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COURSE BROCHURE

Advanced Security Officer Professional Development Training Course

19 – 30 April 2027
Vienna

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Registered in the United Kingdom and Saudi Arabia

Advanced Security Officer Professional Development Training Course

Ref: 507_18742 **Date:** 19 – 30 April 2027 **Location:** Vienna **Fees:** 10600 GBP

Security Officer Professional Development is an advanced 2-week training course for experienced security officers, team leaders and shift supervisors raising their own practice and their post, ending with a Professional Development and Post Orders Review. Officers now meet the public, contractors and emergencies in the same shift, and clients judge a whole security service by how one officer behaves. Jupiter Prime Training runs this course for officers ready to lead by example.

Why Security Officer Professional Development Matters Now

Three forces shape the security officer role today: clients who expect a visible, courteous presence that still deters and detects, technology at the post such as video, access readers and incident apps that officers must use confidently, and closer scrutiny of how officers use their legal powers and handle conflict. A service whose officers observe sharply, report accurately and de-escalate calmly protects people and reputation, while one whose officers improvise invites complaints, injuries and liability. The course draws on the competence and conduct expectations of ISO 18788 for security operations and on conflict management models such as the de-escalation continuum.

Who Gains Most from Security Officer Professional Development

- Experienced officers who hold key posts such as main gates, control points and reception desks
- Team leaders who brief, coach and check officers during each shift
- Shift supervisors who respond to incidents and sign off occurrence reports
- Mobile patrol officers who cover large sites, car parks and perimeters
- Officers moving into training or mentoring roles for new recruits

A contract security team that sends a shift supervisor, a team leader and two senior officers from the same site together gains most, because they can rewrite that site's post orders and briefing routine with one shared standard.

Security Officer Professional Development Capabilities

Participants move from completing duties by habit to performing each one with judgement they can explain to a supervisor, client or investigator.

- Apply structured patrol and observation techniques to spot unusual activity — supervisors deciding when to escalate
- Build clear incident and occurrence reports that hold up to later scrutiny — managers, clients and investigators
- Test de-escalation and conflict management methods in realistic scenarios — keeping the public and officers safe
- Specify access control checks for visitors, vehicles and deliveries at the post — site managers protecting restricted areas
- Communicate professionally with the public, staff and emergency services — client satisfaction and service reputation
- Design a personal development plan linked to the competence expected of the role — line managers planning progression

Key Security Officer Professional Development Terms

- Post orders — site-specific written instructions setting out an officer's duties, authority and actions at a given post.
- Occurrence book — the running log of events, checks and handovers kept at a post throughout each shift.
- De-escalation — verbal and non-verbal techniques that lower tension and reduce the chance of a confrontation turning physical.
- Use of force continuum — a graded scale of responses guiding officers to use only the force that a situation reasonably requires.
- Dynamic risk assessment — the continuous judgement an officer makes on scene as conditions change during an incident.
- Handover briefing — the structured exchange of information between outgoing and incoming officers at shift change.

Security Officer Professional Development Day by Day

Day 1: The Modern Security Officer Role

- Role Profile of the Professional Officer — Defining Duties, Authority and Conduct
- Client Expectations of Security Services — Balancing Deterrence and Courtesy
- ISO 18788 Competence Expectations — Linking Training to Performance
- Personal Strengths Review — Setting Development Priorities
- Codes of Conduct and Ethics — Guiding Behaviour Under Pressure

Day 2: Patrolling and Observation

- Patrol Planning and Route Variation — Avoiding Predictable Patterns
- Observation Techniques and Baseline Behaviour — Spotting What Looks Wrong
- Suspicious Item and Vehicle Recognition — Deciding When to Isolate
- Perimeter and Car Park Checks — Detecting Breaches Early
- Technology at the Post — Using Video, Readers and Incident Apps

Day 3: Access Control at the Post

- Identity Verification Methods — Confirming Visitors and Contractors
- Vehicle and Delivery Search Procedures — Finding Prohibited Items Safely
- Pass and Key Control — Preventing Misuse of Credentials
- Tailgating and Social Engineering Tactics — Refusing Entry Politely
- Restricted Area Escort Rules — Supervising Sensitive Visits

Day 4: Communication and Customer-Facing Security

- Professional Greeting and Presence — Shaping First Impressions
- Radio Discipline and Phonetic Alphabet — Keeping Messages Clear
- Handling Complaints at the Post — Resolving Issues Before Escalation
- Assisting Vulnerable Visitors — Responding With Care and Respect
- Working With Diverse Audiences — Communicating Across Cultures and Languages

Day 5: Conflict Management

- Conflict Escalation Indicators — Reading Early Warning Signs
- Verbal De-Escalation Techniques — Calming Angry Individuals
- Positioning and Personal Space — Staying Safe During Confrontation
- Use of Force Continuum — Choosing Proportionate Responses
- Post-Incident Debriefs — Supporting Officers After Conflict

Day 6: Legal Powers and Responsibilities

- Officer Powers and Their Limits — Acting Within Lawful Authority
- Detention and Handover to Police — Following Correct Procedure
- Search Consent and Refusal — Respecting Individual Rights
- Privacy in Surveillance and Records — Handling Personal Data Properly
- Liability and Duty of Care — Avoiding Harm to Others

Day 7: Incident and Emergency Response

- Dynamic Risk Assessment on Scene — Judging Changing Conditions
- Fire Alarm and Evacuation Roles — Guiding People to Safety
- Medical Emergency First Response — Summoning Help and Protecting Casualties
- Bomb Threat and Suspicious Package Procedures — Following Agreed Steps
- Lockdown and Invacuation Actions — Protecting Occupants From External Threats

Day 8: Reporting and Evidence

- Occurrence Book Standards — Recording Events Accurately
- Incident Report Writing — Producing Clear, Factual Accounts
- Witness Details and Statements — Capturing Information at the Scene
- Scene Preservation Basics — Protecting Evidence for Investigators
- Handover Briefings — Passing Information Between Shifts

Day 9: Leading by Example on Shift

- Shift Briefing Delivery — Setting Priorities for the Team
- Peer Coaching Techniques — Helping Colleagues Improve
- Fatigue and Wellbeing Awareness — Maintaining Alertness on Long Shifts
- Professional Appearance and Equipment Checks — Projecting Readiness
- Feedback From Clients and Supervisors — Turning Comments Into Action

Day 10: Practising the Professional Development and Post Orders Review

- Applying Patrol and Observation Methods — Reviewing a Chosen Post
- Applying Access Control Standards — Updating Post Instructions
- Applying Conflict and Emergency Procedures — Testing Post Readiness
- Applying Reporting Standards — Improving Occurrence Records
- Professional Development and Post Orders Review — Setting Personal Goals and Post Changes

Applying Security Officer Professional Development After the Course

- Lead a review of the post orders at your own site with your supervisor, updating access control, patrol and emergency instructions that no longer match practice.
- Run a short shift briefing series on de-escalation and report writing for your team, using real occurrence book entries as examples.

Security Officer Professional Development Questions FAQ

What is security officer professional development and why does it matter now?

Security officer professional development raises an officer's skills in patrolling, access control, conflict management, reporting and emergency response. It matters now because clients judge a security service by each officer's conduct, and scrutiny of officer powers keeps increasing.

Which roles gain most from security officer professional development training?

Experienced security officers, team leaders and shift supervisors gain most from security officer professional development training, along with officers moving into mentoring roles.

How does security officer professional development differ from a security supervision course?

Security officer professional development focuses on the officer's own practice at the post: observation, access control, conflict and reporting. A security supervision course focuses on planning shifts, deploying teams and managing performance across a whole operation.

What do you bring back from security officer professional development training?

You bring back a Professional Development and Post Orders Review. It sets your personal development goals and records the changes your post instructions need.

Security Officer Professional Development: The Way Forward

The Professional Development and Post Orders Review first informs which post instructions a supervisor updates and which skills an officer works on next. Officers, team leaders and site managers use it to agree standards at each post. After the first month, revisit the goals against occurrence records, whether at a shopping centre or a hospital entrance, so development follows real incidents.