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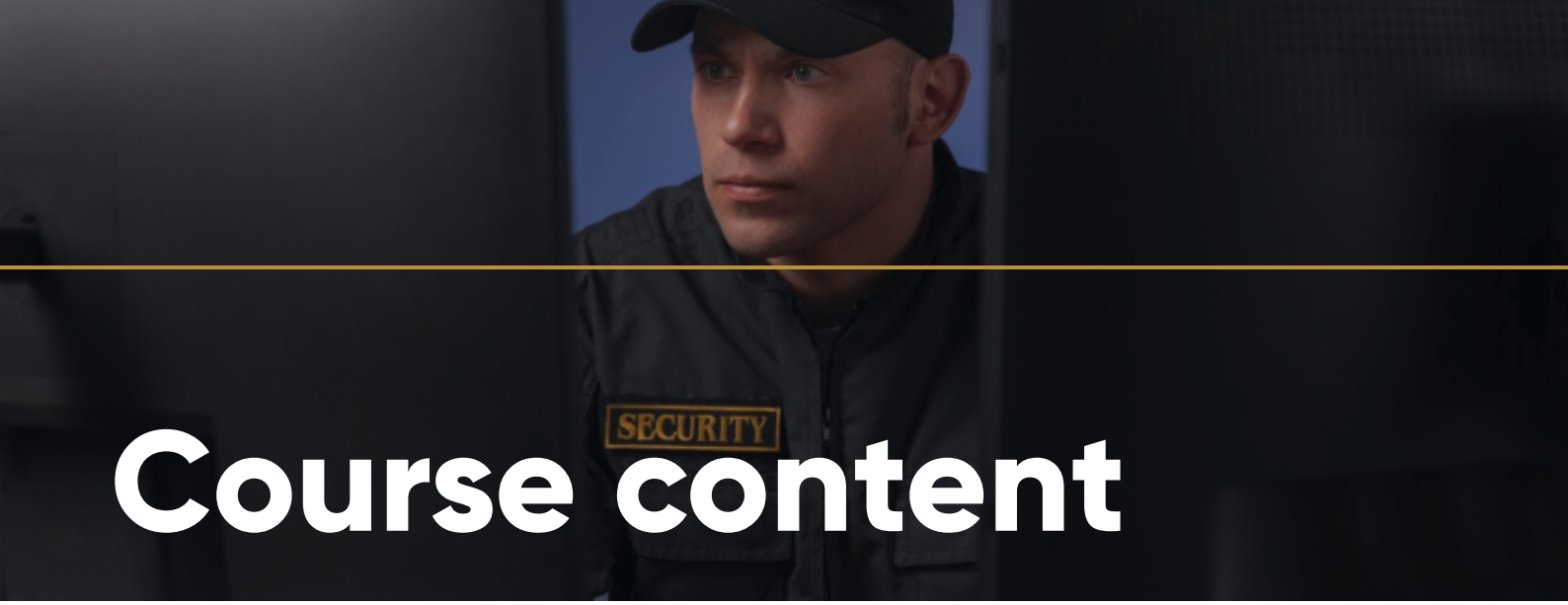
SECURITY MANAGEMENT | COURSE

# Certificate in Supervising Security Operations (CSSO)

**UK**
+44 33 000 111 90
info@informatech.co.uk
https://informatech.uk
63-66 Hatton Garden Hatton Garden
EC1N 8LE , London

**NL**
+31 85 74 444 46
info@infomatech.nl
https://infomatech.nl
Waarderweg 50 - 2031PB
Haarlem - Netherlands




# 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.

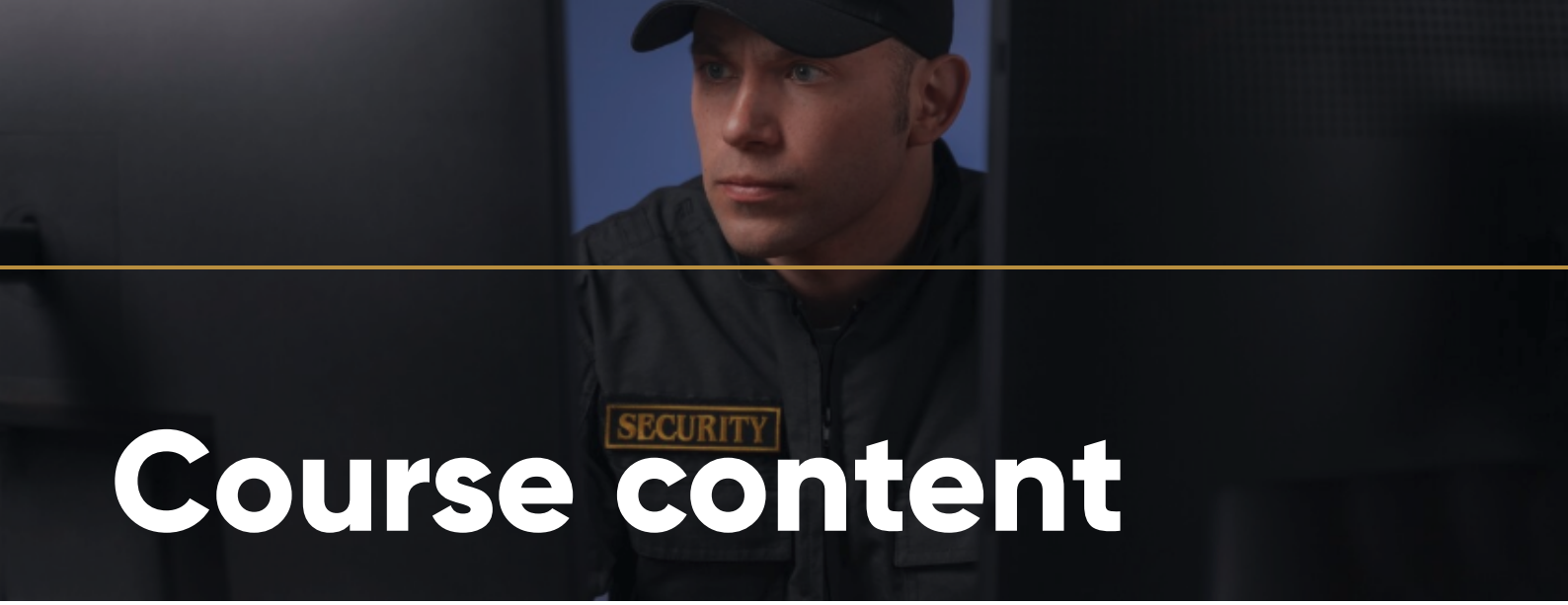
• Conducting risk assessment

• 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

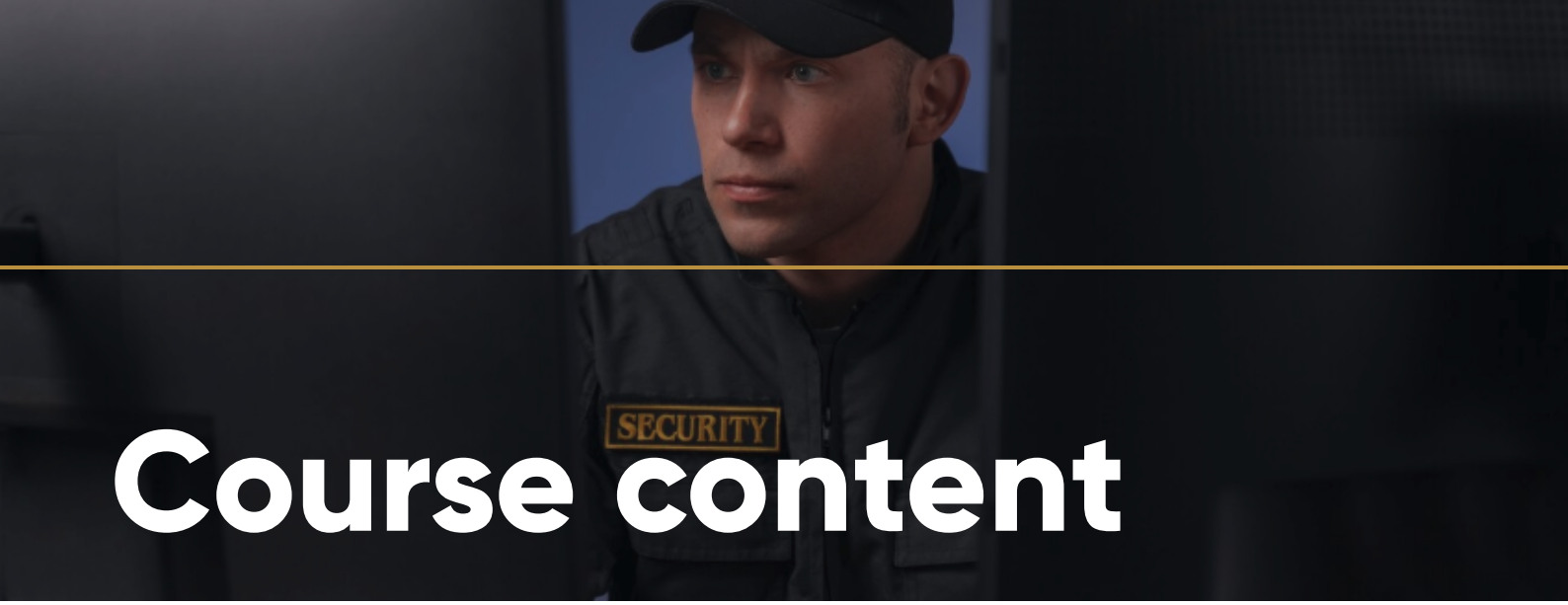
- Roles of a Security Officer
- Crime Identification
- Arrest Procedure
- Security Report Writing
- Investigations & Evidence

### 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.-. |