

# THE SECURITY TIMES

A publication by the Security Industry Institute

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## DEAR READERS,

The Security Times is ending 2013 with a bang. In this issue, we give you the latest in security technology. A high-growth industry itself, how security technology develops relies heavily on existing and potential threats organisations are facing or may eventually face. The article looks at the relationships between technological trends and different factors like changing needs and security efficiency.

In continuity with the theme of security technology, we also have the pleasure of hearing from Mr Dennis Lim, Group Managing Director, and Mr Bruce Low, Business Development Manager of a major security solutions vendor, ELID Technology. They give us their take on the future of security technology and equipment, and what the development means for the security industry.

Finally, we bring relevance back to the local security landscape by speaking to a newly commissioned security officer. He shares with us his experiences and whether the training has sufficiently prepared him for the workplace.

On that note, I wish you all happy reading.



**Jeffrey Seah**  
Director  
Security Industry Institute

# VOICES

## Is there sufficient training for the commonly used security equipment at your workplace?

“Yes, there is sufficient training.”  
*Samat*

“I believe more training can be given and more emphasis should be placed on it.”  
*Colin*

“Yes, the training has been sufficient. The commonly-used equipment are actually easy to use.”  
*Samat*

“Yes, the orientation job training, fire drills and fire services have given me enough training for my workplace.”  
*Mohamed So'od*

“Yes. Furthermore, existing and experienced security officers also impart their knowledge of equipment to the newly joined colleagues.”  
*Chan Meng Chuen*



## 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](mailto: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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## FEATURE STORY

# MY SII TRAINING EXPERIENCE

Mr Chia Chor Kim used to manage his own transport-by-rail business until the closure of the Tanjong Pagar railway station in 2011. Unwilling to retire just yet, the 64-year-old underwent training with SII to join the security workforce as a security officer (SO). Newly commissioned, he tells us about his favourite security equipment and whether the training has sufficiently prepared him for the workplace.

## Do you agree that the training on security equipment is necessary to be a good SO?

Yes it is necessary. It's good because a big part of security is about the equipment. So if you don't know how to use them, you can't do your job properly.

## Is the training on security equipment here at SII relevant to the security equipment that you use during your work?

All the equipment I learnt during training like the hand held metal detectors and walk-through detectors are used at my work. They are the same and relevant.

## Has the training on security equipment at SII given you the necessary practice to prepare your work?

Yes the training has been sufficient and I don't have to re-learn them at the workplace. With the training, I was able to use the equipment properly because the trainers have already taught you all that you need to know.

## Which security equipment did you learn most about and which security equipment do you enjoy learning most?

My favourite is definitely the walk-through metal detector. Sometimes, when a person walks through the system, the machine will still sound even though they've already emptied their pockets. So, we will need to use the manual hand held metal detector to find the source of the sound, which can come from things like belts and keys. I work at a computer and technology product company, so we have to take extra care to look for things like tiny microchips which may sound the alarm.



## How will you rate the SII's trainers' knowledge on the training security equipment?

The trainers at SII are knowledgeable and I've learnt a lot from them. Previously, when I was not in the security line, I thought a security officer was there to just look after a place. After training with all the equipment, I found out there is more to a security officer than just sitting around.

## Has the training on security equipment at SII enhanced your market value?

Security then and now is very different. Last time, if you work as a security officer, you don't need to go for training and anybody can become one. People see it as a cheap job and security officers back then don't get a lot of respect. Nowadays, you need to go for training and become certified before you can work as one. Gaining knowledge through training has definitely increased my market value.





# THE CHANGING FACE OF SECURITY TECHNOLOGY

As the type of threats businesses face continue to change, security experts are also working continuously to provide better protection for organisations facing security-related problems. Whether you are a provider of security solutions or responsible for security management in your organisation, there are several trends regarding the current state of security technology you should be alert about. Here is a glimpse at the latest in the security technology field.

1

## On how security threats relate to security technology

The advancement of technology is a doubled-edged sword. When used appropriately, it allows us to develop and enhance our surroundings so that we can live in a safe and protected environment. However, the abuse of the same knowledge means that every security installation in place has the potential to be outwitted. For example, technology now allows security access cards to be duplicated easily and illegally. Therefore to counter these threats, security equipment manufacturers are constantly embarking to find new and better ways to enhance their systems, such as through developing more sophisticated methods of authentication, encryption, as well as better analytics.

2

## On anticipating and keeping abreast with the changing needs



According to ELID Technology's Business Development Manager Mr Bruce Low, keeping security equipment relevant and innovative definitely takes more than waiting for the occasional inspiration to hit. Many leading foreign and local security solutions companies like ELID invest heavily in Research and Development (R&D) units to enhance existing or to develop new products. From factoring in critical feedback from clients, monitoring the market trends, to simply observing their competitors, it gives companies a better idea of what the industry currently demands.

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3

## On local organisations adapting to technological trends

It is common knowledge that the industry is rapidly evolving. Just how fast is it? In terms of security equipment development, the release of new ideas, solutions and products happens every few months. But are clients who subscribe to security solutions quick to adapt to these changes? Not necessarily. While it is ideal to keep the technological upgrades constant, it is financially demanding and sometimes unnecessary; similar to how we do not replace our laptops or phones whenever new models are released. In reality, clients would wait anytime between six months to two years for upgrades, while others will wait for the normal depreciation period of the equipment, which is about three to five years.

4

## On the integration of security personnel with security systems

While they may not be the operators of security systems, most trained security personnel are actually familiar with the basic functions of various systems such as the closed-circuit television (CCTV), vehicle and human traffic access control, fire alarms, evacuation systems, metal detectors and intrusion alarm systems. The understanding of these

systems, as well as the standard operating procedures (SOP) on their assigned sites, allows for seamless integration between technology and manpower, where security officers will be able to spot and report irregularities of the systems to their respective managers or clients when necessary.

5

## On the emerging security trend worth taking note of

If you are looking to upgrade your organisation's security system, consider a fully integrated security management system together with a complete video analytics solution. An emerging favourite amongst organisations, the fully integrated security system is set to provide the optimum protection for business effectiveness and efficiency.



# SECURITY TECHNOLOGY- WHAT'S UP AND COMING

A major player in the local security equipment industry, ELID Technology is renowned for providing state-of-art security access equipment to the government, industrial and commercial sectors. Mr Dennis Lim, Group Managing Director of ELID, gives us his predictions on the future of security technology.

## How do you foresee the security industry and technology in Singapore to be like in five years time?

Exciting, as we will see an increasing necessity for integrated solutions; more systems evolving from legacy platforms to Internet Protocol (IP) platforms, to more advanced video analytics systems in video surveillance.

## What are some of the product strategies that ELID Technology may have in anticipation of these changes?

We are in the midst of introducing a newer look to our product line and improving the features of our systems. We are also enhancing our different

integration modules in existing systems, as well as to other third party systems.

## In what ways will these new products improve the effectiveness and efficiency of the security industry?

The focus would be to offer effective systems to further increase the overall productivity of the security industry.

## Will the advancement in technology ultimately mean less need for the deployment of security personnel on site (manpower)?

We only look at using the advancement in technology to compliment the

operation and deployment of security personnel on site, allowing for more efficient deployment of security personnel and for them to perform more security-related tasks. It is important the security industry advances as a whole, where we work closely with security agencies to improve the recognition of our officers.



## CALENDAR OF EVENTS

Find out what's buzzing at SII from Dec 2013 to Apr 2014

### DECEMBER 2013

- Job Preparation Exercise with various companies
- Security Industry Talk - 3<sup>rd</sup> Thursday of the month, 9.30am @ SII
- SII Bowling Tournament 2013

### JANUARY 2014

- Job Preparation Exercise with various companies
- Security Industry Talk - 3<sup>rd</sup> Thursday of the month, 9.30am @ SII

### FEBRUARY 2014

- Job Preparation Exercise with various companies
- Security Industry Talk - 3<sup>rd</sup> Thursday of the month, 9.30am @ SII
- SCDF NS Career Fair

### MARCH 2014

- Job Preparation Exercise with various companies
- Security Industry Talk - 3<sup>rd</sup> Thursday of the month, 9.30am @ SII

### APRIL 2014

- Job Preparation Exercise with various companies
- Security Industry Talk - 3<sup>rd</sup> Thursday of the month, 9.30am @ SII
- Security Industry Conference 2014
- Security Master Class 2014

# SECURITY TRAINING PROGRAMMES

## Certificate in Security Operations

### Core Modules

1. Provide Guard & Patrol Services
2. Handle Security Incidents & Services
3. Handle Counter-Terrorism Activities

### Elective Modules

4. Manage Disorderly Conduct & Threatening Behaviour
5. Minimise Retail Theft and Loss
6. Provide Mobile Patrol Services
7. Operate Basic Security Equipment
8. Perform Covert Retail Security
9. Provide People Protection Services
10. Assist in the Evacuation of Premises
11. Conduct Crowd & Traffic Control
12. Perform Security Operations within Legal Framework
13. Conduct Security Screening of Person & Bag

## Advanced Certificate in Security Supervision

### Core Modules

1. Supervise Security Officers
2. Perform Supervisory Duties Within Legal Framework
3. Induct Security Personnel
4. Assess & Address Security Risks

### Elective Modules

5. Conduct Operation Briefing & Debriefing
6. Lead & Manage A Team of Security Officers
7. Contribute to the Management of Security Incidents
8. Monitor & Review Security Operations
9. Deploy Security Equipment
10. Perform Security Command Centre Activities at Client's Premises
11. Perform Monitoring and Reporting Duties at Central Command Centre

## Diploma in Security Management

### Core Modules

1. Achieve Work Effectiveness in Security Environment
2. Manage Security Operations
3. Assess & Manage Security Risk Control Measures
4. Manage Security Agency Within Legal Framework
5. Manage & Resolve Conflict in Security Environment

### Elective Modules

6. Manage Security Business
7. Conduct Security Survey
8. Manage Performance of Security Personnel
9. Manage Security Emergencies
10. Develop A Manpower Deployment Plan
11. Prepare & Submit Tender for Security Services
12. Manage Recruitment & Selection of Security Personnel
13. Plan & Implement Security Systems

\* Represents Licensing Modules

For more information on current modules, schedules or registration of modules, please visit SII website at [www.sii.edu.sg](http://www.sii.edu.sg)

## Fee Per Module

	Singaporeans & Permanent Residents Fee per Module (include GST)	Non-Singaporeans Fee per Module (include GST)
<b>Certificate in Security Operations</b>		
<i>Licensing Modules</i>		
- Handle Security Incidents and Services*	\$60.00	\$600.00
- Provide Guard and Patrol Services*	\$50.00	\$500.00
Other non-licensing Modules	\$80.00	\$800.00
<b>Advanced Certificate in Security Supervision</b>		
<i>Licensing Module</i>		
- Supervisor Security Officers*	\$140.00	\$1400.00
Other non-licensing modules	\$145.00	\$1450.00
<b>Diploma in Security Management</b>		
All modules	\$390.00	\$1300.00

## Contact Us:

If you need any information on the programme, call us at our hotline 6225 5744 or email us at [sii@tp.edu.sg](mailto:sii@tp.edu.sg)



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Certis CISCO, Singapore's largest and most established security company invites you to be part of our family. A remarkable array of career opportunities with superior benefits await you!



## Positions available



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OFFICER



AVIATION  
SECURITY OFFICER



AUXILIARY  
POLICE OFFICER



CASH MANAGEMENT  
OFFICER



ENFORCEMENT  
OFFICER



SECURITY  
CONCIERGE

## We're open for interview

Monday to Friday from 9am to 6pm  
(Except Public Holidays)

Certis CISCO Centre 2, Recruitment Centre  
20 Jalan Afifi Singapore 409179  
(5 mins walk from Paya Lebar MRT station)

Please bring along your original NRIC, National Service Certificate, all related education and security certificates.

Alternatively, please email your CV to  
[ira@certissecurity.com](mailto:ira@certissecurity.com)