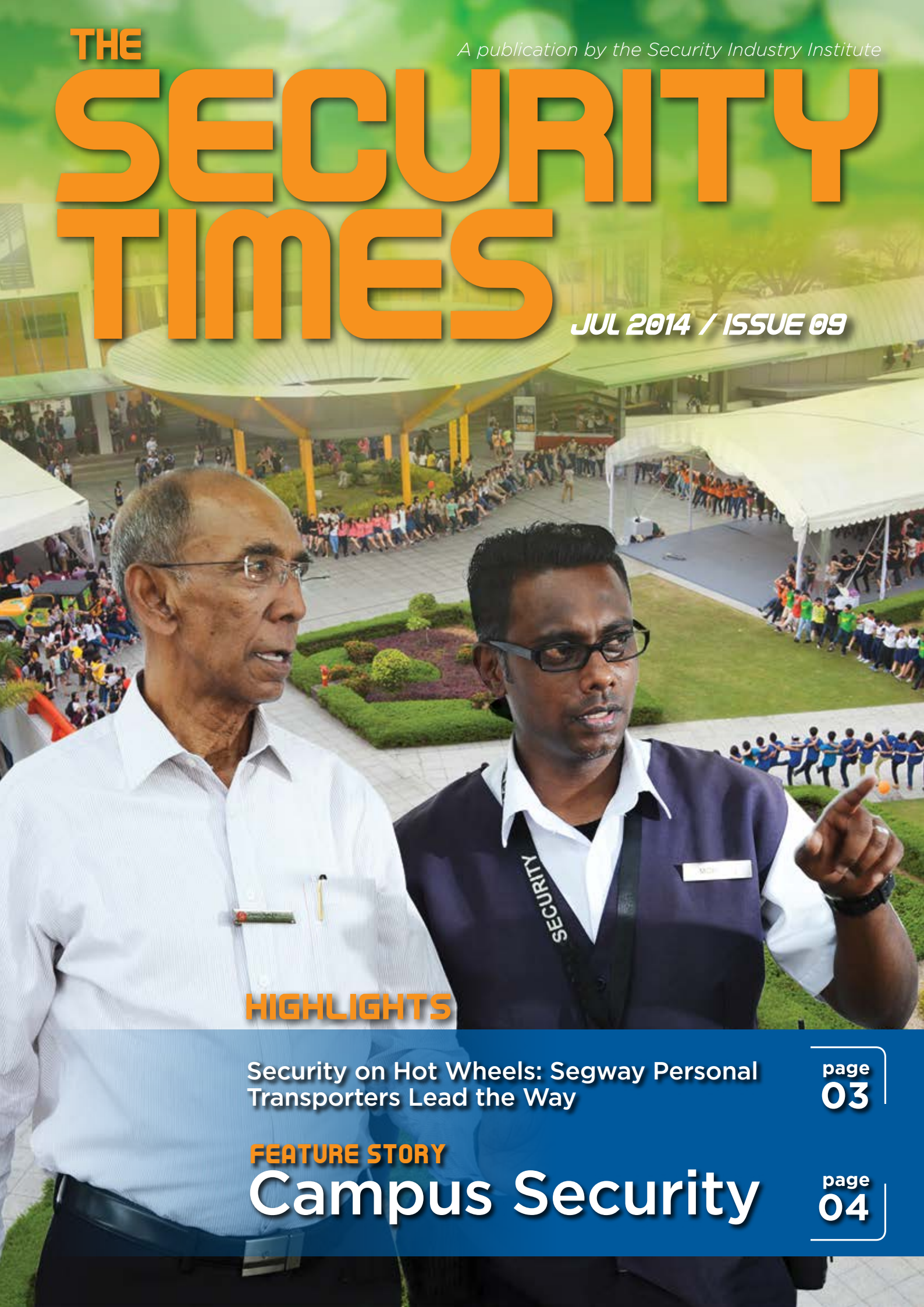


THE

A publication by the Security Industry Institute

# SECURITY TIMES

JUL 2014 / ISSUE 09



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## DEAR READERS,

Dear Readers,  
The security industry continues to face new challenges as the needs of people and organisations, both locally and globally, keep evolving. In order to improve on security quality and training standards, security professionals must not only adapt to and keep up with changing trends, they must also be curious and open-minded learners in order to value-add to a manpower-reliant industry.

This issue takes a close-up look at Campus Security and features 70-year-old veteran officer Donald Thaver who works as the Assistant Head of Security Operations at Temasek Polytechnic. He talks to us about the importance of life-long learning and continuous self-improvement no matter the age or trade, and shares his personal insights on the industry as he has seen through the years.

Some of us also had the great opportunity to be introduced to the Segway Personal Transporter through a friendly familiarisation session held earlier this year in May 2104 at Sentosa. As the nation moves towards increased productivity and efficiency in every sector, the security industry must likewise find ways to enhance itself. Read more on how personal transporters may play a crucial part of effective security in the future.

On that note, I wish you all happy reading.



**Jeffrey Seah**  
Director  
Security Industry Institute



# VOICES

What do you think are two skills that a campus security officer should possess?

“ Should be polite and helpful as well as courteous but firm. ”

*Peter Ganesan*

“ Ought to be able to converse with the students effortlessly and be knowledgeable in terms job functions. ”

*Asnah*

“ Must be alert to deter any breach in security and be able to respond quickly to situations. ”

*Anand*

“ Have to be able to communicate effectively when dealing with people and should possess a bearing that is firm as he/she is usually the first point of contact with the public. ”

*Chua Peng Huat*

“ Must be familiar with the building plans to facilitate evacuation and able to execute instructions given by the superior. ”

*Mohd Aly*



### 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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# SECURITY ON HOT WHEELS: SEGWAY PERSONAL TRANSPORTERS LEAD THE WAY



The SII Alumni Interest Group (SAIG) collaborated with Gogreen Holdings Pte Ltd, the exclusive distributor of Segway products in Singapore, to organise an eco-friendly activity for some 30 management and executive personnel of 13 security agencies and corporate partners at Sentosa Island on 29 May.

Segway, which has established itself as the leader in the emerging small electric vehicle space, works with security, commercial and municipal organisations to harness the benefits of zero-emission personal transportation that increases productivity without compromising existing infrastructure. Particularly, the Segway Personal Transporter is the world's leading personal transportation solution for the police and security markets, with deployments in police departments and public safety organizations across the world.

Mr Jeffrey Seah, Director of SII, got the ball rolling with an opening address. Later, participants got to learn of the benefits of using a Segway Personal Transporter from Mr Michael Tan, Managing Director of Gogreen Holdings. On behalf of the security team who has already put many transporters in action, Mr Shawal Ahmad (Executive) of Sentosa Leisure Management Pte Ltd then continued with real life accounts of how Segways have been used to improve security officers' response time, coverage and visibility in carrying out their patrolling duties.

Afterwards, participants had the opportunity to hop on and try out the Segway Personal Transporters themselves. Whizzing around in a secure circuit, they got to ride the two-wheeled vehicle first on a training ground and later through an exhilarating trial consisting of twists, turns and inclined slopes.

Besides introducing members to new methods of enhancing the efficiency and productivity of their security team in relaxed and educational manner, the event also presented a good platform for networking and building of closer working ties between the various industry partners.



# CAMPUS SECURITY

Donald Thaver (ICPS-Security) holds the position of Assistant Head of Security Operations at Temasek Polytechnic (TP). Having turned 70 earlier this year, Donald has one thing in common with the body of lively, energetic students in the institution. Like them, he is still on a journey to learn.

Donald has been in the security industry for nearly 30 years, and has been involved with campus security for most of his career. Transitioning from Ngee Ann Polytechnic to Singapore Polytechnic, he eventually landed in Temasek Polytechnic after a chance meeting with the school's founding principal, Dr Varaprasad, nearly 20 years ago.

Back then, the face of security was beginning to evolve and the industry needed people equipped with knowledge in technology. "Dr Varaprasad asked me if I knew how to operate a computer and I said 'no'. But, I was willing to learn," says Donald.

At 50 years old, most of his surrounding peers were beginning to take a step back with their careers. Instead, he began leaping forward by attending computer workshops and a slew of other courses. His cubicle walls are now adorned with framed certificates- a testament to his approach towards life-long learning. Donald, who knew absolutely nothing about computers when he started, has even self-taught himself to do basic coding and programming for security software at his workplace.

**“It all came out after the age of 50. It's not true when people say 50 is too late to learn. I'm still learning. I'm enthusiastic about learning. I took the trouble to learn and knew nuts about the computer when I came. When I came to TP, I grew to love and enjoy what I did.”**

A typical day for Donald means arriving at campus at 7am where the morning quiet gives him time to be with himself. He replies to emails and later checks on security staff for absentees. As the Assistant Head of Security, Donald manages and guides the security officers in the campus. But his influence and presence extend beyond the department he handles; also playing the role of a mentor to the students, students come to him for help and advice which Donald says he greatly welcomes. "I love being here because it means working with kids whom I treat like my own. I'm not a trained counselor, but I try to educate them on the niceties of life. I'm basically a father or grandfather to these children."

Nearly two decades into his job, Donald still treats each day as a challenge and approaches them with the same spirit. With thousands of students, staff and guests in the campus constantly on the move, it is up to Donald and his men to anticipate their intent. One way he does so is through predictive profiling, a method of threat assessment based on observing a person's body language, behavior or situation. Donald finds the subject fascinating and enthuses about using it.

Another aspect of security which many may not know about is that security also entails service. Whether in a campus or in any other organisation for that matter, part and parcel of being a security officer is about upholding or enhancing the level of customer satisfaction. These behind-the-scenes work make security a multi-faceted job, and one which Donald has adapted to and grown to love. He stresses that while procedures and protocols are indispensable to being a good security officer, the key to being a great one ultimately hinges on having the right attitude.

**“This is what it's about when you're in a job. The people who encouraged and talked to me told me that if security was what I wanted to do, do it and be the best. It's about your attitude. If your attitude is wrong, you can forget about any job. You must have the inclination to learn and want to be better.”**

Donald enjoys what he does now, but his sentiments were different in the beginning. If you look harder, you might realise that he was the lanky lead guitarist for acclaimed local 60s band 'Sonny Bala & The Moonglows'. When he went into the security line, the job was purely a means to an end for his young family which needed supporting. Going in with eyes wide open, he saw many things wrong with the industry- one of which was realising that security officers were not respected people in the business.

Over the years, he has tried to change the concept of security, but recognises the preconceived notion is hard to shake. However, he admits the way security is perceived has also much to do with the people within the industry itself. "The fault doesn't lie entirely on the other side," he says. Explaining that most security personnel themselves give off the impression that their job is not one to be taken seriously, he says there is little wonder why the officers have such a bad name. Donald also mentions the need for security companies to be regulated for staff poaching and standards must be set in terms of picking the right person for the job.

**“If you are looking at security as a whole and if you want to further the industry, I think these matters must be looked at in a different light. Security has quite a way to go before it reaches the stage where people will say yes, we need security and acknowledge that our guys are crucial to an organisation's safety. It can be done but will take some time, he says.”**

continued >>>







Donald, who is proof that age and trade are no barriers to learning and improving, wishes he was young again just so he can study more. He does not regret his choice as a musician because music is his passion, but he has grown to understand the value of knowledge. "I've been here at TP for so long but I still want to learn. I love to learn new things. Right now I'm involved with a survey with the Centre for Aging studies, and they've given me things to do that I never thought I'd do!"

For the man who has been in the security industry for three decades, he accepts that he has a few good years left to give back what he can to society. Donald looks forward giving back to the profession either as a consultant, motivational speaker or trainer when he retires. He is an Advanced Certificate in Training and Assessment (ACTA)-qualified trainer and assessor, and would like to continue training. He desires to continue working to keep his mind and body active, alert and engaged.

Smiling, Donald says: "It's been a good journey, I'm very fortunate to have good friends who have assisted me in many ways. I'm grateful for what Temasek Polytechnic has given me, and I will draw out gracefully and take some time out to smell the roses."

# CALENDAR OF EVENTS

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

## JULY 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

## AUGUST 2014

- Job Preparation Exercise with various companies
- Security Industry Talk - 3<sup>rd</sup> Thursday of the month, 9.30am @ SII
- Home Team Career Fair For Full-Time National Servicemen
- Security Industry Conference 2014
- Security Master Class 2014

## SEPTEMBER 2014

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

## OCTOBER 2014

- Job Preparation Exercise with various companies
- Security Industry Talk - 3<sup>rd</sup> Thursday of the month, 9.30am @ SII
- Service Excellence Workshop Day with Training Vision Institute

## NOVEMBER 2014

- Job Preparation Exercise with various companies
- Security Industry Talk - 3<sup>rd</sup> Thursday of the month, 9.30am @ SII
- SII Alumni Interest Group Talk/Visit To Security Places
- SII Moving Office To WDA's Life-Long Institute

## DECEMBER 2014

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

# 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)

## Module Fees

	Singaporeans & Permanent Residents Module Fees (include GST)	Non-Singaporeans Module Fees (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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