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COURSE BROCHURE

# Advanced Security Operations Supervision Training Course

5 – 16 July 2027
Vienna

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Registered in the United Kingdom and Saudi Arabia

# Advanced Security Operations Supervision Training Course

**Ref:** 536_19891 **Date:** 5 – 16 July 2027 **Location:** Vienna **Fees:** 10600 GBP

Security Operations Supervision is an advanced 2-week training course for security supervisors, control room leads and operations managers who plan shifts, deploy officers and command the first minutes of incidents, ending with a Security Operations Supervision Plan. Round-the-clock sites now depend on mixed in-house and contracted teams, busy control rooms and tight staffing budgets. Jupiter Prime Training offers this course to supervisors who carry a shift's results.

## Why Security Operations Supervision Matters Now

Three pressures shape security supervision today: rosters stretched by fatigue limits, absence and contractor turnover, control rooms that receive more alarms, camera feeds and calls than operators can handle unaided, and clients who measure security by response times and incident outcomes. An operation supervised well deploys officers where risk is highest, handles alarms consistently and learns from every shift, while one supervised badly leaves posts empty, misses alarms and repeats the same failures. The course draws on the operational planning and control requirements of ISO 18788 for security operations and on incident command principles of span of control and unified roles.

## Who Gains Most from Security Operations Supervision

- Shift supervisors who plan rosters, brief officers and cover absences
- Control room leads who manage alarm handling, camera monitoring and dispatch
- Operations managers who oversee several sites or contracts at once
- Contract managers who hold security providers to their service levels
- Duty managers who take command of incidents until senior support arrives

A site or contract operation that sends its shift supervisors and control room lead together gains most, because they can align deployment, alarm procedures and handover standards across every shift on the same roster.

## Security Operations Supervision Capabilities

Participants move from reacting shift by shift to running a supervised operation with clear deployment logic, measured performance and confident incident command.

- Design shift rosters and deployment plans that match officer numbers to risk by time and location — operations managers approving staffing
- Build briefing and debriefing routines that pass intelligence and lessons between shifts — officers acting on current information
- Specify control room procedures for alarm verification, prioritisation and dispatch — clients judging response times
- Calculate officer performance measures from patrol, response and audit data — supervisors coaching or correcting staff
- Apply incident command roles, span of control and escalation thresholds — duty managers handing over to senior commanders
- Assess contractor performance against service levels and agree remedies — procurement and client relationship leads

## Key Security Operations Supervision Terms

- Deployment plan — the allocation of officers, posts and patrols across a site by time of day according to assessed risk.
- Span of control — the number of officers or teams one supervisor can direct effectively during routine work or an incident.
- Alarm verification — confirming whether an alarm is genuine through cameras, sensors or officer checks before dispatching a response.
- Shift briefing — a short structured meeting at shift start covering threats, tasks, changes and safety points for officers.
- Service level agreement SLA — the contractual standards a security provider must meet, such as manning levels and response times.
- Incident log — a time-stamped record of every action, decision and message during an incident, used for review and evidence.

## Security Operations Supervision Day by Day

## Day 1: The Supervisor's Operating Picture

- Supervisor Role Profile — Defining Authority Between Officers and Managers
- Site Risk Profiles by Time and Location — Setting Deployment Priorities
- ISO 18788 Operational Control — Linking Supervision to the Management System
- Stakeholder Expectations of Security Operations — Reconciling Client and Operations Needs
- Operational Performance Baseline — Measuring the Current State

## Day 2: Shift Planning and Rostering

- Roster Design Patterns — Balancing Coverage, Fatigue and Cost
- Minimum Manning Levels — Deciding When Posts Cannot Be Left Empty
- Absence and Overtime Management — Filling Gaps Without Burnout
- Skills Matrices for Officers — Placing the Right People on Key Posts
- Roster Change Control — Recording and Approving Adjustments

## Day 3: Deployment and Patrol Supervision

- Deployment Plans by Risk Period — Moving Officers Where Threat Peaks
- Patrol Route Supervision — Checking Coverage With Tour Systems
- Post Inspection Routines — Verifying Readiness and Conduct
- Mobile Response Team Positioning — Shortening Response Times
- Special Event Deployment — Scaling Up for Busy Periods

## Day 4: Briefing, Debriefing and Handover

- Shift Briefing Structure — Delivering Threats, Tasks and Safety Points
- Debriefing After Incidents — Capturing Lessons While Fresh
- Handover Standards Between Shifts — Preventing Lost Information
- Intelligence Sharing With Officers — Turning Reports Into Actions
- Supervisor Logbooks — Recording Decisions and Instructions

## Day 5: Control Room Operations

- Control Room Roles and Layout — Organising Operators and Workstations
- Alarm Handling Procedures — Verifying, Prioritising and Closing Alarms
- Video Monitoring Discipline — Reducing Operator Fatigue and Missed Events
- Radio and Dispatch Protocols — Directing Officers Clearly
- Control Room Resilience — Maintaining Operations During System Failures

## Day 6: Monitoring Officer Performance

- Performance Indicators for Officers — Measuring Patrols, Responses and Reports
- Spot Checks and Mystery Visits — Testing Standards Objectively
- Coaching Conversations — Correcting Behaviour Constructively
- Recognition and Discipline Processes — Applying Fair Consequences
- Training Needs Analysis From Performance Data — Targeting Development

## Day 7: Incident Command for Supervisors

- Incident Command Roles — Assigning Commander, Operations and Communications
- Span of Control in Incidents — Organising Teams Under Pressure
- Escalation Thresholds — Deciding When to Call Senior Support
- Incident Logs and Decision Records — Supporting Later Review
- Handover to Emergency Services — Briefing Responders on Arrival

## Day 8: Managing Security Contractors

- Service Level Agreements for Guarding — Interpreting Contract Standards
- Contractor Performance Reports — Comparing Delivery Against Targets
- Joint Inspections With Providers — Resolving Shortfalls Early
- Penalty and Remedy Procedures — Applying Contract Terms Fairly
- Mixed In-House and Contracted Teams — Building One Operating Culture

## Day 9: Continuous Improvement of Operations

- Incident Trend Analysis — Spotting Repeated Failures
- After-Action Reviews — Turning Incidents Into Procedure Changes
- Operational Audits — Checking Supervision Against Standards
- Supervision Dashboards — Reporting Results to Managers
- Technology Upgrade Proposals — Making the Case for Better Tools

## Day 10: Practising the Security Operations Supervision Plan

- Applying Roster and Deployment Methods — Planning a Week for a Chosen Site
- Applying Control Room Procedures — Setting Alarm and Dispatch Standards
- Applying Performance Monitoring — Defining Officer Measures and Checks
- Applying Incident Command Roles — Assigning Escalation Responsibilities
- Security Operations Supervision Plan — Combining Rosters, Controls, Measures and Command

## Applying Security Operations Supervision After the Course

- Lead a review of one month's roster and deployment against incident times at your site, and propose officer moves to cover the highest-risk periods.
- Run a control room alarm handling audit, measuring verification and dispatch times, and agree improvements with the operations manager.

## Security Operations Supervision Questions FAQ

### What is security operations supervision and why does it matter now?

Security operations supervision is planning shifts, deploying officers, running control rooms and commanding first response so a security operation performs reliably. It matters now because stretched rosters and busy control rooms leave little margin for error.

### Which roles gain most from security operations supervision training?

Shift supervisors, control room leads and operations managers gain most from security operations supervision training, along with contract and duty managers.

### How does security operations supervision differ from a security officer development course?

Security operations supervision focuses on running a whole operation: rosters, deployment, control rooms, performance and incident command. A security officer development course focuses on an individual officer's skills at the post.

### What do you bring back from security operations supervision training?

You bring back a Security Operations Supervision Plan for a real site. It combines rosters, deployment, control room standards, officer measures and incident command roles.

## Security Operations Supervision: The Way Forward

The Security Operations Supervision Plan first informs how officers are deployed across the next roster period and which control room standards change. Supervisors, control room leads and operations managers use it to run shifts consistently. After the first month, revisit deployment against recorded incident times, whether at a hospital campus or a logistics park, so officers stand where risk actually falls.