



Ministry of Interior and Coordination of National Government

Private Security Regulatory Authority

TRAINING CURRICULUM



For Private Security Officers

LEVEL I

Officially
launched on
December 6,
2019



Ministry of Interior and Coordination of National Government

Private Security Regulatory Authority

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For Private Security Officers

LEVEL I

©March 2019 Private Security Regulatory Authority
Published and printed by,
Private Security Regulatory Authority,
P.O.BOX 30510-00100,
Lonrho House, 10th Floor,
Nairobi, Kenya.

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Foreword

The Training Curriculum for Private Security Officers Level One is designed to address key professional development areas in the private security industry. It is embodied as a requirement in the Private Security Regulation Act No. 13 of 2016 which compels every private security officer to undergo training and be accredited and certified by the Private Security Regulatory Authority (PSRA).

Private security officers in Kenya have in the past only had access to on-the-job training, coupled with relevant work experience without recognized government accreditation or certification. Employers in this sector have had no standardized curriculum, creating loopholes for the market to adopt curricula borrowed from other countries and authorities. This renders the industry unbalanced in terms of skills, competency and knowledge base.

Industry players and experts were brought together by PSRA in a consultative forum to develop this document and address issues to do with standardization of a national curriculum that is recognized internationally. This document therefore addresses various skills and knowledge gaps that exist in the industry and allows accreditation and certification after approved training and assessment in line with international standards.

As PSRA works to operationalize the Private Security (General) Regulations, 2019, all stakeholders are called upon to implement this curriculum in order to have a professional workforce as envisaged in the Private Security Regulation Act No. 13 of 2016.

Prof S. P. Ng'ang'a,
Chairman, Board of Directors,
Private Security Regulatory Authority

Preface

This curriculum is designed to equip trainees with skills, knowledge and attitude necessary for them to perform their duties as professionals. It describes the minimum requirements in terms of content coverage, detailed and working knowledge, training methodologies, expected learning outcomes and test questions as guiding principles for the learners.

The curriculum is expected to give trainees broad opportunities in becoming skillful, creative and innovative in the use of technology to address the demands of the ever-changing private security industry. It is carefully designed with a logical outline, training/ learning resources and methods of assessment that will examine the trainees' competencies.

There are 18 sections in this curriculum including Industrial Attachment that will build the trainees' skills, knowledge and attitudes to effectively execute their duties as private security professionals.

The sections are:

1. Introduction to the security industry
2. Legal and regulatory framework for the private security industry in Kenya
3. Labour laws
4. Security risks, threats and hazards
5. Basic security procedures
6. Security equipment and animals
7. Kitting and turnout
8. Report writing
9. Effective communication
10. Counterterrorism
11. Health and safety
12. Emergency preparedness
13. Ethics and integrity
14. Career progression and life skills
15. Public relations and customer service
16. Emergency level first aid
17. Physical fitness and foot drills
18. Industrial attachment

All the sections are a mandatory requirement for assessment.

Acknowledgement

The Training Curriculum for Private Security Officers Level One draws input from experts and other stakeholders in the security sector in Kenya. There were wide and significant consultations on the key topics that formed the eighteen sections in the curriculum. This enriched the content and context of the training package.

I take this opportunity to appreciate the committee of experts that represented various organizations in the security industry among them State agencies, private security companies, associations, unions, training institutions and consultants.

I recognize the support of the National Security Advisory Committee in the development of this curriculum, the first ever of its kind in the country.

I acknowledge the immense contribution of the Cabinet Secretary for Interior and Coordination of National Government, Dr. Fred Matiang'i, who provided overall policy guidance for this landmark undertaking, to ensure the private security industry discharges its mandate effectively.

Principal Secretary for Interior, Dr. (Eng) Karanja Kibicho, worked closely with the team, starting with identification of the members and offering invaluable insights that assisted in the development of the curriculum.

Finally, I wish also to commend the Private Security Regulatory Authority Board Chairman, Prof S.P. Ng'ang'a, for spending considerable time with the team and being ready at all times to give advice and assistance whenever the team required it.

I am certain that the implementation of this curriculum will produce private security officers who can provide their services both locally and internationally with the highest possible level of professionalism.

Mr. Fazul Mahamed,
Chief Executive Officer/Director,
Private Security Regulatory Authority

Acronyms

CPD	Continuing Professional Development
ELRC	Employment and Labour Relations Court
KDF	Kenya Defense Forces
NCTC	National Counterterrorism Centre
NIS	National Intelligence Service
NPS	National Police Service
OSHA	Occupational Safety and Health Act
POTA	Prevention of Terrorism Act
PSO	Private Security Officer
PSR-A	Private Security Regulation Act
PSRA	Private Security Regulatory Authority
SOPs	Standard Operating Procedures
TCPSO	Training Curriculum for Private Security Officers
WIBA	Work Injury Benefits Act

Course Overview

The Training Curriculum for Private Security Officers Level One is an 18-unit programme intended to run for 330 hours for the purpose of imparting skills, knowledge and attitudes in trainees intending to become professional private security training officers.

General objectives

By the end of this course, the trainee should be able to:

1. Explain the concept of security, its history and execution
2. Discharge his/her duties within the legal framework
3. Relate how labour laws affect their work
4. Identify and report security risks, threats and hazards
5. Adhere to the SOPs of private security officers
6. Use and maintain security equipment and animals
7. Apply kitting and turnout at their work stations
8. Write different types of reports and communicate effectively
9. Take measures to counter terrorism
10. Respond to emergencies
11. Acquire personal development skills
12. Serve internal and external publics professionally

Entry requirements

Trainee

The minimum entry requirement for the Private Security Officer Level 1 course is as follows:

1. Must be a Kenyan citizen
2. Must be 18 years and above
3. Able to read and write in English
4. Physically and mentally fit
5. Has a valid police clearance certificate

Trainer

The minimum entry requirement for the instructor of Private Security Officer Level 1 course is as follows:

From the private security industry:

1. Must be a Kenyan citizen
2. Must be 18 years and above
3. Able to read and write in English
4. Physically and mentally fit
5. Has a valid police clearance certificate
6. Has 6 years proven experience in the private security industry
7. Has done Private Security Officer Level 1 ToT course

From national security agencies (ex-military, police etc):

1. Must be a Kenyan citizen
2. Must be 18 years and above
3. Able to read and write in English
4. Physically and mentally fit
5. Has a valid police clearance certificate
6. Has a honorable letter of discharge from any national security organ
7. Has at least 1 year proven experience in the private security industry
8. Has done Private Security Officer Level 1 ToT course

Mode of training

The training can have a pattern of attendance either on full time, part time or block release.

Assessment criteria

Candidates enrolled for the course must meet the following assessment criteria for eligibility for certification:

1. 100% attendance requirement
2. Allocation of marks; 70% theory, 30% practical
3. Marks obtained shall be graded as follows;
 - a) Pass mark - 60%
 - b) Resit - 59% - 40% (on specific unit sections that are below the pass mark)
 - c) Retake - 39% and below (in the entire course)

Instructor/Student ratio

It is recommended that the instructor/student ratio be 1/32 for the training programme to ensure the quality of instruction for the student.

Training Content and Programme Length

The Private Security Officer Level I entry course is a 330-hour programme. Of these hours, 160 will be spent on attachment in the private security industry. The annual continuous refresher programme for the Level I course is 40 hours. Both programmes incorporate Emergency Level First Aid Certification by either the Kenya Red Cross or St John's Ambulance.

The following table suggests the duration for each training section. The trainer must determine the optimal number of hours for each section of his or her programme design, but the total must not be less than the totals below:

Sections	Refresher	Entry Level		
		Theory	Practical	Total
Introduction to the security industry	2	6	-	6
Legal and regulatory framework of the private security industry in Kenya	3	10	2	12
Labour laws	2	6	-	6
Security risks, threats and hazards	2	6	2	8
Basic security procedures	4	8	6	14
Security equipment and animals	4	6	6	12
Kitting and turnout	1	2	2	4
Report writing	1	4	4	8
Effective communication	1	4	4	8
Counterterrorism	5	10	4	14
Health and safety	1	6	2	8
Emergency preparedness	4	10	6	16
Ethics and integrity	1	4	-	4
Career progression and life skills	1	6	2	8
Public relations and customer service	1	6	2	8
Emergency level first aid	2	6	6	12
Physical fitness and foot drills	5	2	20	22
Industrial attachment	-	-	160	160
TOTAL	40	102	228	330

Minimum Requirements

These are subtopics under the main topical sections. The trainer is expected to cover content within the prescribed minimum requirements for assessment.

Working and Detailed Knowledge

Each section identifies whether the student needs to have working knowledge or detailed knowledge of the training material.

Working knowledge is defined as having a basic or sufficient understanding of the relevance of materials, products, subject matter, and/or services as required to perform the work assignment. Students with working knowledge can recognize departures from the standards set for the work assignment but require additional information through reference material or from others to correct such departures.

Detailed knowledge refers to having an in-depth understanding of materials, products, subject matter, and/or services that is necessary to complete the work assignment. Students with detailed knowledge can recognize departures from the standards set for the work assignment and correct the departure without the need to acquire additional information from reference material or from others.

Training Methodology

In addition to the requirements of each section, it is recommended that the training programme include a learning journal, pre-reading materials, foot drills and training evaluation components. These are common techniques used in training design to promote the integration of material and background preparation as a way of maximizing in-class time for discussion. It is important to note that the primary focus of each section is the minimum training requirements.

Learning journal: This is a notebook that the student uses to record course information and insights. It is a common tool used in training programme to facilitate additional learning. It is recommended that the journal be used throughout the course (and highlighted in appropriate sections) to enhance the learning experience of the student.

Pre-reading: Many sections suggest pre-reading activities for the student. This pre-reading should consist of summarized versions of the training content (e.g. legislation). Outside class hours have been allocated for this pre-reading.

Foot Drill: These are to be conducted on a daily basis, 30 minutes in the morning and evening.

Training Assessment: Given that much of the content in the training programme is focused on the application of learned knowledge, it is recommended that training assessment include knowledge- based tests.

Training Delivery Method

Students can only complete the Private Security Officer Level I training through a classroom-based course. Courses delivered live through a video conference are acceptable. Only students who have attended an in class training course in full qualify to take the test(s).

Performance Criteria

These define the totality of information, knowledge, understanding, attitudes, values, skills and competencies a learner should master upon the successful completion of the curriculum in line with the course objectives.

Test Questions

Test questions measure learner's detailed and working knowledge to demonstrate their understanding of the minimum requirements.

SECTION 1

Introduction to the Security Industry

Section Overview

The trainer should be able to describe concept of security, historical perspectives and differentiate between private and public security. Students will learn principles and components of security as well as their roles as private security officers.

Suggested Duration CPD: Entry Level - 6 hours; refresher - 2 hours.

Minimum Requirements

1. The concept of security
2. Historical background of security
3. The difference between private and public security
4. Roles of a private security officers
5. Components of security
6. Principles of security

Outline

The trainer gives the meaning of security and provides the student with a background of the private security industry including the changes in the industry as a result of the new Private Security Regulation Act. He or she describes private and public security i.e national security agencies by giving their different responsibilities and how they contribute to national security. The trainer expounds on the roles of private security officers with respect to the various components of security i.e asset, information and physical and discusses the principles of security i.e confidentiality, integrity and privacy and their importance in their general private security officers' role.

Working/Detailed Knowledge

Detailed

Suggested Methodology

1. Pre-reading
2. Lectures
3. Audio/visual aid
4. Facilitated discussions
5. Learning journal

Suggested Training and Evaluation for Section

1. What is the difference between private security and the police?
2. What are the roles and functions of a private security officer?
3. What are the qualities (skills, knowledge and abilities) of a private security officer?
4. What are the job specifications of a private security officer?
5. Explain the three components of security
6. Discuss the importance of applying the principles of security in a private security officer's daily work

SECTION 2

Legal and Regulatory Framework of the Private Security Industry in Kenya

Section Overview

A basic understanding of the legal framework as pertaining to the Constitution of Kenya, Private Security Regulation Act No. 13 of 2016 and the Criminal Justice System is expected in this section. The trainer discusses these laws with respect to the areas relevant for a private security officer.

Suggested CPD Duration: Entry level - 12 hours; refresher - 3 hours

Minimum Requirements

1. Constitution of Kenya (relevant sections)
2. Private Security Regulation Act No 13 of 2016
3. The Criminal Justice System

Outline

This section introduces the student to the legal and regulatory framework of the private security industry in Kenya. It looks at the Constitution of Kenya with respect to the three arms of government, the basic fundamentals of human rights and the national security organs. The trainer discusses the responsibilities of private security officers as regards the laws above. The Private Security Regulation Act No 13 of 2016 is also discussed, in particular, the individual's responsibility regarding licensing, licensing process, Code of Conduct and other mandatory requirements. The trainer also describes the general duties, standards, practices, powers, regulations and prohibitions under the Act, the requirement to produce a licence, the relevant components and the consequences of failing to comply with the Act. Others are the complaint and appeal procedure, the individual responsibility to undergo training, refresher and assessment before licensing and the role of private security officers in cooperation with national security agencies. The trainer needs to familiarize the student with the Criminal Justice System; the hierarchy of the court system and court protocols and procedures; explain the commonly accepted approaches to the collection, preservation and presentation of evidence including the handling and sealing of audio/visual materials; interpret the relevant sections of the Penal Code, the Criminal Procedure Code and the Evidence Act that pertain to admissible evidence and examine the most common offences encountered by security guards.

Working/Detailed Knowledge

Detailed

Suggested Methodology

1. Pre-Reading
2. Lecture
3. Discussion groups
4. Case studies
5. Simulation or mock trial
6. Learning journals

Suggested Training and Evaluation for Section

1. Which are the three arms of government?
2. What are the basic human rights of a suspect?
3. What are the requirements for licensing to be a private security officer?
4. What procedure would one take in exercising the power of arrest, power to search and power to withhold national identification cards?
5. Explain the hierarchy of the Criminal Justice System
6. Applicable case studies with depicted scenario

SECTION 3

Labour Laws

Section overview

The trainer discusses the relevant sections of the Employment Act, Labour Relations Act, Labour Industrial Act, WIBA, OSHA, and Fair and Administration Action Act.

Suggested CPD Duration: Entry level - 6 hours; refresher - 3 hours.

Minimum requirements

1. Employment Act
2. Statutory deductions
3. Labour Relations Act
4. Labour Industrial Act
5. WIBA
6. Overview of OSHA
7. Overview of Fair and Administration Action Act

Outline

This section introduces the trainees to the Employment Act; overview of the Employment Act of 2017, employment relationships, rights and duties in employment, termination and dismissal, regulation of wages (Protective Security Services Order, 1998) and the dispute settlement procedure. The trainer explains the various statutory deductions and discusses the Labour Relations Act; overview of the Labour Relations Act, freedom of association, recognition of trade unions and collective bargaining agreements. The trainees need to be familiar with the Labour Industrial Act; Industrial court and ELRC as well as WIBA; obligation of employees, rights to compensation and reporting of accidents and occupational diseases. The trainer should also give an overview of OSHA and Fair and Administration Action Act.

Working/Detailed Knowledge

Detailed

Suggested Methodology

1. Pre-reading
2. Lecture
3. Discussion groups
4. Case studies
5. Simulation or mock trial
6. Learning journals

Suggested Training and Evaluation for Section

1. Applicable case studies with depicted scenarios
2. Discuss the process of termination and dismissal in employment
3. List the statutory deductions expected during employment
4. Describe the dispute handling procedure
5. Explain the importance of the following Acts to an employee; OSHA and WIBA

SECTION 4

Security Risks, Threats and Hazards

Section Overview

Trainees should be able to define and identify risks, threats and hazards and how to manage them.

Suggested CPD Duration: Entry level - 8 hours; refresher - 2 hours.

Minimum Requirements

1. Risks
2. Threats
3. Hazards

Outline

The trainer provides the student with the meaning of risks, threats and hazards; describes the various types of risks, threats and hazards and relates them to security in general. The trainee is expected to understand the risk assessment process, the methods and ways to manage and mitigate risks, threats and hazards.

Working/Detailed Knowledge

Detailed

Suggested Methodology

1. Pre-reading
2. Lectures
3. Discussion
4. Learning journal
5. Case studies
6. Practical exercise on identifying risks and hazards

Suggested Training and Evaluation for Section

1. What do you understand by the terms security risks, threats and hazards?
2. Identify types of security risks, threats and hazards and give examples of each
3. How do you manage security risks, threats and hazards?

SECTION 5

Basic Security Procedures

Section Overview

In this section, the trainee is expected to acquire observation skills that are critical to situational awareness, be able to control access and handle information using general security procedures.

Suggested CPD Duration: Entry level - 14 hours; refresher - 4 hours.

Minimum Requirements

1. Observation
2. Access control
3. Handling Information

Outline

- **Observation**

The trainee is expected to acquire observation skills more specifically to the physical environment for situational awareness, suspect awareness and hostile environment awareness. He or she should focus on decision-making, recognizing patterns, observing minor, yet critical details, recognizing typicality and detecting anomalies, improvising responses, interpreting and adapting to events, prioritizing actions, observing and monitoring individuals, identifying and responding to potential threats.

- **Access control**

The trainee should be able to understand various elements of access control including entry management (how to escort people within and between locations in a safe manner, how to prepare for an assignment and contacting the correct personnel when there is a breach of security and how to search people, bag, vehicle etc); crowd control (how to create a barricade or staging area and how to lock down a facility) and vehicle control (controlling vehicular/pedestrian traffic on company property or on public roads in emergencies, monitoring traffic movements, using proper hand signals for directing traffic, using traffic control equipment and wearing appropriate attire).

- **Handle information**

The trainee is expected to handle information professionally in terms of collection, preservation dissemination and destruction. He or she needs to understand the procedures and regulations with

respect to managing information and how to keep information secure while ensuring that it is maintained in a manner consistent with the law.

Working/Detailed Knowledge

Working and Detailed

Suggested Methodology

1. Pre-reading
2. Lectures
3. Case study
4. Role play
5. Simulations
6. Group work
7. Learning journals

Suggested Training and Evaluation for Section

1. Describe three elements of observation
2. Explain the different types of search procedures
3. Explain ways in which a private security officer can handle information

SECTION 6

Security Equipment and Animals

Section Overview

The trainer provides a list of equipment used in private security operations and describes their handling and maintenance. Trainees will learn what equipment requires calibration, the risks involved and legal requirements where necessary. This section also applies to dogs and other animals used in security work.

Suggested CPD Duration: Entry level - 12 hours; refresher - 4 hours.

Minimum Requirements

1. Knowledge of security equipment/animals used at work
2. Basic knowledge of the use of security equipment/animals
3. Requirements for the use and maintenance of security equipment/animals
4. The risks that come with the use and handling of security equipment/animals
5. Legal requirements for the use of security equipment/animals
6. Knowledge of certification required to handle specialized security equipment/animals

Outline

The trainer is expected to list and explain the use and maintenance of standard security equipment (personal protective equipment, defensive equipment, communication gadgets, torch/flashlights, remote control gadgets, handcuffs, digital cameras, writing material) as well as special security equipment (chemical maces, panic buttons, bullet proof vests, biometric equipment, CCTV, metal detectors, scanners, security lighting, explosives detectors, electric tasers and alarm systems - intrusion/detection). The trainee should learn about the use and handling of security animals, the risks that come with use, handling and maintenance of security equipment/animals (cleaning, routine inspection, condition monitoring and reporting). Legal requirements for the use of security equipment/animals should also be explained as well as the certification requirement for such equipment/animals where necessary.

Working/Detailed Knowledge

Working and Detailed

Suggested Methodology

1. Pre-reading
2. Lectures
3. Demonstration
4. Learning journal
5. Group work

Suggested Training and Evaluation for Section

1. List 5 types and uses of standard and specialized security equipment/animals
2. Discuss risks involved while using security equipment/animals
3. Explain legal requirements and certification for 3 security equipment/animals

SECTION 7

Kitting and Turnout

Section Overview

The trainees are expected to observe appropriate kitting, personal hygiene and discipline as they carry out their duties.

Suggested CPD Duration: Entry level - 4 hours; refresher - 1 hour.

Minimum requirements

1. Kitting
2. Personal hygiene
3. Discipline
4. Legal requirements for kitting

Outline

The trainee is supposed to know what constitutes kitting (uniform), elements of personal hygiene and good grooming, knowledge of legal requirements for kitting and discipline of a private security officer.

Suggested Methodology

1. Pre-reading
2. Lectures
3. Demonstration

Suggested training and evaluation for section

1. Explain 5 elements of personal hygiene
2. Discuss the relationship between kitting and discipline
3. Explain legal requirements for uniforms according to the Private Security Regulation Act No. 13 of 2016

SECTION 8

Report Writing

Section Overview

Private security officers are required to complete written reports of occurrences, duties performed, and comprehensive descriptions of their tasks/observations. The trainer instructs the student on how to write reports that are objective and standardization.

Suggested CPD Duration: Entry level - 8 hours; refresher - 1 hour.

Minimum Requirements

1. Note-taking
2. Importance of note-taking
3. Writing of reports
4. Legal requirements of reports and confidentiality

Outline

The trainer should discuss the importance of note taking outlining guidelines and techniques. The trainee should acquire report writing skills by understanding the various types of reports (incidence report, statements, shift/ daily logs etc), their functions and formats (formal, pre-formatted, informal). He or she should learn how to use basic elements of report (date, time, location, actions/behaviours, description of individuals, observations, time of completion etc); use of factual information, differentiate between reports and statements and the legal requirements of reports and confidentiality.

Working/Detailed Knowledge

Detailed

Suggested Methodology

1. Pre-reading
2. Lectures
3. Report analysis exercise
4. Learning journal
5. Group work

Suggested Training and Evaluation for Section

1. What is the difference between a statement and a report?
2. What is the difference between report-writing and note-taking?
3. List 3 guidelines of note-taking
4. List types of reports and identify their functions
5. State major report writing skills
6. Write one-page report that summarizes a recent work-related incident and in it describe 3 people using the A-H model and 3 cars in terms of shape, color, registration, identifying features and car make. Use different descriptions for each.

SECTION 9

Effective Communication

Section Overview

The trainee is expected to effectively communicate in various situations including crisis and emergency situations. He or she should be able to adapt to different environments or scenarios and use various communication skills to achieve desirable outcomes.

Suggested CPD Duration: Entry level - 8 hours; refresher - 1 hour.

Minimum Requirements

1. Introduction to communication
2. Types of communication
3. Modes of communication
4. Process of communication
5. Effective communication skills
6. Questioning techniques
7. Use of radio
8. Communication devices
9. Use of phonetics, radio procedures and protocols
10. Barriers to effective communication

Outline

The trainee is expected to understand the meaning of communication, its importance and purpose in the private security industry. He or she should be able to differentiate the various types (verbal communication, non-verbal communication, written, formal and informal) and modes (intra-personal and interpersonal) of communication. The trainer should describe the communication process (sender, encoding, message, decoding, recipient, feedback, noise), outline effective communication and questioning skills, use of communication devices, phonetics, radio procedures and protocols. Barriers to effective communication should also be discussed.

Working/Detailed Knowledge

Detailed

Suggested Methodology

1. Pre-reading
2. Lectures
3. Learning journal
4. Role play
5. Charts

Suggested Training and Evaluation for Section

1. Discuss the importance of communication to private security officers
2. List types of communication
3. Describe the process of communication (flow chart)
4. Explain 5 effective communication skills
5. Differentiate between intra-personal and interpersonal communication
6. Write the alphabetical order used in phonetic communication and their meanings
7. Explain barriers to effective communication
8. Provide the student with disorganized facts of a situation and require them to prepare a short report
9. The students role-play different situations and how they would apply the techniques of communication and conflict management

SECTION 10

Counterterrorism

Section Overview

This section introduces the trainee to the concept of terrorism, its history, indicators of impending terrorism and measures to counterterrorism.

Suggested CPD Duration: Entry level -14 hours; refresher - 5 hours.

Minimum Requirements

1. Understand the terms terrorism and counterterrorism
2. Understand the history of terrorism
3. Types of terrorists attacks
4. Terrorism targets and high risk areas
5. Precedent indicators of impending terrorism
6. Identification of weapons and explosives
7. National security agencies in Kenya involved in counterterrorism
8. Current trends in the world of terrorism
9. Identify the methods used in counterterrorism
10. Offences under POTA
11. The role of private security officers in counterterrorism

Outline

The trainee should be able to understand counterterrorism terminologies; outline the history and evolution of terrorism (nationally and internationally); types of terrorists attacks, targets and high risk areas; precedent indicators of terrorism (information gathering and handling) and identify weapons and explosives. He or she should list national security agencies involved in counterterrorism in Kenya (NPS, NIS, NCTC, KDF etc), identify current trends involving terrorism in the world, methods used in countering terrorism, offences under POTA and the role of a private security officer in countering terrorism.

Working/Detailed Knowledge

Working and Detailed

Suggested Methodology

1. Pre-reading
2. Lectures
3. Illustrations
4. Group work
5. Learning journal
6. Case studies
7. High definition audio-visual teaching aid.

Suggested Training and Evaluation for Section

1. Explain your understanding of the term terrorism and counterterrorism?
2. List types of terrorist attacks
3. Highlight offences that can relate to the private security officers under POTA.
4. List the national security agencies involved in counterterrorism
5. Discuss the role of private security officers in counterterrorism
6. What is an IED and give examples? (With diagrams for identification)

SECTION 11

Health and Safety

Section Overview

The trainer introduces trainees to occupational health and safety hazards; their impact in the workplace.

Suggested CPD Duration: Entry level - 8 hours; refresher - 1 hour.

Minimum Requirements

1. Occupational health and safety.
2. Identifying health and safety hazards
3. Common accidents at the workplace
4. Personal protective equipment
5. Legal requirements for health and safety at the work place

Outline

The trainer defines occupational health and safety; classifies the various health and safety hazards; identifies common accidents at the workplace; importance and use of personal protective equipment. The trainee should be able to understand the legal requirements for health and safety at the work place with specific reference to WIBA, OSHA and PSR-A.

Working/Detailed Knowledge

Working and Detailed

Suggested Methodology

1. Pre-reading
2. Lectures
3. Case studies
4. Group work
5. Practical exercises

Suggested Training and Evaluation for Section

1. Define occupational health and safety
2. List common accidents at the workplace
3. List the types of personal protective equipment
4. Applicable case study scenarios

SECTION 12

Emergency Preparedness

Section Overview

The trainee is expected to respond to emergency situations and minimize impact where necessary. He or she should respond to emergencies following prescribed procedures.

Suggested CPD Duration: Entry level - 16 hours; refresher - 4 hours.

Minimum Requirements

1. Definition of key terms
2. Types of emergencies
3. Emergency response procedures
4. Evacuation procedures
5. The role of a private security officer during emergencies

Outline

The trainer defines key terms in emergency preparedness (emergency, disaster, preparedness and evacuation) and list types of emergencies (bomb emergencies, natural/man-made calamities, riots, terrorist attacks, explosive devices, medical emergencies, suspicious packages, weapon emergencies), emergency response procedures (fire, bomb, weapons, suspicious packages, explosive devices) and evacuation procedures (fire, bomb, weapons, suspicious packages, explosive devices). The trainee should understand their role during emergencies specifically their duty of care.

Working/Detailed Knowledge

Working and Detailed

Suggested Methodology

1. Pre-reading
2. Lectures
3. Case studies
4. Learning journal

5. High definition audio-visual teaching aid.
6. Simulations

Suggested Training and Evaluation for Section

1. Define key terms in emergency preparedness
2. Differentiate between an emergency and a disaster
3. List types of emergencies
4. Detail 5 emergency response procedures
5. Describe evacuation procedures
6. Explain the role of a private security officer during emergencies

SECTION 13

Ethics and Integrity

Section Overview

The trainer provides the private security officer with basic understanding of the importance of ethics and integrity as an overriding principle in their duties.

Suggested CPD Duration: Entry level - 4 hours; refresher - 1 hour.

Minimum Requirements

1. Introduction to the concept of ethics and integrity
2. Factors affecting ethics and integrity in the industry
3. National Framework for Ethics and Integrity
4. Understanding the Standard Code of Conduct
5. Ethical conduct in the workplace
6. Society's expectations of a guard
7. Impact of society's cultural diversities on the work of a private security officer

Outline

The trainer should introduce the concepts of ethics and integrity, factors affecting ethics and integrity (individual, social and cultural), describe the National Framework for Ethics and Integrity (Chapter Six of the Constitution and integrity laws; Code of Conduct (standard - PSR-A) and ethical conduct in the workplace. He or she is enlightened on society's expectation as regards ethics and integrity of a private security officer and the impact of cultural diversity on their role (discrimination against race, sex, pregnancy, marital status, colour, disability, religion, culture, dress, language, health status, ethnic or social origin).

Working/Detailed Knowledge

Working and Detailed

Suggested Methodology

1. Pre-reading
2. Lectures
3. Group work
4. Role playing
5. Learning journal
6. Case studies

Suggested Training and Evaluation for Section

1. Explain the concept of ethics and integrity
2. List factors affecting ethics and integrity in the industry
3. Explain the importance of code of conduct in the work place
4. List the national values under the Constitution
5. What is the impact of cultural diversity on the work of a private security officer?

SECTION 14

Career Progression and Life Skills

Section Overview

The trainee is expected to have a career progressive mindset and acquire skills to cope with challenges in life.

Suggested CPD Duration: Entry level - 8 hours; refresher - 1 hour.

Minimum Requirements

1. Career progression:
2. Self- awareness
3. Stress management
4. Financial literacy
5. Health screenings
6. HIV/AIDS Awareness
7. Work-Life balance
8. Drug and substance abuse
9. Reproductive health

Outline

The trainee should understand the meaning and importance of career progression. He or she should be able to know the requirements for career progression from one level to the other and outline the career progression path (according to PSRA policy document on the same). The trainer should be able to raise the trainees' self-awareness in terms of emotional intelligence and temperaments. He or she should be able to discuss stress management, financial literacy, importance of health screenings, HIV/AIDS awareness and general life-work balance. The trainee should be able to understand the impact of drug and substance abuse, their effects and related drug paraphernalia, signs and symptoms of drugs and substance abuse (withdrawal symptoms as well as physical and psychological consequences). Reproductive health (family planning - meaning and importance) and Sexually Transmitted Diseases should be elaborated in this section.

Working/Detailed Knowledge

Working and Detailed

Suggested Methodology

1. Lectures
2. Discussions
3. Demonstrations
4. Role playing
5. Learning journal
6. Case studies
7. Charts

Suggested Training and Evaluation for Section

1. Definition of terms; career progression, self- awareness, stress management and financial literacy
2. Explain the importance of career progression
3. Highlight career progression levels
4. List modes of HIV/AIDS transmission
5. List the commonly abused drugs and substances
6. Discuss the effects of drug and substance abuse in the work place
7. Explain the importance of financial literacy for a private security officer

SECTION 15

Public Relations and Customer Care

Section Overview

The trainee should be able to serve internal and external publics professionally and maintain a positive image of the organization.

Suggested CPD Duration: Entry level - 8 hours; refresher - 2 hours

Minimum Requirements

1. Definition of terms
2. Importance of public relations
3. Importance of customer care
4. Types of customers
5. Conflict management
6. Good customer care practices in the security industry
7. Poor customer care practices in the service industry
8. Balance between the customer service and public relations in the security industry
9. Etiquette, image and grooming of a private security office
10. Media relations; social media, electronic media, newspapers

Outline

The trainer should define key terms in public relations (public relations, customer care, publics) and explain the importance of public relations and customer care as well as list the various types of customers. The trainer should also discuss conflict management (handling difficult clients, handling complaints, handling internal conflicts) as regarding the four principle support plan; accountability, proportionality, professionalism and necessity, good and poor customer care practices in the private security industry and distinguish between the customer care and public relations. The trainee should be able to exercise etiquette, positive image and grooming and be able to manage media relations (social media, electronic media, newspapers) at his or her work station.

Working/Detailed Knowledge

Working and Detailed

Suggested Methodology

1. Lectures
2. Pre-reading
3. Case studies
4. Learning journals
5. Role play
6. Audio-visuals

Suggested Training and Evaluation for Section

1. Explain the difference between public relations and customer care
2. Explain the importance of public relations and customer care in an organization
3. List types of customers
4. Give examples of poor customer service practices
5. Give examples of good customer service practices
6. Discuss the importance of grooming and etiquette
7. List conflict management skills in reference to the four principle support plan

SECTION 16

Physical Fitness and Foot Drills

Section Overview

The trainer should enable the trainee to respond to commands, be alert, obedient, disciplined, confident and build team work.

Suggested CPD Duration: Entry level - 6 hours; refresher - 5 hours

Minimum requirements

1. Physical fitness
2. Drill
3. Self-defence

Outline

The trainee should be introduced to physical fitness that entails fitness readiness, warm-up and cool-down, endurance training, aerobics, circuit training etc. The trainee should be familiar with terminologies used in drills i.e stand attention, at-ease and stand easy, turning at a halt, foot drills on the march, fall-in in three runs, seizing, numbering and proving, saluting etc. The trainer will ensure that the trainee masters the art of self-defence in the use of batons and learn how to de-escalate physical confrontation.

Working/Detailed Knowledge

Working and Detailed

Suggested methodology

1. Lectures
2. Practical exercises
3. Demonstrations

Suggested Training and Evaluation for Section

Practical assessments

SECTION 17

Emergency Level First Aid

Section Overview

An accredited trainer is required to provide instruction that is equivalent to the Emergency Level First Aid course offered by Kenya Red Cross or St. John Ambulance. This is only required for those students who do not have current, valid Emergency Level First Aid training and certification. Those with valid certification are exempt from this training requirement. An annual refresher course of the same is, however, required.

Suggested CPD Duration: Entry Level: 12 hours. Refresher: 6 hours.

Minimum Requirements

1. The following topics must be covered:
 - Emergency scene management
 - Shock, unconsciousness and fainting
 - Choking – adult
 - Severe bleeding
 - One rescuer CPR – adult
2. Training must be delivered by:
 - A St. John Ambulance certified instructor, or
 - A Kenya Red Cross certified instructor

Suggested Training and Evaluation for Section

Students must complete Emergency Level First Aid training and be certified.

SECTION 18

Industrial Attachment

This section provides key assessment areas that will look at performance criteria; required skills and knowledge.

Entry level students will spend 160 hours on industrial attachment. The trainer should provide evidence that the trainee has met the minimum requirements performance criteria as indicated below:

Sections	Minimum Requirements	Performance Criteria
Introduction to the security industry	The concept of security	The trainee should have: 1. Understood the private security industry 2. Known the procedure and level at which to engage with the national security agencies where necessary 3. Performed various roles as a private security officer 4. Functioned as a private security officer in managing physical, asset and information security
	The historical background of security	
	The difference between private and public security	
	Roles of a private security officers	
	Components of security	
	Principles of security	
Legal and regulatory framework for the private security industry in Kenya	Constitution of Kenya (relevant sections)	1. Understood the legal and regulatory framework within which to operate as a private security officer 2. Observed the basic human rights at their work station 3. Applied the relevant provisions of PSR-A 4. Worked within the guideline of the prescribed Code of Conduct 5. Prepared the necessary documents required for certification and licensing 6. Managed a crime scene where necessary 7. Followed arrest procedures as provided in law where necessary
	Private Security Regulation Act No 13 of 2016	
	The Criminal Justice System	

Sections	Minimum Requirements	Performance Criteria
Labour laws	Employment Act	1. Understood the rights and duties in employment, termination and dismissal, regulation of wages and the dispute settlement procedure
	Statutory deductions	
	Labour Relations Act	
	Labour Industrial Act	
	WIBA	
	Overview of OSHA Overview Fair and Administration Action Act	
Security risks, threats and hazards	Risks	1. Identified risks, threats and hazards at the work station
	Threats	2. Conducted a risk assessment process and managed the risks, threats and hazards.
	Hazards	
Basic security procedures	Observation	1. Recognized patterns; observed minor, yet critical details; recognized typicality and detected anomalies; improvised responses interpreted and adapted to events; prioritized actions; observed and monitored individuals; identified and responded to potential threats 2. Managed entry and exit points 3. Handled information professionally in terms of collection, storage, dissemination and destruction of information
	Access control	
	Handling Information	
Security equipment and animals	Knowledge of security equipment/animals used at work	1. Used and maintained standard and specialized security equipment/animals 2. Understood the legal requirement and certification needed for security equipment/animals.
	Basic knowledge of the use of security equipment/animals	
	Requirements for the use and maintenance of security equipment/animals	
	The risks that come with the use and handling of security equipment/animals	
	Legal requirements for the use of security equipment/animals	
	Knowledge of certification required to handle specialized security equipment/animals	
Kitting and turnout	Kitting	1. Well-groomed in full uniform and disciplined throughout his or her attachment
	Personal hygiene	
	Discipline	
	Legal requirements for kitting	
Report writing	Note-taking	1. Documented various types of reports and statements where necessary throughout the attachment and in them made use of the A-H persons' identification model and where necessary provided descriptive vehicle identification features
	Importance of note-taking	
	Report-writing	
	Legal requirements of reports and confidentiality.	

Sections	Minimum Requirements	Performance Criteria
Effective communication	Introduction to communication	<ol style="list-style-type: none"> 1. Prepared written communication following standard format of the organization 2. Spoken English at a basic operational level 3. Conveyed information effectively adopting the formal and informal communication methods 4. Made use of phonetics to transfer information effectively 5. Applied questioning techniques during interaction with various clients
	Types of communication	
	Modes of communication	
	Process of communication	
	Effective communication	
	Questioning techniques	
	Use of radio	
	Communication devices	
	Use of phonetics, radio procedures and protocols	
Barriers to effective communication.		
Counterterrorism	Understand the terms terrorism and counterterrorism	<ol style="list-style-type: none"> 1. Handled information that might be deemed to have a potential terrorism threat 2. Understood his/her role in countering terrorism
	Understand the history of terrorism	
	Types of terrorists attacks	
	Terrorism targets and high risk areas	
	Precedent indicators of impending terrorism	
	Identification of weapons and explosives	
	National security agencies in Kenya involved in counterterrorism	
	Current trends in the world of terrorism	
	Identify the methods used in counterterrorism	
	Offences under POTA	
The role of private security officers in counterterrorism		
Health and safety	Occupational health and safety	<ol style="list-style-type: none"> 1. Identified and classified potential health and safety hazards in his or her workplace 2. Used and maintained personal protective equipment where necessary
	Identifying health and safety hazards	
	Common accidents at the workplace	
	Personal protective equipment	
	Legal requirements for health and safety in the work place	
Emergency preparedness	Definition of key terms	<ol style="list-style-type: none"> 1. Performed emergency and evacuation procedures where necessary 2. Understood his or her role in case of an emergency
	Types of emergencies	
	Emergency response procedures	
	Evacuation procedures	
	The role of a private security officer during emergencies	

Sections	Minimum Requirements	Performance Criteria
Ethics and integrity	Introduction to the concept of ethics and integrity	<ol style="list-style-type: none"> 1. Observed and applied ethical practices as expected in their work station 2. Managed ethical dilemmas to maintain work integrity 3. Sensitively managed cultural diversity while dealing with various clients at their work stations
	Factors affecting ethics and integrity in the industry	
	National Framework for Ethics and Integrity	
	Understanding the Standard Code of Conduct	
	Ethical conduct in the workplace	
	Society's expectations of a guard	
	Impact of society's cultural diversities on the work of a private security officer	
Career progression and life skills	Career progression	<ol style="list-style-type: none"> 1. Maintained a work-life balance 2. Managed stress appropriately 3. Understood concepts of career progression and financial literacy 4. Been aware of the risks of HIV/AIDS, drug and substance abuse and the importance of health screenings and general reproductive health
	Self- awareness	
	Stress management	
	Financial literacy	
	Health screenings	
	HIV/AIDS Awareness	
	Work-life balance	
	Drug and substance abuse	
Reproductive health		
Public relations and customer service	Definition of terms	<ol style="list-style-type: none"> 1. Exercised good customer care practices 2. Handled difficult clients and complaints professionally using the four principle support plan 3. Maintained a positive image and be well-groomed throughout the attachment 4. Conducted himself or herself within the boundaries set by the organization as regarding media relations
	Importance of customer care	
	Importance of public relations	
	Types of customers	
	Conflict management	
	Good customer care practices in the security industry	
	Poor customer care practices in the service industry	
	Balance between customer Service and public relations in the security industry	
	Etiquette, positive image and grooming of a private security officer	
Media relations; social media, electronic media, newspapers		
Physical fitness and foot drills	Physical fitness	<ol style="list-style-type: none"> 1. Demonstrated alertness and discipline in their work station 2. Maintained physical fitness 3. Mastered the art of self-defence
	Drill	
	Self-defence	

Notes

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