have been very fruitful for us. It is necessary that we look back on our accomplishments because these will fuel our drive to see the completion of the agenda that we set out at the beginning of the year.

From November to April 2011, the monthly WTS roadshows created greater awareness of the Workfare Training Support Scheme among Singaporeans that lead to rewarding career opportunities in the security industry after WSQ training. Similarly, our Silver 50 Career Preview opened the path for workers aged 50 and above to explore second career opportunities and to experience a new level of professionalism in the security industry. The two featured security personnel at Zouk are evidence that security is a vital function in all industries and the different types of exciting careers that await our present and future security personnel.

These accounts are proof that the industry is continuously enhancing its operating standards and workforce employability through various skills upgrading initiatives. SII is confident that, through nationally recognised and comprehensive training under the Workforce Skills Qualifications (WSQ) framework, we will see more individuals pursuing a career in the security industry.

On this note, I wish you all happy reading.



Jeffrey Seah Director
Security Industry Institute



Voices

Do you think a security officer should be in uniform?

Insiders within our industry share their thoughts.

"Yes. Deterrence, make presence felt and company image."

Jim Tan

"Yes. Uniforms are necessary as they allow the security officer to be easily identifiable and improve the image of the company."

Norika

"Yes. Company image and represent the company."

Maggie Goh

"Yes. Shows seriousness of security and makes it easy for public and course participants to approach in case of need."

Albert Tay

"Yes. Uniforms would identify security personnel easily and would be helpful and important in cases of an emergency where public/staffs would or can approach without hassle."

Nazir Yacob



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We want to hear from you!

If you have any feedback on stories or suggestions on interesting happenings, send them via e-mail to sii@tp.edu.sg. Kindly include your full name and contact numbers and address your letters to The Editor 'The Security Times'. We reserve the right to select letters for publication and make editorial changes.

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SII take to the stage at the WTS roadshows



The Workfare Training Support (WTS) roadshows 2011 proved to be a fun-packed and highly interactive platform for Security Industry Institute (SII) to showcase its training courses as well as the career opportunities available for Singaporeans retrained under its Workforce Skills Qualifications (WSQ) programmes for security.

Held monthly from November 2010 to April 2011 across different neighbourhoods in Singapore, the roadshows aimed to create awareness among Singaporeans of the three-year WTS scheme announced by the Government in the 2010 Budget. The WTS scheme encourages Singaporeans to upgrade their skills through training so that they can improve their employability and move into better jobs.

SII manned a booth at each of the roadshows to draw in visitors to sign up for the WSQ courses on offer. SII staff organised interactive

displays to better engage the audience and effectively communicate the enhanced career opportunities in the security industry for low-income workers retrained through WSQ courses.

Events staged included a skills demonstration that revealed to onlookers the know-how of preserving a crime scene, and interactive activities that gave participants hands-on experience of labelling crime scene evidences. SII was also allotted stage time to put on an entertaining demonstration.

This was done with the help of volunteers from the crowd who demonstrated the use of the hand-held metal detectors normally used to detect offensive metal objects in security operations.

SII came up with multiple choice questions on SII's WSQ programmes for the All-Buzz stage game that was hosted throughout the roadshows. SII staff also spent an enjoyable time manning the SII booth, sharing their knowledge with interested visitors and encouraging them to upgrade their skills through SII's courses. The roadshows proved to be a great voice for SII, which successfully spread the word of re-training for better career opportunities, and yielded an impressive over 1000 enquiries on its courses.



Security Industry Institute conducts Silver 50 Career Preview



SII organised the Silver 50 Career Preview event on 20 May 2011 at SII, aiming to create awareness of opportunities within the security industry for new entrants aged 50 years and above. The career preview provided information on the security industry including types of jobs available, job scopes of various security positions, the relevant training / skills necessary to enter the industry and career progression of security personnel.

About 20 participants attended the career preview. Most were pleased to find out that the security industry has progressed much from the early "Jargar Days" with today's higher salary scale and better training. With the offering of relevant professional WSQ security training courses being offered, the industry has also seen a significant transformation in the terms of proficiency of its personnel.

The career preview encouraged participants to consider a security job as a new or second career path after the age of 50. Given their maturity and previous work experiences, together with proper training, this category of new entrants that are aged 50 and above will become an efficient source of manpower for the security industry.

Two security employers were present at the career preview to advise interested participants. Participating employers gave a short presentation each on their respective company profiles and conducted interviews with interested individuals. The event concluded with all attendees armed with better knowledge of the security industry and glad that Silver 50 Career Preview provided a good platform for them to find employment opportunities in the security industry.



In collaboration with





Communication, key to success

In the past, all it took was the right attitude and a willingness to learn the trade to serve as a security officer. But Mr Rizzuan, Security Supervisor at Zouk and SII course participant, has learned from experience that there is more to the security industry than meets the eye.

Mr Rizzuan spent two years as a shipyard technician, and a year as an events management coordinator prior to joining Zouk seven years ago. He replied to a recruitment advertisement to see where it would lead, and has since found a home at Zouk. This prestigious company takes care of its members. It offers help in times of need and supports its staff in their goal to upgrade, something that Mr Rizzuan greatly appreciates. A typical day at work begins at 6:00 pm, with administrative duties until the club opens at 9:00 pm. Then he deploys the security staff members in their respective areas and oversees security throughout the night.

Presently, Mr Rizzuan manages a total of 40 full-time and part-time security staff. So what is his secret to handling such a large number of different individuals? He operates an open-door policy and encourages open, two-way communication. Communication works just as effectively when it comes to handling customers as well. In times of potential trouble, Mr Rizzuan understands that it is important to keep a cool head and react to each individual in a different way. He extends the same calm and calculated management style to overseeing the security system of events assigned to him. One proof of its effectiveness is the success of the annual Zouk Out, which can see crowds of 30,000.

Mr Rizzuan acknowledges SII's part in uplifting the stature of security personnel and giving structure to the security industry. Personally, he is glad that he took SII courses. He has been able to apply the knowledge learned to his job. More than that, the SII training was useful in enabling Zouk to develop standard operating procedures to follow. In addition, with SIRD certification and licenses, security workers like him now see a clear career path in the industry.

“Presently, Mr Rizzuan manages a total of 40 full-time and part-time security staff.”



People relationship at work

Michael Chen joined the entertainment security workforce at Zouk after leaving the army. It was not long before he identified a possible career path for himself with the security industry. The situations he has faced within his 15 years at Zouk have taught him not only to survive but also to excel in the industry. From being a security officer then an assistant security manager, Michael now holds the position of Security Manager. He aims to upgrade his qualifications by taking SII courses.

As Michael is naturally a people person, the skill to control the crowd and supervise different situations and security operations effectively is inborn. This, coupled with the culture of reward that he implements, has enabled him to manage his team well.

Michael has his fair share of memorable experiences and significant lessons. One of these is the importance of maintaining confidentiality and empathy with even the most unruly customers. Michael shares this key lesson with his colleagues and encourages them to keep this lesson in mind to prevent issues arising. This sharing helps in illustrating to his team the importance of being able to maintain order and security without losing the club's patrons. After all, customer service is a big part of the security team's role.

Leading a team of security personnel for two years now, Michael has seen the changing trends in the entertainment security industry. Presently, there is a shortage of manpower, especially with the opening of the two IRs and with the upcoming increase in the foreign workers' levy. But he is confident that SII can improve the industry through its comprehensive professional training under the WSQ framework. However, he reckons that the courses need to be able to address and answer entertainment sector-specific questions and concerns. SII's future training direction focussing on this aspect is something that Michael is looking forward to.

“As Michael is naturally a people person, the skill to control the crowd and supervise different situations and security operations effectively is inborn.”



Calendar of Events 2011

For more details on the events, call SII hotline at 6225 5744 or visit SII website at www.sii.edu.sg

July

Security Industry Talk – 3rd Thursday of the month, 9.30am @ SII

Job Preparation Exercise with companies

Career Preview & Sharing Session with North East Community Development Council

Preview for Security Supervisor Conversion Programme and Security Officer Conversion Programme

August

Security Industry Talk – 3rd Thursday of the month, 9.30am @ SII

Career Roadshow for Part-Time Security

Job Preparation Exercise with companies

Preview for Security Supervisor Conversion Programme and Security Officer Conversion Programme

September

Security Industry Talk – 3rd Thursday of the month, 9.30am @ SII

Job Preparation Exercise with companies

Security Career Sharing Session at Ministry of Home Affairs

Security Career Sharing Sessions at National Libraries

Preview for Security Supervisor Conversion Programme and Security Officer Conversion Programme

October

Security Industry Talk – 3rd Thursday of the month, 9.30am @ SII

Security Industry Conference 2011

Job Preparation Exercise with companies

Preview for Security Supervisor Conversion Programme and Security Officer Conversion Programme

November

Security Industry Talk – 3rd Thursday of the month, 9.30am @ SII

SII Bowling Tournament 2011

Job Preparation Exercise with companies

Preview for Security Supervisor Conversion Programme and Security Officer Conversion Programme

December

Security Industry Talk – 3rd Thursday of the month, 9.30am @ SII

Job Preparation Exercise with companies

Preview for Security Supervisor Conversion Programme and Security Officer Conversion Programme

Security Training Programmes

The Security Industry Institute was jointly established in September 2007 by Temasek Polytechnic (TP) and Singapore Workforce Development Agency (WDA) as the Continuing Education and Training (CET) centre for Security Industry to offer professional Security Workforce Skills Qualification (WSQ) training and quality placement services for security personnel.

Certificate in Security Operations

Programme

Competencies in this qualification equip the security officer with basic and specialised skills to enhance work performance. Individual has to complete 6 modules (3 core and 3 electives) for full qualification.

Core Modules

- Handle security incidents and services*
- Provide guard and patrol services*
- Handle counter-terrorism activities

Elective Modules

- Assist in evacuation of premises
- Manage disorderly conduct and threatening behaviour
- Conduct crowd and traffic control
- Perform access control and alarm incident management
- Provide people protection services
- Perform covert retail security
- Minimise retail theft and loss
- Provide mobile patrol services
- Perform security operations within legal framework

Per Module Fees (Including GST)

Singaporeans & Permanent Residents

Licensing Modules
 Handle security incidents and services - \$37.45
 Provide guard and patrol services - \$32.10
 Non-Licensing Modules
 \$53.50

Non-Singaporeans

Licensing Modules
 Handle security incidents and services - \$374.50
 Provide guard and patrol services - \$321.00
 Non-Licensing Modules
 \$535.00

Advanced Certificate in Security Supervision

Programme

Competencies in this qualification equip personnel with supervisory skills to manage and facilitate the work for a team of security officers. Individual has to complete 7 modules (4 core and 3 electives) for full qualification.

Core Modules

- Supervise security officers*
- Assess and address security risks
- Perform supervisory duties within legal framework
- Induct security personnel

Elective Modules

- Conduct operation briefing and debriefing
- Operate security equipment
- Contribute to the management of security incidents
- Monitor and review security operations
- Lead and manage a team of security officers

Per Module Fees (Including GST)

Singaporeans & Permanent Residents

\$107.00

Non Singaporeans

\$1070.00

Diploma in Security Management

Programme

Competencies in this qualification equip personnel with managerial skills to perform the jobs at managerial level and manage the security operations, agency or department. Individual has to complete 8 modules (5 core and 3 electives) for full qualification.

Core Modules

- Conduct security survey
- Manage security operations
- Plan and develop security risk control measures
- Manage security agency within legal framework
- Manage security risk control measures

Elective Modules

- Develop a security manpower deployment plan
- Prepare & submit tender for security services
- Achieve work effectiveness in security environment
- Manage & resolve conflict in security environment
- Manage performance of security personnel
- Manage security business
- Manage security emergencies

Per Module Fees (Including GST)

Singaporeans & Permanent Residents

\$340.00

Non Singaporeans

\$1107.50

- Weekly training schedule for licensing modules
- Subsidised Course Fees (for Singaporeans & Permanent Residents only)
- Qualified & Experienced Lecturers
- Quality Job Placement Service
- Convenient MRT Location @ Paya Lebar
- * Represents Licensing Modules

For more information on the course schedule and course registration, visit SII website at www.sii.edu.sg

Contact Us:

If you need any information on the programmes, call us at our hotline 6225 5744 or email us at sii@tp.edu.sg