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"GRADED 'A' BY THE SINGAPORE POLICE FORCE FOR 2013"

THE SECURITY TIMES

A publication by the Security Industry Institute



Security Industry Conference 2012

Adopting Effective Human Resource Practices in the Security Industry

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Jeffrey Seah
Director
Security Industry Institute

As we enter 2013, we reflect on our past accomplishments and set new agendas for ourselves. In recent years, we have seen the security industry improve by leaps and bounds. The constant need to enhance our skills in this ever-changing industry ensures that we stay current and competitive.

The Security Industry Conference 2012 held in October 2012 was one of the industry's most significant events. It held great significance as a Memorandum of Understanding was signed between ASIS International and Singapore Workforce Development Agency (WDA), recognising Workforce Skills Qualifications (WSQ) diploma modules for ASIS' Certified Protection Professional re-certification. Themed "Adopting Effective Human Resource Practices in the Security Industry", it addressed the issue of manpower constraints and outlined ways for the industry to move forward in its Human Resource practices.

This issue also features the 2nd SII Soccer Tournament and events organised by SII Alumni Interest Group (SAIG) that bonded participants, showing them the importance of well-being and how everyone can play a part in making Singapore a safe place to live in.

With this, I wish all of you happy reading and a prosperous New Year ahead.

Voices

What makes a good security officer?

Good knowledge and ground experience.

Mr Max Lim

Ability to handle situations independently.

Mr Balvinder Singh

Responsibility, job knowledge and punctuality.

Ms Manorema d/o Sadasivan

Able to perform guarding, reporting incidents and direct whenever necessary. Teamwork is important.

Mr Tey Soon Seng

Someone who is vigilant and committed.

Mr Koh Eng Chuan



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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 Soccer Tournament 2012

The tournament was held at Temasek Polytechnic sports field on a sunny Saturday last 3 Nov 2012. The goal was to build sportsmanship and friendship among the players from different companies, be it in-house security companies, security agencies or corporate partners.

20 teams from the various security employers and corporate partners participated, including teams from Tri-Global Security, Certis CISCO, Changi Airport, Sentosa Rangers, APRO Security, Marina Bay Sands, Temasek Polytechnic, Ku De Ta, and many others.

The tournament was divided into 4 groups of 5 teams. The top 2 teams from each group qualified for the knockout stage i.e. quarterfinals, semifinals and final.

In the final, Certis CISCO Old Boys beat Tri-Global Security to be crowned champion. The Most Valuable Player went to Nqsuriyan Husien, a gifted player from Changi Airport Group, while the Sportsmanship Award went to goalkeeper Mohammad Faizal Bin Asmawi from Marina Bay Sands. This is the first time that these awards were given to encourage and recognise outstanding players who demonstrated great resilience amongst the competitors.

The tournament was a memorable occasion and everyone had fun and enjoyed the camaraderie with one another. The atmosphere was electrifying with over 300 people cheering and supporting the teams from start to finish.



Exercise and Learn More With SII Alumni Interest Group (SAIG) - The Way Forward!

SAIG organised two activities for its members on 23 September 2012 (Brisk Walking Workshop) and 24 October 2012 (ISD Heritage and Police Heritage Centre Visits).

The first event was to educate participants on proper walking techniques and to promote the sport as a form of exercise for healthy living to security personnel. The event commenced with a briefing by Dr Leong Lee San, chairman of the Singapore Athletic Association (SAA) Walking sub-committee, on proper walking and warm-up techniques, followed by a 2-hour walk along Bedok Reservoir area. Over 30 members participated.

The second event was an educational visit by 30 members to Internal Security Department and Police Heritage Centre. The aim was to broaden members' knowledge on the importance of security in Singapore. It also raised awareness of the contributions of all well-trained security personnel who work tirelessly to ensure security in Singapore is top notch.

Members who took part in the events expressed that they gained insights to the importance of well-being, and how everyone can help to make Singapore a safe, peaceful and secure place for all Singaporeans to live in.



SECURITY INDUSTRY MASTER CLASS 2012

The day following the conference, on 10 October 2012, a Security Industry Master Class was conducted by Mr Eduard J. Emde, President, President of ASIS International, featuring the theme "Adopting Effective Human Resource Practices in the Security Industry".

Mr Emde reviewed some of the key points of his speech at the Security Industry Conference the day before, and set topics for participants to discuss in their various groups.

In the energetic discussions that followed, participants threw up an array of suggestions and insights, covering everything from salaries to welfare, the roles of regulators to the client-security provider relationship. Each group assigned a leader to present the results of their discussions, and a wealth of suggestions and ideas were developed.

During the Master Class, Mr Emde spoke about the use of technology to improve security as well as creating a 'nicer' job for security officers, less boring and more intelligent. Fewer personnel would be needed, but they would be better trained, more capable and better paid.

"You only need people in the intelligent role of recognising what is wrong instead of standing around just to be there, when 99% of the time nothing happens."

When asked his opinion on the level of participation at Master Class, Mr Emde said he was delighted and pleasantly surprised by the keen and active participation.

SECURITY INDUSTRY Conference 2012

ADOPTING EFFECTIVE HUMAN RESOURCE PRACTICES IN THE SECURITY INDUSTRY

The local security industry has seen incredible advances in recent years. Technology and improved procedures have streamlined operations and created better working environments for security personnel. There are, of course, some areas which need to be addressed – manpower constraints have always been an issue for the security industry in Singapore, and security providers would like to have more options for professional training and certification. Given these issues, the theme of this year's Security Industry Conference is apt.

The Security Industry Conference 2012, held on 9 October 2012, was one of the industry's largest and most significant events. As always, the conference provided a platform for the exchange of ideas and knowledge, and for networking with fellow security professionals.

This year, we were honoured by the attendance of Guest-of-Honour Mr Masagos Zulkifli, Senior Minister of State for Foreign Affairs and Home Affairs. In his speech, Mr Masagos highlighted the support that the government is providing for the industry, with the Singapore Workforce Development Agency (WDA) setting aside \$2.7 million to train 2,500 security officers on specialised training programmes under the Singapore Workforce Skills Qualifications System for Security (Security WSQ) in the next two years.

Mr Masagos spoke of the need to expose security officers to new technology, and of enhancing their professionalism by training them to effectively utilise modern tools and devices. He

encouraged the local industry to benchmark itself against international standards, to be able to handle the ever-changing requirements and challenges that lie ahead.

One highlight of the conference was the signing of a Memorandum of Understanding (MOU) between ASIS International, one of the world's leading organisations for security professionals, and WDA to recognise the relevance of WSQ diploma modules for the purpose of ASIS' Certified Protection Professional (CPP) re-certification. The CPP certificate is an internationally recognised qualification awarded to competent professionals who can manage complex security issues that threaten people and the assets of corporations, governments and institutions. In order to maintain their certification, CPP holders are required to undertake 80 hours of training every 3 years. As Guest-of-Honour Mr Masagos stated, the MOU between ASIS International and WDA is a significant and commendable step forward for the industry.

Following that, Mr Eduard J Emde, 2012 President of ASIS International, spoke about the "Developments in the Security Profession and Implications for the Human Resources Approaches". He outlined the key ways for the industry to move forward in its Human Resource practices: attracting and retaining the right staff; effective and efficient utilisation of human capital and fostering a culture of innovation with all stakeholders. Long-term benefits, he stated, would come from the investment and innovation in human capital.

In his presentation on "APRO and its Human Resource Practices", Mr Bobby Lee Hock Guan, Managing Director of APRO, spoke of APRO's experience in instituting fair and effective HR policies that contributed to the company's success. From fair and competitive wages to performance incentives, long service awards, and training and upgrading programmes, he stated that there was nothing mysterious about good HR policies and the key formula is "It is about respect for humanity".

Mr Eric Chan K.T., Vice President, Singapore Technologies Electronics Ltd, Intelligent Building Business Unit, in his talk on "Technology Enablers to Enhance Productivity and Effectiveness", covered how properly applied technology could be a boon to the security provider, supplementing the human senses with technology solutions that are immune to fatigue. The now commonly placed CCTV, for example, when combined with IT solutions such as video analytics, can alert security personnel of intruders or other situations.

With substantial support from the government, increased training opportunities and the close collaborations among the various stakeholders of the industry, the future prospects for industry and security personnel do seem bright indeed.

Calendar of Events 2013

Find out what's buzzing at SII from January to June 2012

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

01
January

Security Career Preview at SCDF Education Roadshow 2013
Job Preparation Exercise with various companies
Security Industry Talk – 3rd Thursday of the month, 9.30am @ SII

02
February

Security Career Preview for Singapore Organisation of Seamen
Security Career Preview with Resorts World Sentosa
Job Preparation Exercise with various companies
Security Industry Talk – 3rd Thursday of the month, 9.30am @ SII

03
March

Communications and IT Skills Workshop (SAIG Activity)
Job Preparation Exercise with various companies
Security Industry Talk – 3rd Thursday of the month, 9.30am @ SII

04
April

Job Preparation Exercise with various companies
Security Industry Talk – 3rd Thursday of the month, 9.30am @ SII

05
May

Security Industry Conference 2013
Security Industry Master Class 2013
Safety & Security Asia (SSA) 2013
Job Preparation Exercise with various companies
Security Industry Talk – 3rd Thursday of the month, 9.30am @ SII

06
June

Security Career Preview in Events Security
Job Preparation Exercise with various companies
Security Industry Talk – 3rd Thursday of the month, 9.30am @ SII

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 the 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**
- Provide Guard & Patrol Services
 - Handle Security Incidents & Services
 - Handle Counter-Terrorism Activities

- Elective Modules**
- Manage Disorderly Conduct & Threatening Behaviour
 - Minimise Retail Theft and Loss
 - Provide Mobile Patrol Services
 - Operate Basic Security Equipment
 - Perform Covert Retail Security
 - Provide People Protection Services
 - Assist in the Evacuation of Premises
 - Conduct Crowd & Traffic Control
 - Perform Security Operations within Legal Framework
 - Conduct Security Screening of Person and Bag

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
 - Perform Supervisory Duties Within Legal Framework
 - Induct Security Personnel
 - Assess & Address Security Risks

- Elective Modules**
- Conduct Operation Briefing & Debriefing
 - Lead & Manage A Team of Security Officers
 - Contribute to the Management of Security Incidents
 - Monitor & Review Security Operations
 - Deploy Security Equipment
 - Perform Security Command Centre Activities at Client's Premises
 - Perform Monitoring and Reporting Duties at Central Command Centre

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**
- Achieve Work Effectiveness in Security Environment
 - Manage Security Operations
 - Assess & Manage Security Risk Control Measures
 - Manage Security Agency Within Legal Framework
 - Manage & Resolve Conflict in Security Environment

- Elective Modules**
- Manage Security Business
 - Conduct Security Survey
 - Manage Performance of Security Personnel
 - Manage Security Emergencies
 - Develop A Manpower Deployment Plan
 - Prepare & Submit Tender for Security Services
 - Manage Recruitment & Selection of Security Personnel
 - Plan & Implement Security Systems

FEE PER MODULE

	Singaporeans & Permanent Residents	Non-Singaporeans
	Fee per Module (include GST)	Fee per Module (include GST)
Certificate in Security Operations		
Licensing Modules		
- 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
Advanced Certificate in Security Supervision		
Licensing Module		
- Supervise Security Officers*	\$140.00	\$1400.00
Other Non-licensing Modules	\$145.00	\$1450.00
Diploma in Security Management		
All Modules	\$390.00	\$1300.00

* Represents Licensing Modules
For more information on current modules, schedules or registration of modules, please visit SII website at www.sii.edu.sg

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