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informatech CERTIFIED GLOBAL LEADERSHIP CONSULTANTS

SECURITY MANAGEMENT | COURSE

Certificate in Supervising Security Operations (CSSO)

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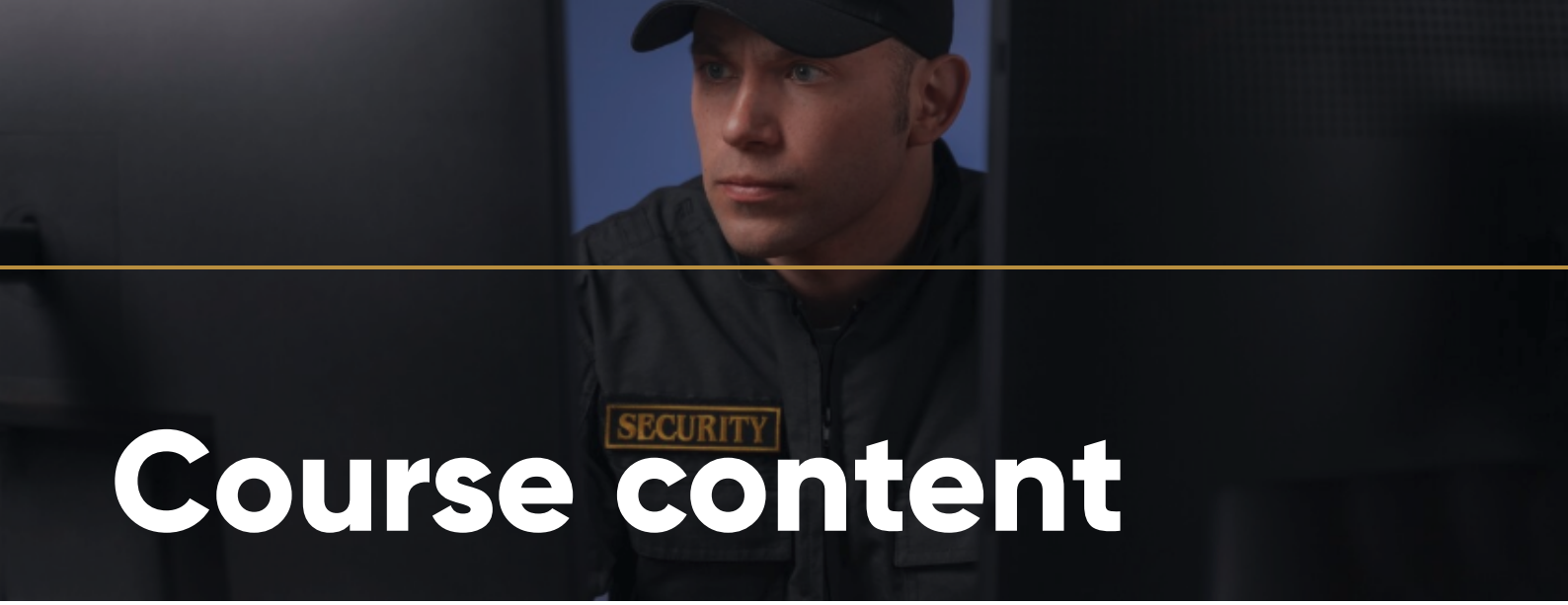


Course content

Why Attend

This course will provide security operatives, officers and managers with the fundamentals of conducting effective security operations.

It will address a wide variety of topics to enable all participants to understand and practice the skills required to carry out day-to-day security functions.

Participants will gain practical skills and techniques that can be implemented immediately back in to the workplace.

This course is highly interactive and includes group discussions, case studies and syndicate work. It also includes practical exercises that allow all participants to use the knowledge they gained to demonstrate their skills in conducting effective security operations.

By the end of the course, participants will be able to:

• Demonstrate and explain the skills and duties of a confident security officer

• Explain the relevant legislation/law that impacts the work of a security officer

• Explain the importance of emergency procedures within the workplace

• List the safety principles, procedures and policies, which are required within the workplace

• Apply good communication, customer care and negotiating skills

• Apply searching, patrolling and scene preservation skills

• Describe the use of access and egress control within the security officer role

Security officers, managers, team leaders and other individuals who require the skills and duties to perform or manage security roles within the workplace.

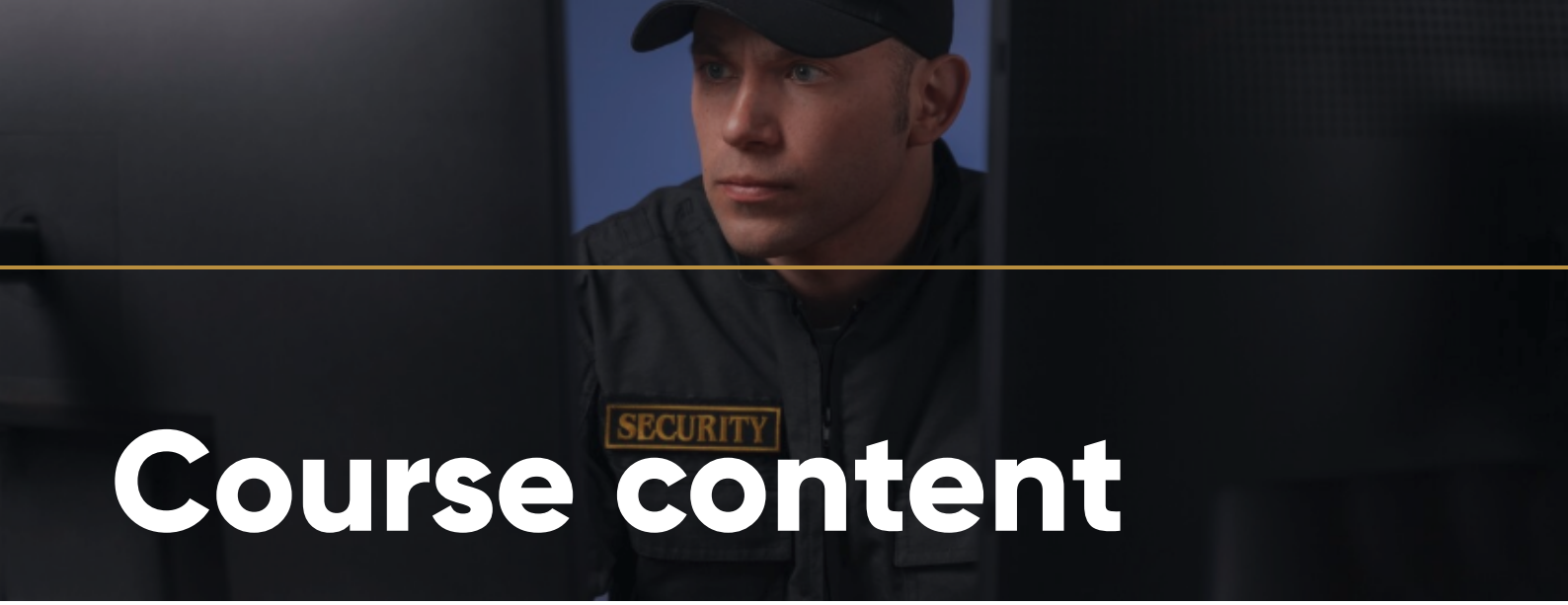
• Conducting risk assessment

• Managing physical security

• Access control systems management

• Patrolling

• Incident management



Course content

Why Attend

- Conflict resolution
- Security report writing

Course outline

Introduction to Supervising Security Operations

- Introduction
- What is Security?
- Customer Service
- The Structure of Law

Manned Security Operations

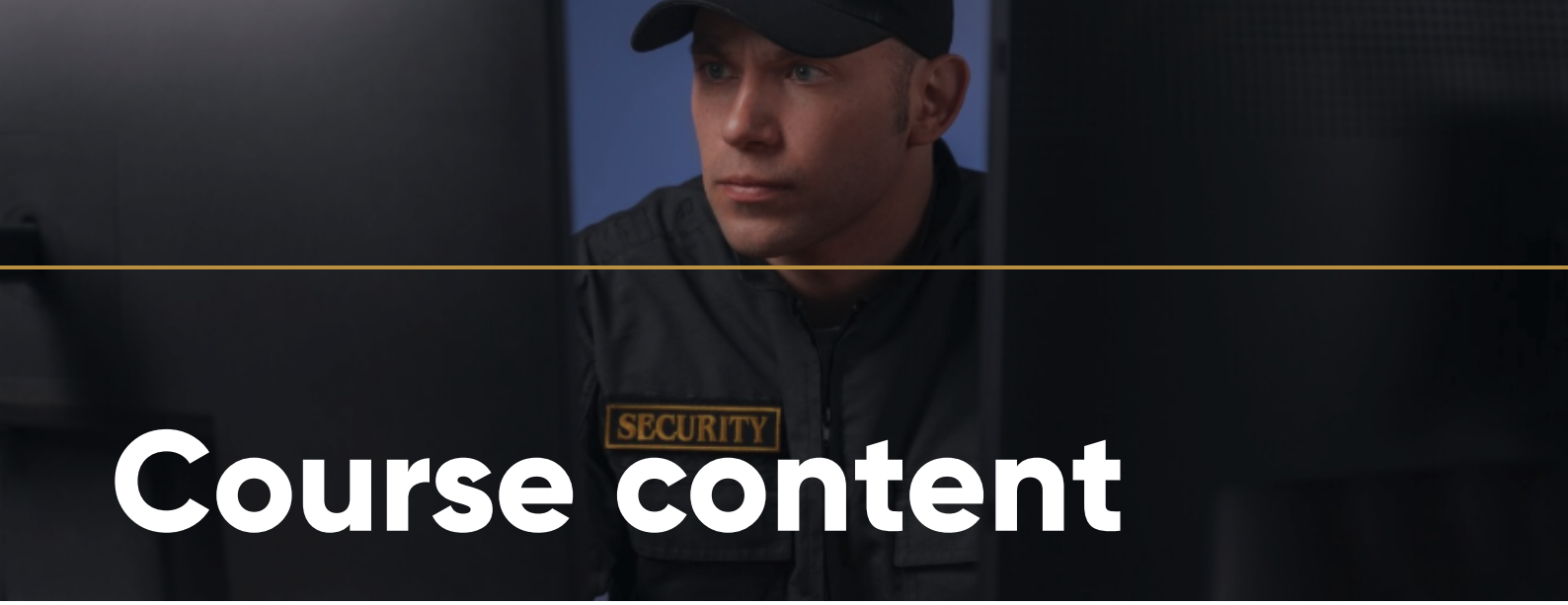
- Roles of a Security Officer
- Crime Identification
- Arrest Procedure
- Security Report Writing
- Investigations & Evidence

Physical Security Operations

- Patrolling
- Access & Egress Control
- Search Procedure

Systems Security Operations

- Technology & Systems



Course content

Course outline

- Close Circuit Television (CCTV)
- Surveillance

Safety and Emergency Response

- Health and Safety Awareness
- Risk, Threat and Vulnerability Assessments
- Principles of First Aid
- Fire Safety Awareness
- Emergency Response & Evacuation Procedures
- Incident Management

Communication Skills and Conflict Management

- Communication & Reporting Skills
- Introduction to Conflict management
- Preventing Conflict
- Managing Conflict
- Learning from Conflict

Physical Intervention and Use of Force

- Introduction to Physical Intervention
- Use of Force and the Law
- Disengagement Skills
- Escorting and Guiding Skills

Seminar dates

Available seminar dates

Live dates and pricing for Certificate in Supervising Security Operations (CSSO) generated from the course details page.

Date	Location	Format	Fee
3 - 7 August 2026	London - U.K	Classroom	**€4,200.-**
7 - 11 September 2026	Munich - Germany	Classroom	**€3,450.-**
12 - 16 October 2026	Barcelona - Spain	Classroom	**€3,850.-**
9 - 13 November 2026	Paris - France	Classroom	**€4,500.-**
14 - 18 December 2026	Frankfurt - Germany	Classroom	**€3,250.-**

Live online option	Online delivery is available at €1,850.-.