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THE SECURITY TIMES

A publication by the Security Industry Institute

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Meetings • Incentives • Conventions • Exhibitions

Suntec Convention Centre's Security Officers provide insights about their duties and what drives their passion for the job.

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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Jeffrey Seah
Director
Security Industry Institute

As we're making progress toward the last two quarters of 2012, new agendas and goals are being fulfilled with past achievements in mind. Although SII has always managed to meet her set key performance indicators in the areas of training and placement numbers every year, we are constantly trying to do more and do it better. Nothing beats the sense of satisfaction which our officers experience when witnessing jobseekers regain a new sense of hope and happiness through re-training and a new job. It is indeed gratifying for all of us at SII knowing that we have contributed a small part in that particular sense of achievement and help transform lives.

From providing information on job placements at Hougang Job Hub's career fair in April 2012 to encouraging the public to aspire to greater heights through our WSQ Security courses at the MENDAKI Learning Festival in June 2012, SII has reached out to thousands of jobseekers and unemployed since its inception in 2007.

Our feature article also showcases two cases of MICE security personnel from Suntec Convention Centre. They both represent the very essence of the security function which is to safeguard people's lives and properties which all started from these two officers' willingness to take the first steps to go back to the classroom to learn and upgrade their skills.

With that, I wish you all a happy read.

Voices

Do you think a security officer should regularly attend skill-upgrading courses?



Yes, beneficial to both him and industry.

Mr Haniffa Bin Osman

Yes, the threat to security is always changing and evolving. Security officer should attend skill-upgrading course to improve themselves.

Mr Mohd Rafi

Yes, upgrading increase their value and also increase their pay. Different skill helps them handle different type of incident and case.

Mr Ng

Yes! They should attend to up-grade themselves.

Mr Terrance Yang

Yes, regular update of the skill set.

Mr Andy Kwok

Hougang Job Hub - Career fair 2012

Hougang residents can now conveniently seek jobs with the newly opened Hougang Job Hub, which held its first career fair, on 14 April 2012.

With almost nine months of planning and over 300 job vacancies, the aim of the job hub is to not only meet the residents' needs, but to also offer jobs that are located within 30 minutes of travel from the job seekers' homes to their workplaces.

The Security Industry Institute (SII), participated in the career fair and provided visitors with information on their WSQ Security training courses, as well as job placements for interested participants.

SII's determination and efforts paid off with over 40 enquires from the visitors during the career fair. In addition, several candidates looking for security positions requested to be placed with credible potential employers.



MENDAKI Learning Festival 2012



Participants from all walks of life were invited to join the MENDAKI Learning Festival 2012, which took place at the Singapore Expo Hall 5B from 15 to 17 June 2012. The festival was part of MENDAKI Social Enterprise Network Singapore Pte Ltd (SENSE), a business arm of Yayasan MENDAKI that enhances the competitiveness and confidence of both students and workers through training, career services and education services.

The objective of the festival was not only to celebrate MENDAKI's 30th anniversary, but also to encourage the public to reach for new heights and ambitions in the community with the slogan, "Wonder. Discover. Aspire". In addition to seminars, try-out skills sessions, live shows, booths from training institutions offering training courses in various industries were set up to share the benefits of skills upgrading and lifelong learning. Never the one to shy away in aiding such a good cause, the Security Industry Institute (SII) was one of the participating training institutions in the Mendaki Learning Festival 2012 and provided visitors with information on their WSQ Security courses, as well as career services to the participants seeking a job position in the security industry.

SII's efforts proved to be a great success with over 300 enquires, together with a distribution of about 400 brochures, over the course of the three days.



M.I.C.E. Security

Contrary to what most people think, a day in the life of a Meetings Incentives Conferences Exhibitions (MICE) security officer is hardly similar to a security officer working in a shopping mall. Not only are they distinct in terms of work environment, their scope of responsibilities and duties differ as well, as what Mr Tan Jeck Jong, Assistant Security Supervisor at Suntec Singapore International Convention & Exhibition Services Pte Ltd (SSICES) has learnt in his 17 years of working at SSICES.

As Assistant Security Supervisor, he has to assist the Team Supervisor in managing the security officers, conducting operation briefings, ensuring the security of the building, the safety of clients and the delegates participating in the events, especially in cases of emergency or when the need arises.

Mr Tan will usually kick start his day with a team briefing session whereby he will allocate work and brief his team members on the current or upcoming events for their preparation. This is all done before work officially starts at 9am and that is when he will oversee the daily operations of his team.

Mr Tan also noted that MICE security can be more challenging as compared to other types of security; as convention centres such as Suntec Convention Centre, Marina Bay Sands, Singapore Expo and the Singapore Conference Hall usually hold many international conferences and exhibitions that involve delegates from all over the world.

"Security job can be both physically and mentally demanding," Mr Tan acknowledged that he and his colleagues must always be on high alert in case of unforeseen situations and emergencies. There are many ways to be vigilant on the job. One of which is to attend upgrading courses such as the ones offered by the Security Industry Institute (SII) which better prepares him for the various security incidents on the ground.

"We need to advance our skills from time to time through courses that can help us to be more equipped. That way we gain more knowledge and are able to handle any emergency situations" said Mr Tan.

Even with the long gruelling working hours involved with MICE security, work is done out of sheer responsibility and pure passion. Mr Boey Zakaria, Head of Department for the Security and Fire Safety Department, certainly agreed to that.

Coming from a uniform background and having served his National Service, Mr Boey Zakaria realised that contributing to the nation's security was his calling and thus became his passion, which led him to choose a career in MICE security.

A typical day for him goes like this: He clocks in and starts checking in with the night shift supervisor for any night occurrences. Next, he conducts briefing with the morning shift officers and proceeds to administrative work. If there is a mega event, he is also responsible for drawing out a detailed preparation plan, in which he may need to request police officers on stand-by or security agencies to provide more back-up manpower, depending on the situation. When the convention centre plays host to larger scale events, such as the COMEX Show and the IT Show, it is common to have more than 100 security officers on duty to ensure security of the area and for better crowd control.

Leading a team of security officers Mr Boey Zakaria understands the importance of advancing his knowledge and skills as it helps him to do his job better, especially since the security function is an integral part of Suntec's corporate values.

"Anyone can become a MICE security officer. However, he must have the drive as well as willingness to meet and serve people from all walks of life as MICE security officers need to be customer-oriented to handle different types of event ranging from corporate meetings to media launches to national events," Mr Boey Zakaria advised those who are interested in getting into the field of MICE security. "Most importantly, a good security officer must have passion in what he/she is doing," he added.

SII would like to acknowledge and thank Suntec Convention Centre for their time and contribution in participating in the production of this article.



“ Anyone can become a MICE security officer. However, he must have the drive as well as willingness to meet and serve people from all walks of life... ”

- Mr Boey Zakaria

“ We need to advance our skills from time to time through courses that can help us to be more equipped. That way we gain more knowledge and are able to handle any emergency situations. ”

- Mr Tan Jeck Jong



Calendar of Events

2012

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

07
July

- Security Career Preview at SCDF Education Roadshow

- Job Preparation Exercise with various companies

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

08
August

- Security Career Preview at Training Vision Roadshow

- Job Preparation Exercise with various companies

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

09
September

- Security Career Preview in the Meetings, Incentives, Conventions and Exhibitions Industry

- Brisk Walking Wellness Workshop (SAIG Activity)

- Job Preparation Exercise with various companies

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

10
October

- Security Industry Conference 2012

- Security Master Class 2012

- Educational Visit to Security Centres (SAIG Activity)

- Job Preparation Exercise with various companies

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

11
November

- 2nd Security Industry Institute 6-A-Side Soccer Tournament

- Job Preparation Exercise with various companies

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

12
December

- Job Preparation Exercise with various companies

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

Security Training Programmes

Some of the security training modules offered at SII have been revised. Please note that the revised modules below will take effect from **1st October 2012**. For any information on modules being offered till 31st September 2012, please visit SII website at www.sii.edu.sg, call us at our hotline **6225 5744** or email us at sii@tp.edu.sg

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