

**List of Competencies for On-the-Job Training (OJT)
Work-Study Diploma in Security Operations**

S/N	List of Competencies (Standard)	Company to indicate '✓' for OJT competencies it can provide
1	Prepare research groundwork on consumer consumption patterns	
2	Conduct market research on consumer consumption patterns	
3	Analyse consumer consumption data with data analytics and/or data visualisation tools	
4	Perform customer experience research	
5	Develop customer journey map	
6	Develop customer experience transformation strategies	
7	Perform security screening	
8	Handle security incidents and services	
9	Perform terrorist threat observation	
10	Manage security equipment access control	
11	Manage stakeholder communication	
12	Manage workplace communication	
13	Manage reports and email communication	
14	Deliver quality customer service	
15	Manage quality customer service work processes	
16	Assess service quality performance	
17	Implement corporate social responsibility (CSR), business ethics and sustainability strategies	
18	Detect security threats and suspicious behaviours	
19	Manage crisis and incidents	
20	Document crisis and incident	
21	Implement profiling procedures for subjects	
22	Manage behavioural analysis techniques for crime prevention	
23	Lead team planning activities to develop operational plans to achieve team objectives	
24	Manage professional development for self and team members	
	Sub-total of Competencies (Standard)	
List of Competencies (Company-specific)		
1		
2		

S/N	List of Competencies (Standard)	Company to indicate '✓' for OJT competencies it can provide
3		
4		
5		
6		
7		
	Sub-total of Competencies (Company-specific)	

Note:

- Company must be able to provide OJT for at least **75%** of the List of Competencies (Standard).
- If company is unable to meet the 75%, please propose alternate **course-related** competencies which are unique to company operations. Alternate competencies are capped at 25%.
[i.e. 50% of the list of competencies (standard) + 25% alternate competencies (Company-specific)].
- All alternate competencies (Company-specific) must be reviewed and endorsed by ITE.
- Trainees must receive OJT and be assessed for **All** competencies selected in this List.

Total no. of competencies selected by company for OJT

Total no. of competencies listed (*standard & company specific*)

Percentage of selected competencies

Completed By:

Name

Company

Designation

Date

For ITE's Completion			
Reviewed by CED / College <i>(For Company-specific Competencies)</i>		Verified by IBT Officer	
Name:			Name & Date:
Designation:		Date:	

Version: June'23

Work-Study Diploma in Security Operations

Course Objective

This course equips trainees with the skills, knowledge and professional attributes to manage security operations. Trainees will acquire skills in people management, situational awareness, communication, behaviour analysis and quality customer experience management.

Module Synopsis

Consumer Behaviour Analytics[#]

On completion of the module, trainees should be able to determine how consumers' psychological needs, wants, perceptions and motivations impact decision-making in choice of commercial event/s and/or activity/ies. Using technology, they should be able to build customised event surveys and leverage on appropriate data analytics tool/s, generate relevant dashboard to provide consumer insights for decision-making and strategy implementation, and report for review and evaluation.

Design Thinking for Customer Experience

On completion of the module, trainees should be able to construct a customer journey map, determine customer experience gaps as well as develop transformation strategies to enhance customer experience.

Effective Communication for Security

On completion of the module, trainees should be able to manage day-to-day communication with general public, internal and external stakeholders, manage complex communication for different workplace situations, manage report and email communication while interpreting non-verbal cues and keeping in mind different personalities and cultural beliefs.

Fundamentals of Security Services

On completion of the module, trainees should be able to perform security operations, manage disorderly conduct, handle threatening and abusive behaviour, enforce security legislations. Trainees will also be equipped with the knowledge of the digitalisation aspects of security and safety as required at the workplace

Introduction to Criminal Psychology

On completion of the module, trainees should be able to manage behavioural analysis techniques for crime prevention and handle cases of crime and deviance by applying critical thinking and analytical skills that relates to criminal and behavioural psychology theories.

Customer Service Quality Management System*
On completion of this module, trainees should be able to apply the concepts of quality management systems to perform and manage work process for quality customer service delivery. The trainees will also be equipped with knowledge of sustainability practices to carry out corporate social responsibility (CSR) and business ethics within the service work processes.
Situational Awareness & Crisis Management
On completion of the module, trainees should be able to detect security threats and suspicious behaviours, manage and document complex incidents and unexpected crises using effective critical incident management process and crisis management plan.
Leadership & People Management^
On completion of the module, trainees should be able to understand different leadership styles to guide, coach, mentor, motivate and lead teams to achieve organisational goals.
Company Project
On completion of the module, trainees should have applied their acquired competencies in an authentic project that would value-add to the company.
On-the-Job Training
On completion of the module, trainees should be able to apply the skills and knowledge acquired at ITE College and workplace to take on the full job scope, including supervisory function, where appropriate, at the company.

Common module with WSDip in Event Management

* Common module with WSDip in Customer Experience Management

^ Common module with WSDip in E-commerce & Retail

Feeder Courses

- ITE Graduates from all Nitec courses (minimum GPA 2.0)
- ITE Graduates from all Higher Nitec courses

- In-service staff or non-ITE graduate will be considered if they have an equivalent Workplace Literacy and Numeracy (WPLN) Level 5 qualification, relevant work experience and strong employer endorsement

OFF-THE-JOB MODULES LIST

WSDip in Security Operations

YEAR 1
<ol style="list-style-type: none"> 1. Fundamentals of Security Services 2. Effective Communication for 3. Security Consumer Behaviour Analytics
YEAR 2
<ol style="list-style-type: none"> 4. Customer Service Quality Management System 5. Situational Awareness & Crisis Management 6. Introduction to Criminal Psychology 7. Design Thinking for Customer Experience
YEAR 3
<ol style="list-style-type: none"> 8. Leadership & People Management 9. Company Project

COURSE STRUCTURE DETAILS

WSDip in Security Operations

<u>TOTAL COURSE DURATION</u>		
<ul style="list-style-type: none"> • 4,000 hrs • 2.5 years 		
Off-the-Job Training At ITE College Central <ul style="list-style-type: none"> • 780 hrs (75 credit units) • 19.5% 	On-the-Job Training (OJT) at Company <ul style="list-style-type: none"> • 3220 hrs (25 credit units) • 80.5% 	
	Supervised Training <ul style="list-style-type: none"> • 805 hrs • 25% of OJT 	Practice by Trainee (OJT Skills) <ul style="list-style-type: none"> • 2415 hrs • 75% of OJT

TRAINING PATTERN (DAY RELEASE)

1 day Off-JT in a 44 hrs/5 day work week

		10 weeks	4 weeks	10 weeks	2 weeks	10 weeks	4 weeks	10 weeks	2 weeks
1 st Year	ITE	1 day/week	June Term Break	1 day/week	Sept Term Break	1 day/week	Dec Term Break	1 day/week	March Term Break
	Company	4 days/week	44 hrs / wk @ Company	4 days/week	44 hrs / wk @ Company	4 days/week	44 hrs / wk @ Company	4 days/week	44 hrs / wk @ Company

		10 weeks	4 weeks	10 weeks	2 weeks	10 weeks	4 weeks	10 weeks	2 weeks
2 nd Year	ITE	1 day/week	June Term Break	1 day/week	Sept Term Break	1 day/week	Dec Term Break	1 day/week	March Term Break
	Company	4 days/week	44 hrs / wk @ Company	4 days/week	44 hrs / wk @ Company	4 days/week	44 hrs / wk @ Company	4 days/week	44 hrs / wk @ Company

		10 weeks	4 weeks	10 weeks	2 weeks
3 rd Year	ITE	1 day/week	June Term Break	1 day/week	Sept Term Break
	Company	4 days/week	44 hrs / wk @ Company	4 days/week	44 hrs / wk @ Company