

## ADVANCED CERTIFICATE IN SECURITY MANAGEMENT

*For Security Team Leaders  
and Managers*

**19 - 21 MAY 2013  
RADISSON BLU  
DUBAI DEIRA CREEK  
UNITED ARAB EMIRATES**



**SPECIAL BONUS!**  
*A comprehensively tested  
Training Manual to guide you  
when you return to work.*

### COURSE OVERVIEW



The Advanced Certificate in Security Management training program can be delivered on site or in a training room with numerous scenario and practical assignments to be completed. This program is an internationally recognized qualification by both, higher learning Institution and Government.



Our training program uses tested and true methods, advanced technology combined with relevant practical experience, train your staff on best practices in security, recognise potential threats and equip them, if necessary, to respond to security risk situations.



We deliver some of the most comprehensive and professional (fully accredited) Security courses available. Students will receive face to face trainer led theory classes, and practical sessions involving small groups and individual activities.



We use the Problem Based Learning (PBL) concept on the last session of each day. This concept requires officers to be provided with a security problem and then they demonstrate how they would deal with that problem whilst being guided by an instructor.



Our aim is to train highly motivated and professional security managers & leaders to a standard which far exceeds requirements.

“ **Amateurs train until  
they get it right,  
Professionals train until  
they cannot get it wrong** ”

The Advanced Certificate in Security Management course is designed and delivered for any industry where there is a potential risk to their employees or infrastructure from internal and external threats.

#### TESTIMONIALS

“One of the best trainings I have attended. Workshop arrangement was outstanding & the instructor Mr. Adrian is very knowledgeable.”  
- *Ali Hassan Baaqeel, Emergency Coordinator, Petro Rabigh*

“I found the presentation of this course as being one of the best I have attended thus far. This course gives you the tools to save lives.”  
- *Gert Ferreira, Deputy Regional Operations Manager, CRM international*

“I am impressed by how simple & effective the course was. The instructor has exceeded my expectations. I would attend & recommend more courses with 360 BSI.”  
- *Abdulla Hassan Al-Thawadi, Production Engineer, Tatweer Petroleum*

### YOUR INTERNATIONAL COURSE FACILITATOR



**Adrian Francis**  
*Dip.Sec.Man., Grad.Cert.Man., Dip.Gov.Inv.*  
**Director of Training/  
Chief Instructor**  
Australian School of  
Security & Investigations

Adrian Francis has a long career in law enforcement, investigations and security intelligence. Extensive experience in specialist covert intelligence gathering operations coupled with over 25 years experience as a senior criminal and corporate investigator has given Adrian the background knowledge and hands on experience to ensure that Delegates receive only the most up to date and professional training available.

#### PROFILE

• Consultant for government and private sector on investigator training and development • New South Wales Police Rescue Squad Course • Drug Enforcement Agency Crime Scene Investigators • Australian Federal Police Surveillance Detective • Advanced Certificate in Criminal Investigations • Arson Investigators Certificate • Advanced Diploma in Risk Management • Certificate IV in Government (Fraud Control & Investigations)

- 1 Over 25 years experience as an Investigator in both law enforcement and general investigation environment.
- 2 Extensive experience in investigations targeting all levels of crime.
- 3 Accredited trainer and Director of Registered Training Organization with strong background in investigator training and risk management.
- 4 Key skills in technical based investigations, evidentiary, identification, evaluation, deployment of restricted surveillance and security equipment including GPS and RF tracking equipment and other related equipments.
- 5 Consultant for corporate clients for risk management, security procedures, surveillance, investigation techniques local and international.
- 6 Extensive knowledge and experience in investigation of crime and serious corruption in the Government & Organizations.
- 7 Promote, contribute and instruct in safe working practices (OH&S)
- 8 Check and evaluate all briefs of evidence where specialist investigative services are involved.

## COURSE CONTENT

ALL SESSIONS WILL BE THEORY AND PRACTICAL BASED

### DAY1 MANAGEMENT TECHNIQUES IN A SECURITY ENVIRONMENT

- **How do we manage people**  
The problems security supervisors face  
Working with diverse nationalities and cultures  
Time management  
Project Management for Security Teams
- **Leading Security Teams**  
How to lead a security team  
Effective Communications  
Effective Teamwork
- **Manage conflict within your security teams**  
Dealing with difficult people  
Verbal judo  
Management of Aggressive Behaviour  
Dismissal procedures
- **How to plan and Prepare Training Sessions**  
Identifying Training Needs  
How to write a Training Course  
Presenting a Training Course  
Problem Based Learning

### DAY2 COMMUNICATION & WORKING EFFECTIVELY WITH SENIOR MANAGEMENT

- **Communicating with Management**  
Effective budgeting  
Human Resources Liaison  
Proper Resourcing  
How to conduct effective briefings and de-briefs
- **Radio Communications Management**  
Identifying Best Practice  
Radio Terminology  
Equipment reviews  
Management of Multi Department Responses  
Repeaters and Channel allocation
- **Security Report Writing**  
Gathering the information you need  
Verifying information  
Interview Skills  
Using the correct format  
Report writing Instruction Techniques

### DAY3 MANAGEMENT IN CRISIS SITUATIONS

- **Maintain the security of your environment**  
Knowing your environment  
Spot Checks & Maintenance Schedules  
Inter Company relations  
Intelligence Gathering  
Keeping up to date with Technology
- **Management Liaison during Crisis Situations**  
What is a crisis  
Managing the Media/Press  
Leading the way  
Terrorism threats  
Environmental concerns
- **Determine a response to a security risk situation**  
Preparing for a Response  
Radio Compatibility
- **Provide safety for persons at risk**  
How do we protect our people  
Personal safety equipment  
Communications



## WHY YOU CANNOT MISS THIS EVENT

360 BSI recognizes that there is a significant gap that occurs between training delivery and successful implementation. Training should also bridge the gap to build capability to achieve and successfully implement strategic goals.

You will:

- explore some new management strategies in the security environment
- be able emphasize on the importance in communication and teamwork
- establish the difference in 'DO' and 'DON'T', secrecy & confidentiality of your organization
- be able to understand and examine the needs of your security team, their advantage and short-comings
- learn how to identify your security team training needs, write and deliver a security training course
- understand how to set priority in communication and writing reports, internally and externally (media and peers)
- discover best practices in time management, team management and project management



## WHO SHOULD ATTEND

- Security Professionals, Heads, Managers
- Building Managers & Owners
- Risk Management specialists
- Plant Security Head, Managers, Incharge
- Facility Managers
- Emergency Response Team
- Former and serving police investigators
- Investigation officers & others

## COURSE SCHEDULE

8.00	Registration & Coffee/Tea
8.30	Workshop commences
10.30 - 11.00	Morning coffee/tea
12.30 - 13.30	Lunch
14.30 - 15.00	Afternoon coffee/tea
16.30	End of day

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# REGISTRATION FORM

Fax: +603 9205 7788

Tel: +603 9205 7770

Mobile: +6016 3328 360

Email: samsudin@360bsi.com



## DELEGATES

1 Name : \_\_\_\_\_  
Name on tag: \_\_\_\_\_  
Job Title : \_\_\_\_\_  
Email : \_\_\_\_\_  
Mobile : \_\_\_\_\_

2 Name : \_\_\_\_\_  
Name on tag: \_\_\_\_\_  
Job Title : \_\_\_\_\_  
Email : \_\_\_\_\_  
Mobile : \_\_\_\_\_

3 Name : \_\_\_\_\_  
Name on tag: \_\_\_\_\_  
Job Title : \_\_\_\_\_  
Email : \_\_\_\_\_  
Mobile : \_\_\_\_\_

## AUTHORIZATION

(This form is invalid without a signature)

Name : \_\_\_\_\_  
Job Title : \_\_\_\_\_  
Email : \_\_\_\_\_  
Tel : ( ) \_\_\_\_\_  
Organization : \_\_\_\_\_  
Address : \_\_\_\_\_  
\_\_\_\_\_

Signature : \_\_\_\_\_ Date: / / \_\_\_\_\_

## THE CERTIFICATES

Participants will be awarded an academic Certificate, an Australian Nationally Accredited Statement of Attainment for the unit:

**CPP30411** Certificate III in Security Operations

Note:

Completion of this certified course will enable the candidate to pursue higher level qualifications, i.e.

1. Diploma program
2. Professional Security Intelligence Course (Australia)

## OTHER CERTIFIED PUBLIC COURSES

- Field Incident Commander
- Emergency Dispatch & Control Center Operations
- Investigations, Interviewing Techniques & Report Writing
- Advanced Covert Surveillance & Investigation
- Warehouse & Distribution Security
- Advanced Loss Prevention
- Root Cause Analysis

## Hotel Contact Details:

For Room Reservation, please contact us for corporate rates.  
Telephone: 00971 4 2057105 Fax: 00971 4 2234698  
E-mail: reservations.dxbza@radissonblu.com

Radisson BLU Hotel, Dubai Deira Creek  
Baniyas Road, P.O. Box 476, Dubai, UAE

## General Information:

- 1 Closing date for registration is 12th May 2013.
- 2 The fees cover lunch, tea breaks, materials and certificate.
- 3 Official confirmation will be sent, once registration has been received.
- 4 Participants will need to arrange their own accommodation.
- 5 Attire: Smart Casual

## Cancellations/Substitutions

Substitutions are welcome at any time. Please notify us at least 2 working days prior to the event. All cancellations will carry a 10% cancellation fee, once a registration form is received. All cancellations must be in writing by fax or email at least 2 weeks before the event date. Cancellations with less than 2 weeks prior to the event date carry a 100% liability. However, course materials will still be couriered to you.

**Thank you for your registration!**

## COURSE FEES (please tick as appropriate)

- USD 2,695** per delegate
- USD 6,600** - Special for Group of 3
- USD 10,000** - Special for Group of 5

The fee does not include any taxes (withholding or otherwise). In case of any taxes applicable the client has to ensure that the taxes are paid on top of the investment fee paid for the course. Compliance with the local tax laws is the responsibility of the client.

\* Save up to 50% for In-house Training program

## PAYMENT DETAILS

Payment is required within 5 days upon receipt of the invoice.

**Bank transfer:**

**360 INTERNATIONAL LIMITED**  
**Standard Chartered Bank**  
**P.O.Box – 999 Al Fardan Building,**  
**Al Mankhool Area, Bur Dubai, Dubai, U.A.E**  
**Account No: 02-2077311-01 USD**  
**Swift No: SCBLAEADXXX**  
**IBAN No: AE920440000102207731101**

All payments must be received prior to the event date