

**BASIC SECURITY TRAINING COURSE ACCREDITATION**  
**Guidelines for Accreditation Application**

**GENERAL INFORMATION**

The *Security Services and Investigators Act* (SSIA) focuses on providing higher standards for the security services and investigator industry in Alberta. One measure of these standards is mandatory basic security training.

The Ministry has developed a core curriculum, standards and learning outcome for this training. However, the Ministry does not intend to be the sole source provider of training programs for the security and investigation service industry in Alberta. Companies may develop independent training courses using the learning outcomes and requirements prescribed by the Ministry for accreditation by the Registrar, SSIA.

A security training course must be accredited if it is to be acknowledged as an accepted course for applicants seeking licensing under SSIA.

Upon approval by the Registrar, companies will be issued a unique accreditation number. Accreditation is valid for 3 years only. Training providers must re-apply every 3 years, prior to the expiry of their current accreditation, with any changes, amendments or alterations to the training course.

Any changes to the course curriculum during the 3 year term must be reviewed and approved by the Registrar prior to implementation.

The trainer or instructor teaching the course must also be accredited by the Ministry. Requests for trainer/instructor accreditation may be submitted with the course application or separately using the Trainer Accreditation Application Form.

Additional information on training accreditation is available in the Policy Manual, section 9.0.

Direct questions about the training and accreditation process to:

Tammy Spink, Project Implementation Support SSIA  
Alberta Solicitor General and Ministry of Public Security  
Email: [Tammy.Spink@gov.ab.ca](mailto:Tammy.Spink@gov.ab.ca)  
Direct: 780-643-1295  
Phone: 1-877-462-0791 (toll-free in Alberta only)

**ACCREDITATION PROCESS**

Companies who wish to offer basic security training courses that meet the requirements for licensing under the SSIA must have the course accredited.

Accreditation will be granted to companies that can demonstrate that their course meets the minimum requirements and standards outlined below, including background and development, training material sources, program length, instructor certification standards, instructor student ration, candidate

prerequisites, resources and equipment, training methodology, examination process, acknowledgement of successful completion and recertification process.

Note: The accreditation process is independent of licensing under SSIA and any changes in the status of accreditation will not extend to the company's or individual's SSIA licence, in most cases.

- 1) The following documentation must be included in the Request for Accreditation (Basic Security Training) Package:
  - Request for Basic Security Training Course Accreditation Application Form
  - Outline of course content and criteria, including manuals, teaching guides and other documents or teaching aids that demonstrate how the course meets the minimum standards outlined below
  - Any other documentation requested on the application form

Incomplete or illegible applications will be returned without processing and may result in a delay in processing the application. Additional information may be request throughout the review process.

- 2) Requests for accreditation must be submitted to the Registrar, SSIA, for review.
- 3) Upon successfully meeting the criteria for accreditation, applicant must sign an accreditation agreement with the Government of Alberta and adhere to the terms of that agreement.

Unsuccessful candidates will receive a letter outlining deficiencies in their presentation and may resubmit upon meeting the requirements for accreditation.

A unique accreditation number will be assigned to the providers of accredited courses that will appear on all participant training certificates issued by the Ministry.

Upon receipt of the signed Accreditation Agreement, the applicant will be issued a letter and Certificate of Accreditation and additional information on the final examination process. The company's certificate must be displayed at the business premises.

- 4) The accreditation process will take an average of 4 to 6 weeks. Where additional information is requested or a package is returned as incomplete by the accreditation team, additional time may be required to complete the accreditation review.

## **AUDITS**

Accredited companies are subject to audit (inspection and investigation) by the Registrar. The outcome of an audit may influence a company's accreditation standing.

## **TERMS AND CONDITIONS**

Upon application or renewal of accreditation, or after an inspection or investigation, the Registrar may vary the terms and/or conditions of accreditation, as deemed necessary.

## **RE-ACCREDITATION**

Accreditation must be renewed every 3 years to ensure that accredited courses continue to meet minimum Ministry standards for training.

If there are no changes to the material submitted as part of the last application at the time of re-accreditation, complete Parts 1 and 2 only. Attach course outline and proof of insurance only.

## **ACCREDITATION DECISION**

If a request for accreditation is rejected, the applicant may request a review of the Registrar's decision. A letter will be forwarded to the applicant advising of the reasons for the rejection and providing details about the review process. The request for review must be submitted in writing, within 30 days of being notified of the Registrar's decision, and include all necessary supporting documentation. The request must be sent to:

Director of Law Enforcement  
Solicitor General and Ministry of Public Security  
10<sup>th</sup> Floor, 10365-97 Street  
Edmonton AB T5J 3W7

## **FINAL EXAMS AND PARTICIPANT CERTIFICATES**

Final exams will be administered through the Ministry. The exam will be conducted at the training facility by:

1. A representative of the Ministry, or
2. A certified proctoring service in Alberta that is booked and arranged by the training facility.

Ministry proctors must be booked and arranged through the Ministry. Licensees must notify program staff at least 10 working days prior to the examination date to arrange for a proctor.

Certified proctoring services are booked and arranged by the training provider. The proctoring service must be approved in advance by the Registrar.

Costs of either service above must be born by the training provider.

The proctor will conduct the exam, collect and mark all exams and submit the final marks to the Ministry for processing. The Ministry will prepare all participant training certificates for participants with a score of not less than 80% and will notify participants that fail to meet the necessary grade. The Ministry will notify the licensee of final grades of all participants. More information on the examination process will be provided with the course materials.

For more information on the final examination process see the document Provincial Examination Process for Basic Security Training Courses.

## **REQUIREMENTS AND APPLICATION CRITERIA**

- 1) The Security Services and Investigators Act requires applicants for the following licences to complete a minimum 40-hour basic security training course and pass the final government exam with a score of not less than 80%:

SECURITY SERVICES  
LOSS PREVENTION  
EXECUTIVE PROTECTION  
PATROL DOG HANDLER  
SECURITY ALARM RESPONDER

## 2) Minimum Required Course Content and Learning Outcomes:

Courses submitted for accreditation must, at minimum, contain the subject matter and learning outcomes below. Additional content will be evaluated based on its relevancy to the job and accuracy.

Applicants are encouraged to use multi-media and other resources for demonstration and to encourage interaction between participants.

### **Course Content and Learning Outcomes**

#### **INTRODUCTION**

##### **Roles and Responsibilities of Security Professionals:**

- Describe the various roles and responsibilities of security professionals
- Identify circumstances and explain how security professionals protect persons and property

##### **Legislation and the Licensing of Security Professionals in Alberta**

- Define the process through which security professionals are licensed in the province of Alberta
- Identify and describe the main provisions of the *Security Services and Investigators Act and Regulation(s)*
- State the responsibilities and restrictions of a security professional under the Act
- Describe the public complaints process as identified under the *Security Services and Investigators Act*

##### **Appearance and Conduct for Security Professionals**

- Define and demonstrate professional conduct for security professionals
- Define and demonstrate professional appearance and deportment for security professionals

#### **THE CANADIAN LEGAL SYSTEM AND SECURITY PROFESSIONALS**

##### **Charter of Rights and the Criminal Code of Canada**

- Describe how the Criminal Code of Canada and the Canadian Charter of Rights and Freedoms relate to the work of a security professional
- Identify the legal authorities, rights, and limitations of an on-duty security professional
- Discuss and provide examples of a citizen's power of arrest under the Criminal Code
- Identify types of offenses relevant to security professionals in the Criminal Code of Canada and provide examples of each

##### **Use of Force**

- Discuss and provide examples of use-of-force, provisions for search and seizure, and the legal powers of security professionals in situations of trespassing or vandalism
- Describe the consequences when a security professional exceeds his/her authority

##### **Additional Legislation**

- Identify and explain additional legislation with respect to security professionals, including:
  - Gaming and Liquor Act and Regulation
  - Employment Standards Code and Regulation
  - Trespass to Premises Act and Petty Trespass Act

#### **BASIC SECURITY PROCEDURES**

##### **Observation:**

- Explain and demonstrate the observation skills utilized by a security professional

**Patrol Skills:**

- Explain and demonstrate the various techniques used to:
  - Control access to sites or venues, and areas within
  - Carry out surveillance
  - Control crowds

**Dealing with Substance Abusers:**

- Describe the signs and behaviours associated with substance abuse
- Identify drug paraphernalia

**Interacting with the Media:**

- Explain how to interact with media personnel

**Traffic Control:**

- Control traffic in emergency and non-emergency situations

**Post Orders:**

- Describe shift-related responsibilities, such as:
  - Interpreting shift posting orders
  - Starting a new shift
  - Transferring responsibility at the end of a shift

**Working with a Partner:**

- Explain best practices when working with a partner

**Use of Force Response:**

- Explain and provide examples of an appropriate use of force response for a security Professional

***COMMUNICATION FOR SECURITY PROFESSIONALS*****Verbal and Non-Verbal Communication:**

- Describe effective verbal and non-verbal communication strategies for security professionals
- Identify and demonstrate methods of communication which are free from bias, discrimination, or harassment

**Communicating with Uncooperative Persons:**

- Identify strategies for effective verbal and non-verbal communication in situations where communication barriers exist
- Explain and demonstrate verbal and non-verbal communication skills when interacting with individuals who show signs of being uncooperative, violent, or impaired

**Challenges to Communication:**

- Identify and develop strategies to control personal triggers in situations of conflict or anxiety

**Conducting an Interview:**

- Conduct an effective interview

***DOCUMENTATION AND EVIDENCE*****Notebooks:**

- Describe the importance and legal implications of maintaining an accurate and complete notebook
- Describe the correct use of a notebook

**Statements:**

- Obtain and record an accurate and complete statement

**Reports:**

- Prepare accurate and complete written reports

**Evidence:**

- Preserve and protect evidence and a potential crime scene

**Preparing for Court:**

- Prepare for the process of giving testimony in court

***EMERGENCY RESPONSE PROCEDURES FOR SECURITY PROFESSIONALS*****Alarm Systems/ Responding to Alarms:**

- Identify emergency alarm calls and required follow-up response

**Health & Safety for Security:**

- Describe precautions for maintaining the safety of self and others at the scene of an emergency

**Emergency Scene Management:**

- Monitor emergency scene for status changes and advise additional resources as required

***PROFESSIONALS*****Personal Safety:**

- Describe best practices for personal safety while on duty in the areas of communication, duties, and emergency response

**Identifying Hazards:**

- Identify potential hazards at security sites and venues

**Shift Work:**

- Discuss strategies for dealing with the effects of shift work on health, personal fitness, sleep and social life

**3. Accreditation Criteria Guide:**

Complete the Request for Accreditation Basic Security Training Course Form with the following information.

***COURSE DESCRIPTION:***

General description of course, intended audience, training objectives and learning outcomes. Note: if the course has been revised since last accredited, include description of the changes that were made.

***SCOPE:***

Identify who the course is designed for, expected competency levels, where the course will be offered and methods of delivery (i.e. in-house, private training course, post secondary).

***PROGRAM LENGTH:***

Must be minimum 40 hours.

**COURSE DEVELOPMENT:**

Identify the courses and sources of content the course is based on (i.e. ABST, CPO, British Columbia's BST), who developed the course and their background and experience in developing training courses, including their level of personal training.

**TRAINING MATERIAL SOURCES:**

List all sources used to develop the training materials, manuals and instructor manuals. Attach copy of the participant's manual and any other relevant documents.

**COURSE CONTENT:**

Attach expanded table of contents with summary of content for each section. Indicate time allotted for each section (i.e. 2 hrs).

**INSTRUCTOR CERTIFICATION STANDARDS:**

List the company's required training for instructors and any additional training expected.

**INSTRUCTOR TO STUDENT RATIO:**

Identify the instructor to student ratio for classes.

**CANDIDATE PREREQUISITES:**

List any training or background required of students prior to enrollment.

**RESOURCES/EQUIPMENT:**

Describe the facilities where the course will be taught. If it is an in-house course being taught at multiple locations, attach a list of all locations with address. List all equipment to be used. Describe any demonstration being conducted.

**TRAINING METHODOLOGY:**

Describe the foundation and methodology employed in developing the training course and how the course was developed, including specific individuals or organizations involved in the development of the course and their backgrounds/experience. Attach CVs for individuals and/or background information on the organization that identifies experience in course development.

**TESTING:**

Identify the testing techniques to be used throughout the course (i.e. multiple-choice written exams, practical exams, scenarios). Identify who is responsible for assessment (i.e. instructor, other). Participants must attain a score of not less than 80% on the government final exam to be accepted as a training qualification under SSIA.

**ACKNOWLEDGEMENT OF PASS/CERTIFICATE:**

Upon successful completion of training the Ministry will issue the final training certificate to successful participants. Describe any additional acknowledgements or documents issued to participants by the training organization.

Applicants are required to provide a list of participants to the Registrar at least 24 hours prior to the final exam. A copy of the list with final exam grades will be returned to the applicant after the final exam has been marked.

**RECORD KEEPING:**

State how long student records and test score will be kept and where the permanent records will be stored.

**LIABILITY INSURANCE:**

Provide proof of insurance. Companies must hold proper liability insurance for the protection of both the company and the students. A minimum \$1 million is required.