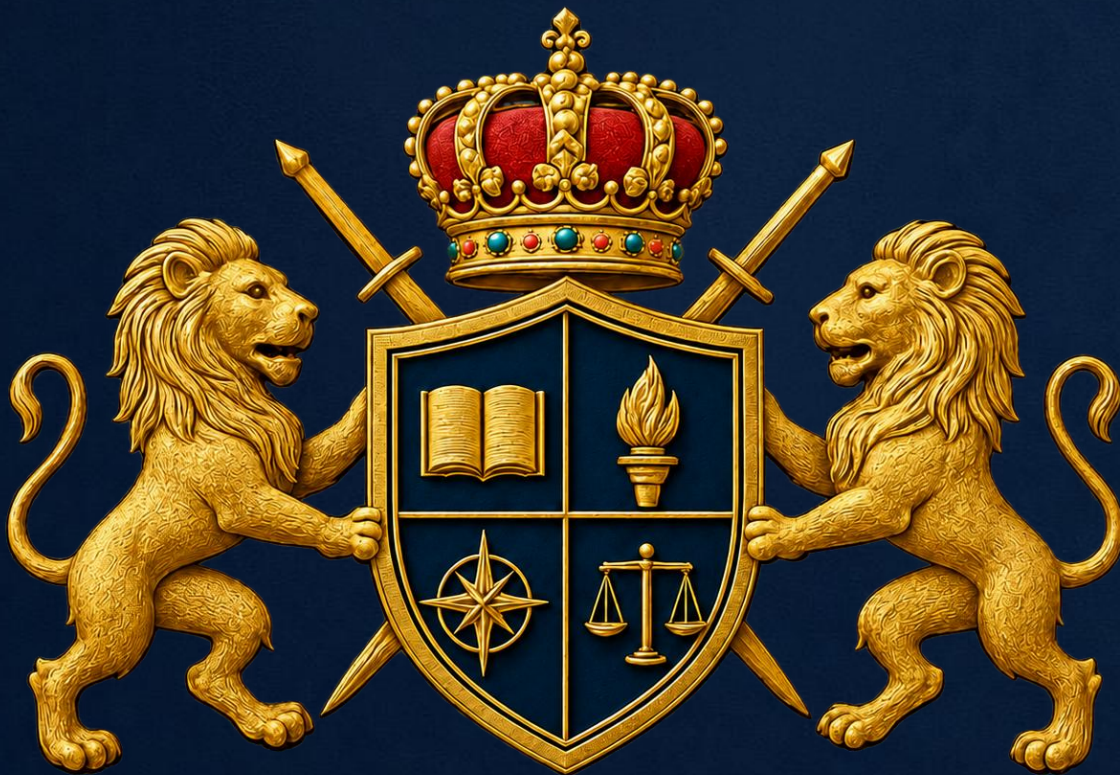


PROFESSIONAL EDUCATION



VERITAS INSTITUTE®

KNOWLEDGE • LEADERSHIP • INNOVATION

Professional Education Catalog

CERTIFIED PHYSICAL SECURITY SPECIALIST®

VERITAS INSTITUTE | 2026

THE PROFESSIONAL DESIGNATION



Certified Physical Security Specialist®

BOARD CERTIFIED

A GLOBAL STANDARD
FOR A MORE SECURE WORLD

A Message from the Founders

The Certified Physical Security Specialist® (CPSS®) designation was created with a clear purpose: to establish a higher standard of professional capability for those entrusted with protecting people, property, and the environments in which we live and work.

Frontline security is a profession of consequential decisions. Its practitioners must recognize emerging risk, communicate with people in distress, understand the boundaries of their authority, respond to emergencies, and create reliable records of what they observe and do. The quality of those decisions affects safety, public confidence, organizational resilience, and the lives of the people who depend on them.

The profession has evolved. The standard of professional education must evolve with it. When we established Veritas Institute, we believed that security professionals deserved a learning pathway equal to the importance of their responsibilities. The CPSS® reflects that belief by connecting operational knowledge with sound judgment, ethical conduct, and practical application.

The program brings together 24 courses across core security operations and frontline competencies. Its curriculum develops capability in customer experience, situational awareness, de-escalation, lawful authority, duty of care, documentation, emergency response, life safety, technology, and operational leadership. It also addresses the distinct responsibilities of campus, healthcare, public assembly, and retail security environments.

Our educational approach recognizes that experience gains value when it is supported by reflection, structured learning, and a clear professional standard. Learners are encouraged to examine the reasons behind their actions, consider the effects of those actions on others, and develop habits that remain dependable when circumstances become uncertain or emotionally charged.

Technical knowledge is essential, but it must be accompanied by composure, communication, observation, and respect. A capable security professional understands when to act, when to seek support, what information to preserve, and how to work effectively with colleagues, clients, clinical teams, emergency services, and other partners. These are skills that must be developed deliberately.

The CPSS® represents our commitment to that development. Our ambition is for the designation to carry meaning through the relevance of its curriculum, the discipline of its learning, and the professionalism of those who earn it. It should signal an investment in personal capability and a willingness to accept the responsibilities that accompany a trusted protective role.

For employers, professional development strengthens the consistency and confidence of the people representing them every day. For learners, it provides a structured opportunity to deepen understanding, refine judgment, and prepare for greater operational responsibility. For the communities we serve, it supports security practice grounded in care, accountability, and respect.

Above all, the CPSS® reflects a belief at the centre of Veritas Institute: the standard of security is shaped by the decisions of the people who practise it. Those decisions deserve preparation of the highest quality. That is the commitment upon which the Certified Physical Security Specialist® designation is built.



THE FOUNDERS | VERITAS INSTITUTE®

THE PROFESSIONAL DESIGNATION

About the CPSS® Program

A structured professional education pathway for frontline security and operational leadership

The Certified Physical Security Specialist® designation connects professional education with the realities of modern physical security practice. Its structured learning pathway develops operational capability, applied judgment, ethical conduct and standards-informed practice. Across 24 integrated courses and 200 learning modules, the CPSS® addresses core security operations, frontline responsibilities and the sector-specific demands of campus, healthcare, public assembly and retail environments.

EDUCATIONAL PHILOSOPHY

At Veritas Institute®, professional education develops capability through research-informed learning, realistic scenarios and practical application. Learners connect sound principles with the decisions, interactions and responsibilities they encounter in the environments they protect.

PROGRAM ARCHITECTURE

- Professional Conduct and Leadership - customer experience, professional presence and shift command.
- Awareness and Intervention - observation, de-escalation, conflict management and decisions under pressure.
- Law, Accountability and Evidence - lawful authority, duty of care, note taking and investigative reporting.
- Preparedness and Operations - emergency response, fire safety, incident command, threat recognition and technology.
- Sector Applications - campus and student safety, public assembly, healthcare, retail and loss prevention.



THE PROFESSIONAL DESIGNATION

Globally Informed, Standards-Aligned Curriculum

Built on ISO-Aligned Quality Assurance and Curriculum Design Practices

The Certified Physical Security Specialist® (CPSS®) curriculum connects the experience of security practitioners, subject matter experts, faculty and academic contributors with the realities of frontline and supervisory security operations.

The program is designed around a simple principle: professional security education should connect recognized standards and established frameworks with responsible, practical action.

STANDARDS-INFORMED BY DESIGN

Relevant courses draw upon standards, frameworks and authoritative guidance applicable to risk management, security operations, organizational resilience, emergency management, physical protection, technology governance and professional accountability.

Depending on the subject matter, these include relevant principles from the International Organization for Standardization (ISO), including ISO 31000 Risk Management, ISO 18788 Management System for Private Security Operations and ISO 22301 Security and Resilience - Business Continuity Management Systems.

Applicable courses also discuss guidance and practices associated with organizations such as NIST, CISA, Public Safety Canada, FEMA, NFPA and recognized emergency-management, investigative and behavioural threat-assessment bodies. These references connect professional learning with the operating context of each subject.

From Standards to Professional Practice

CPSS® learners examine how recognized principles support sound judgment, proportionate decisions and accountable practice. The curriculum emphasizes the ability to:

- apply structured, risk-based thinking to frontline decisions;
- recognize, assess and communicate emerging safety and security concerns;
- act within lawful authority and established professional responsibilities;
- strengthen preparedness, coordinated response and organizational resilience;
- integrate observations, technology and reliable documentation;
- communicate effectively with the public, colleagues and response partners; and
- exercise ethical judgment while protecting dignity and individual rights.

Globally Relevant. Operationally Grounded.

Course content is informed by publicly available research, professional standards, government guidance, established industry practices, academic research and the practical experience of security professionals operating across multiple sectors.

This multidisciplinary approach allows CPSS® learners to examine security challenges through frontline and supervisory perspectives, connecting recognized principles with practical decisions, professional conduct and operational performance.

The result is a professional education framework designed to develop practitioners who can interpret risk, exercise sound judgment, communicate clearly and translate recognized security principles into responsible action.

CPSS® | Professional Knowledge. Applied Judgment. Global Perspective.

References to external standards, frameworks, agencies, professional bodies or organizations identify sources of publicly available guidance, research or professional practice that may inform relevant curriculum content. Unless expressly stated, such references do not represent sponsorship, accreditation, certification, endorsement or formal affiliation with Veritas Institute or the CPSS® program.



PORTFOLIO OVERVIEW

The CPSS® Learning Journey

24

PROFESSIONAL COURSES

FLEXIBLE

DELIVERY

11

LEARNING SERIES

COMPETENCY

BASED

200

LEARNING MODULES

GLOBAL

PERSPECTIVE

COURSE DIRECTORY

- 1A01** Customer Experience I
- 1A02** Customer Experience II
- 1A03** Situational Awareness and Response
- 1A04** De-Escalation Science and Crisis Response for Security Professionals
- 1A05** Legal and Lawful Authorities in Security Operations
- 1A06** Duty of Care, Liability, and Professional Accountability
- 1A07** Advanced Note Taking and Evidence Preservation
- 1A08** Emergency Preparedness and Response for Security Professionals
- 1A09** Fire Control Systems and Life Safety Operations
- 1A10** Behavioural Threat Recognition and Environmental Risk Assessment for Frontline Security
- 1A11** Advanced Conflict Management and Behavioural Threat Intervention
- 1A12** Critical Decision-Making Under Pressure
- 1A13** Report Writing for Supervisors and Investigative Documentation
- 1A14** Security Technology Integration and Operations Oversight
- 1A15** Incident Command and Multi-Agency Coordination
- 1A16** Student Crisis Response and Duty of Care Management
- 1A17** Campus Emergency Operations and Lockdown Command
- 1A18** Public Assembly, Protest, and Demonstration Security Management
- 1A19** Violence Prevention and High-Risk Patient Management
- 1A20** Healthcare Emergency Codes and Incident Command Execution
- 1A21** Mental Health Awareness and Response
- 1A22** Retail Crime Suppression and Organized Theft Response Operations
- 1A23** Loss Prevention Integration and Security Operations Supervision
- 1A24** Leadership in Security (Operational Leadership and Shift Command Focus)

Customer Experience I

**PROGRAM CODE****1A01****DURATION****8 Modules - Approximately 4 hours****RECOGNITION****Board Certified****COURSE OVERVIEW**

Customer Experience I is a board-certified foundational program that develops the communication, observation, and service skills required to build trust in public-facing environments. Expectations are shaped by every point of contact: the clarity of a message, the tone of a conversation, the ease of a process, and the emotional intelligence behind an interaction. Across eight modules, learners connect behavioural psychology with human-centred experience design and practical workplace application. They examine how expectations are formed, how emotions influence memory and loyalty, and how small changes can reduce friction and make interactions feel clear, respectful, and predictable. The program distinguishes individual service moments from the wider customer journey, helping participants understand how their actions affect the experience of an entire organization. Learners also develop a practical approach to service recovery, using empathy, ownership, and timely communication when expectations are not met. For security professionals, these capabilities strengthen everyday interactions with visitors, clients, employees, and members of the public while reinforcing confidence in the organization they represent.

Customer Experience I

WHO THIS COURSE IS FOR

- Frontline security and customer-facing personnel
- Supervisors and managers responsible for service consistency
- Customer experience, operations, and support teams
- Professionals in retail, healthcare, education, and hospitality
- New entrants to public-facing roles

GOVERNANCE & PROFESSIONAL STANDARDS

Board Certified and University Approved

Professional conduct

Respectful, consistent and accountable public interaction.

Service standards

Customer expectations, journey design and service recovery.

Human-centred communication

Empathy, emotional awareness and clear information.

EXPECTED LEARNER OUTCOMES

- Explain how digital convenience, personalization, and emotional connection shape customer expectations.
- Recognize emotional cues and communicate with empathy, clarity, and professional intent.
- Distinguish individual service interactions from the complete customer experience.
- Identify friction in customer journeys and simplify processes and points of contact.
- Explain how emotions, expectations, and behavioural biases influence trust and loyalty.
- Apply service recovery using timely action, ownership, and respectful communication.

Professional impact

Strengthens the quality and consistency of everyday public interactions. Learners are better prepared to reduce avoidable friction, recover service failures, and represent their organization with the confidence and professionalism that build lasting trust.

Customer Experience II



PROGRAM CODE
1A02

DURATION
7 Modules - Approximately 5 hours

RECOGNITION
Board Certified

COURSE OVERVIEW

Customer Experience II develops the leadership capabilities required to design consistent experiences, guide teams, and shape a culture of trust. Building on the foundation established in Customer Experience I, the program moves from individual interactions to the systems, behaviours, and leadership decisions that influence an entire service environment. Across seven modules, learners examine experience design, the psychology of trust and perception, emotional intelligence, and the leadership practices that make professional service repeatable. Examples from established customer experience organizations help participants consider how effective experiences are planned, supported, and sustained. Particular attention is given to settings where safety, uncertainty, and emotional intensity affect the customer relationship, including security, healthcare, hospitality, and education. Learners explore how communication, coaching, and leadership presence can create calm, reinforce expectations, and align teams around consistent standards. They also examine service breakdowns and recovery systems, developing the ability to diagnose causes and improve the experience over time. The course prepares participants to connect daily service delivery with organizational reputation, client confidence, and the quality of long-term relationships.

Customer Experience II

WHO THIS COURSE IS FOR

- Security supervisors, managers, and emerging leaders
- Operations leaders responsible for client sites
- Customer experience and service design professionals
- Senior decision-makers shaping organizational culture
- Professionals preparing for leadership responsibilities

GOVERNANCE & PROFESSIONAL STANDARDS

Board Certified and University Approved Service leadership

Consistent expectations, coaching and team alignment.

Experience design

Planned customer journeys and emotionally intelligent service.

Continuous improvement

Analysis of service breakdowns and recovery systems.

EXPECTED LEARNER OUTCOMES

- Interpret the behavioural and emotional factors that shape trust and perception.
- Apply experience design principles to operational environments and customer journeys.
- Coach teams and align daily behaviours with consistent service expectations.
- Use clear communication and leadership presence to build confidence during uncertainty.
- Diagnose customer experience failures and design effective recovery responses.
- Connect empathy, consistency, and intentional design with stronger client relationships.

Professional impact

Develops leaders who can turn service expectations into consistent team practice. Learners are better equipped to strengthen client trust, improve recovery after service failures, and create operating environments where professional conduct is sustained across every shift.

Situational Awareness and Response



PROGRAM CODE
1A03

DURATION
8 Modules - Approximately 6 hours

RECOGNITION
Board Certified

COURSE OVERVIEW

Situational awareness is more than noticing what's around you - it's understanding what it means. In a world where most incidents build quietly before becoming visible, the ability to read environments, interpret behavior, and respond with clarity is one of the most powerful personal and professional skills you can develop. This board-certified program takes learners far beyond surface-level observation. Through psychology, human behavior, environmental scanning, and real-world scenarios, you will learn to detect subtle shifts, recognize early warning signs, trust intuition, and make confident decisions under pressure. By the end of this course, you won't just see your environment - you will understand it. You will move through the world with calm readiness, stronger instincts, and the ability to influence events before they unfold.

Situational Awareness and Response

WHO THIS COURSE IS FOR

- Security officers and corporate security teams
- Contract security professionals and mobile responders
- Campus, facility, and operations personnel
- Retail, transport, hospitality, and public-facing staff
- Individuals seeking stronger practical safety awareness

GOVERNANCE & PROFESSIONAL STANDARDS

Board Certified and University Approved

Structured observation

Behavioural baselines, environmental scanning and anomaly recognition.

Decision discipline

Observation, orientation, decision and action through the OODA Loop.

Professional response

Proportionate action, communication and situational judgment.

EXPECTED LEARNER OUTCOMES

- Read environments systematically and identify changes in normal activity.
- Recognize behavioural cues, anomalies, and potential pre-incident indicators.
- Establish situational baselines and interpret emerging information in context.
- Use mental preparedness to reduce hesitation and support a calm response.
- Apply the OODA Loop to organize observation and decision-making.
- Select appropriate responses to medical, emotional, and security-related incidents.
- Maintain professional awareness in dynamic frontline environments.

Professional impact

Builds the observation habits and decision discipline that support early intervention. Learners become more capable of recognizing changing conditions, communicating concerns, and acting with calm readiness before an incident escalates.

COURSE 04 | 1A04

De-Escalation Science and Crisis Response for Security Professionals



PROGRAM CODE
1A04

DURATION
5 Modules

RECOGNITION
Board Certified

COURSE OVERVIEW

This comprehensive course provides security professionals with a modern, science-based understanding of de-escalation, behavioural crisis management, and tactical communication. Drawing from neuroscience, psychology, clinical crisis intervention, and private-sector security operations, the program equips learners with the skills required to safely and effectively manage high-emotion encounters across healthcare, retail, commercial, and public environments. Learners explore how stress, fear, and cognitive overload influence human behaviour, and how security professionals can use communication, positioning, and emotional intelligence to stabilize situations before they escalate. The course integrates real-world operational principles with evidence-based behavioural science, preparing guards to act as calm, professional stabilizing forces during complex incidents.

De-Escalation Science and Crisis Response for Security Professionals

WHO THIS COURSE IS FOR

- Security professionals in healthcare, retail, and public settings
- Supervisors and team leads responsible for incident response
- Loss prevention and customer-facing security personnel
- New professionals developing crisis-management skills
- Experienced practitioners refining de-escalation capability

GOVERNANCE & PROFESSIONAL STANDARDS

Board Certified and University Approved

Behavioural crisis practice

Stress responses, emotional regulation and crisis communication.

Ethical intervention

Proportionate decisions within lawful authority and role limits.

Accountable documentation

Objective records of de-escalation efforts and decisions.

EXPECTED LEARNER OUTCOMES

- Explain how stress, fear, and cognitive overload influence crisis behaviour.
- Apply tactical communication to reduce emotional intensity and encourage voluntary cooperation.
- Use positioning, movement, and the environment to support safety without increasing tension.
- Recognize early warning signs of aggression and intervene appropriately.
- Respond to mental health crises, substance-related agitation, and multi-party conflict within role boundaries.
- Apply structured risk assessment to ethical and defensible operational decisions.
- Document de-escalation efforts objectively and maintain professional emotional control.

Professional impact

Strengthens the ability to stabilize difficult encounters through communication, judgment, and professional presence.

Learners are better prepared to reduce escalation, support safer interactions, and explain the reasoning behind their actions.

COURSE 05 | 1A05

Legal and Lawful Authorities in Security Operations



PROGRAM CODE
1A05

DURATION
6 Modules - Approximately 4 hours

RECOGNITION
Board Certified

COURSE OVERVIEW

Security personnel operate at the intersection of public safety, private property rights, and individual freedoms. This course provides a deep, practical, and legally accurate understanding of the lawful authorities that govern security operations in both Canada and the United States. Through rich narrative content, real-world scenarios, and academically credible analysis, learners gain the clarity and confidence needed to make sound decisions in legally sensitive environments. Across six modules, the course explores the foundations of private security authority, lawful detention and arrest, search and privacy laws, use of force, evidence handling, and emerging cross-border legal challenges. Designed to meet ISO and university-level standards, this program equips learners with the knowledge required to operate professionally, ethically, and within the boundaries of the law.

Legal and Lawful Authorities in Security Operations

WHO THIS COURSE IS FOR

- Frontline security officers and mobile patrol personnel
- Supervisors, shift leaders, and site managers
- Corporate security and loss prevention teams
- Security professionals in healthcare, education, and retail
- Practitioners preparing for advanced responsibilities

GOVERNANCE & PROFESSIONAL STANDARDS

Board Certified and University Approved

Lawful authority

Applicable limits on private security powers.

Rights and proportionality

Privacy, restraint, human rights and ethical intervention.

Evidentiary accountability

Accurate records and defensible evidence handling.

EXPECTED LEARNER OUTCOMES

- Explain the foundations of private security authority in Canadian and United States contexts.
- Distinguish private security responsibilities and powers from those of police.
- Assess detention, arrest, and search decisions against applicable law and organizational policy.
- Recognize privacy-sensitive situations and respect legal and ethical boundaries.
- Evaluate necessity, proportionality, and lawful justification in use-of-force decisions.
- Document incidents and preserve evidence to support review and legal proceedings.
- Identify legal considerations associated with digital evidence, emerging technologies, and cross-border operations.
- Demonstrate professionalism, restraint, and respect for individual rights.

Professional impact

Builds a disciplined understanding of the boundaries of security authority. Learners are better prepared to recognize legally sensitive decisions, act within their responsibilities, and produce records that support accountability and professional scrutiny.

Duty of Care, Liability, and Professional Accountability

**PROGRAM CODE****1A06****DURATION****8 Modules - Approximately 5 hours****RECOGNITION****Board Certified****COURSE OVERVIEW**

Duty of Care, Liability, and Professional Accountability develops the legal awareness, ethical judgment, and operational discipline required of modern security professionals. Frontline decisions influence individual safety, organizational reputation, liability, and public trust. Across eight modules, learners examine how those responsibilities arise and how professional conduct can support defensible decisions in everyday operations and high-pressure incidents. The curriculum draws on the risk and security operations principles identified in the course outline, including ISO 31000 and ISO 18788, and connects them with practical questions of authority, foreseeable harm, documentation, and accountability. Reflective scenarios encourage learners to consider why an action is appropriate, what risks remain, and how decisions should be communicated and recorded. The program also addresses fairness, integrity, evidence preservation, and the distinction between personal and organizational responsibility. Delivered through self-paced learning, it supports both individual professional development and organizational training pathways. Participants develop a more deliberate approach to exercising authority, assessing risk, and representing their organization with professionalism and restraint.

Duty of Care, Liability, and Professional Accountability

WHO THIS COURSE IS FOR

- Frontline, mobile patrol, and public-facing security teams
- Healthcare, retail, residential, and industrial security staff
- Concierge and protective-service professionals
- Supervisors, team leads, and emerging leaders
- Organizations strengthening accountability and service quality

GOVERNANCE & PROFESSIONAL STANDARDS

Board Certified and University Approved

ISO 31000

Risk-based thinking and recognition of foreseeable harm.

ISO 18788

Professional security operations, accountability and ethical conduct.

Duty of care

Role boundaries, proportionate action and defensible records.

EXPECTED LEARNER OUTCOMES

- Interpret duty of care in practical situations and identify foreseeable risks.
- Distinguish personal, organizational, civil, and criminal dimensions of liability.
- Apply ethical reasoning to decisions involving fairness, integrity, and competing responsibilities.
- Exercise authority within lawful boundaries using proportionate and respectful interventions.
- Produce accurate, objective records that explain observations, actions, and decisions.
- Preserve evidence, maintain chain of custody, and communicate relevant information clearly.
- Demonstrate calm professional judgment in uncertain or emotionally charged situations.

Professional impact

Connects professional judgment with a clear understanding of responsibility. Learners are better equipped to recognize risk, justify their decisions, preserve reliable records, and contribute to a culture of ethical and accountable security practice.

COURSE 07 | 1A07

Advanced Note Taking and Evidence Preservation



PROGRAM CODE
1A07

DURATION
8 Modules - Approximately 6 hours

RECOGNITION
Board Certified

COURSE OVERVIEW

Advanced Note Taking and Evidence Preservation develops the observation and documentation discipline required to support investigations, organizational accountability, and professional review. Every recorded detail can affect how an incident is understood, making accuracy, neutrality, and evidence integrity essential frontline responsibilities. Across eight modules, learners follow the full documentation lifecycle, from observation under stress and contemporaneous note taking to evidence recognition, preservation, chain of custody, and incident reporting. The course connects investigative practice with the risk and security operations principles identified in the outline, including ISO 18788, ISO 31000, and ISO 22301. Practical scenarios develop awareness of physical and digital evidence, the risks of contamination or loss, and the value of preserving original information. Learners also examine how surveillance footage, access records, and metadata can support reliable accounts of events. The self-paced program prepares participants to communicate observations clearly, separate fact from interpretation, and contribute information that colleagues, investigators, and organizational decision-makers can use with confidence.

Advanced Note Taking and Evidence Preservation

WHO THIS COURSE IS FOR

- Security officers and supervisors across public-facing sectors
- Loss prevention and investigative support professionals
- Healthcare security personnel documenting complex incidents
- Corporate teams handling access records and digital evidence
- Public safety personnel and emerging security leaders

GOVERNANCE & PROFESSIONAL STANDARDS

Board Certified and University Approved ISO 18788 and ISO 31000

Operational accountability and risk-informed practice.

Evidence integrity

Preservation, contamination prevention and chain of custody.

Investigative documentation

Objective observation, reliable notes and traceable records.

EXPECTED LEARNER OUTCOMES

- Apply structured observation techniques that reduce bias and improve accuracy under stress.
- Produce contemporaneous notes that support investigative integrity and later review.
- Recognize physical, digital, biological, and trace evidence within operational environments.
- Preserve evidence and prevent contamination, damage, or avoidable loss.
- Maintain a documented chain of custody from discovery through transfer.
- Integrate surveillance footage, access records, and relevant metadata into documentation.
- Convert raw notes into clear, neutral incident reports.
- Demonstrate sound judgment and serve as a reliable information source for multidisciplinary teams.

Professional impact

Strengthens the reliability of frontline observations and the integrity of information passed to investigators and decision-makers. Learners are better prepared to preserve evidence, document events accurately, and support organizational accountability.

Emergency Preparedness and Response for Security Professionals



PROGRAM CODE
1A08

DURATION
8 Modules - Approximately 20 hours

RECOGNITION
Board Certified

COURSE OVERVIEW

Emergency Preparedness and Response for Security Professionals is an advanced, scenario-driven training program designed for modern security practitioners who operate in environments where emergencies unfold rapidly and unpredictably. This course moves far beyond traditional information-heavy instruction. Instead, it immerses learners in realistic operational situations, guiding them through the lived experience of recognizing threats, stabilizing chaotic environments, communicating under pressure, coordinating with responders, leading people through uncertainty, and restoring normalcy after an incident. Across eight extensive modules, learners explore the full arc of emergency management as it applies to frontline security operations. They begin with foundational readiness and progress through risk identification, emergency planning, operational response, communication, leadership, and post-incident recovery. Each module is written as a continuous narrative, allowing learners to absorb concepts through real-world context rather than fragmented theory. The course is fully self-paced and requires no instructor, yet delivers the depth, realism, and applied learning normally found only in advanced professional programs. By the end of the course, learners will not only understand emergency preparedness - they will be able to perform it. They will be equipped with the mindset, judgment, and operational capability required to act decisively when every second matters.

Emergency Preparedness and Response for Security Professionals

WHO THIS COURSE IS FOR

- Frontline security and emergency response personnel
- Corporate, healthcare, and critical infrastructure teams
- Campus, transport, retail, and public venue security staff
- Experienced practitioners strengthening incident judgment
- Organizations developing emergency readiness pathways

GOVERNANCE & PROFESSIONAL STANDARDS

Board Certified and University Approved

Emergency preparedness

Readiness, risk identification and operational planning.

Coordinated response

Life safety, communication and responder integration.

Recovery and improvement

Restoration, incident review and organizational resilience.

EXPECTED LEARNER OUTCOMES

- Recognize early warning signs and interpret developing incidents when information is incomplete.
- Translate emergency plans into practical frontline actions.
- Stabilize incident environments and guide occupants with clear, calm communication.
- Explain how stress and group behaviour affect emergency response.
- Coordinate with internal teams and external responders while prioritizing life safety.
- Maintain leadership presence and structured decision-making under pressure.
- Support post-incident recovery, review, and continuous improvement.

Professional impact

Develops the operational confidence to move from emergency plans to coordinated action. Learners are better prepared to recognize hazards, support occupants and responders, and contribute to recovery after a disruptive event.

Fire Control Systems and Life Safety Operations



PROGRAM CODE
1A09

DURATION
7 Modules - Approximately 10 hours

RECOGNITION
Board Certified

COURSE OVERVIEW

Fire-life-safety in modern facilities is no longer a narrow technical discipline; it is a complex, integrated operational ecosystem that determines whether organizations remain safe, resilient, and mission-ready. This comprehensive course guides learners through the full lifecycle of fire events - from early detection and suppression to compartmentation, smoke control, emergency coordination, post-incident recovery, and long-term resilience. Designed with real-world environments in mind, the curriculum reflects the operational realities of healthcare facilities, mixed-use buildings, critical infrastructure sites, and contract security operations. Across seven modules, learners develop a deep understanding of how systems behave, how people respond, and how leadership shapes outcomes. The course moves beyond technical knowledge and into strategic capability, showing how integrated planning, organizational culture, and cross-department coordination transform fire-life-safety from a compliance requirement into a core organizational strength. By the end, participants are equipped not only to understand fire protection systems, but to lead them - ensuring their facilities remain safe, stable, and resilient under pressure.

Fire Control Systems and Life Safety Operations

WHO THIS COURSE IS FOR

- Security professionals interfacing with building systems
- Healthcare safety leaders and facility managers
- Property managers and mixed-use building operators
- Critical infrastructure and industrial operations teams
- Continuity managers and emerging life-safety leaders

GOVERNANCE & PROFESSIONAL STANDARDS

Board Certified and University Approved

Fire and life safety

Integrated detection, suppression and protection systems.

Emergency operations

Safe egress, incident coordination and responder support.

Organizational resilience

Preparedness, system readiness and post-incident recovery.

EXPECTED LEARNER OUTCOMES

- Explain how detection, suppression, compartmentation, and smoke control contribute to life safety.
- Interpret building system behaviour and assess changing conditions during a fire event.
- Evaluate evacuation dynamics and protect safe egress routes.
- Coordinate with building teams and emergency responders within established incident structures.
- Support vulnerable occupants and continuity in complex or mission-critical environments.
- Connect life-safety readiness with leadership, organizational culture, and cross-department planning.
- Evaluate response and recovery arrangements to improve future readiness.

Professional impact

Connects technical understanding of fire protection systems with practical coordination and life-safety judgment. Learners are better prepared to support occupants, maintain safe movement, and contribute to resilient building operations.

COURSE 10 | 1A10

Behavioural Threat Recognition and Environmental Risk Assessment for Frontline Security



PROGRAM CODE
1A10

DURATION
8 Modules

RECOGNITION
Board Certified

COURSE OVERVIEW

Modern security environments demand more than vigilance - they demand insight. This advanced program equips frontline professionals with the ability to recognize behavioural risk before violence occurs, combining global behavioural science, threat-assessment research, and real-world operational practice. Learners develop the perceptual and analytical skills to read human behaviour, interpret environmental cues, and intervene early with confidence and professionalism. Through eight structured modules, participants learn to think, observe, and act like behavioural threat-recognition specialists - transforming routine presence into proactive prevention.

Behavioural Threat Recognition and Environmental Risk Assessment for Frontline Security

WHO THIS COURSE IS FOR

- Frontline and corporate security professionals
- Healthcare, retail, and shopping centre protection teams
- Transit and public-service facility personnel
- Hospitality, event, and campus security practitioners
- Industrial and critical infrastructure security teams

GOVERNANCE & PROFESSIONAL STANDARDS

Board Certified and University Approved

Behavioural observation

Context, baselines and meaningful changes in behaviour.

Dynamic risk assessment

Environmental scanning and proportionate response.

Professional intervention

Early communication, objective reporting and prevention.

EXPECTED LEARNER OUTCOMES

- Establish behavioural and environmental baselines and identify relevant anomalies.
- Recognize pre-incident indicators and potential violence precursors.
- Interpret observed behaviour in context and communicate concerns objectively.
- Conduct dynamic environmental scanning and assess changing risk.
- Intervene early through calm, professional communication and de-escalation.
- Respond appropriately and document observations and decisions clearly.
- Contribute to proactive reporting and a prevention-focused safety culture.

Professional impact

Develops a more deliberate approach to observation and early intervention. Learners are better prepared to connect behavioural information with environmental risk, communicate concerns responsibly, and support prevention before harm occurs.

Advanced Conflict Management and Behavioural Threat Intervention



PROGRAM CODE

1A11

DURATION

6 Modules - Approximately 4 hours

RECOGNITION

Board Certified

COURSE OVERVIEW

Advanced Conflict Management and Behavioural Threat Intervention develops the skills required to recognize escalating behaviour, manage emotionally charged encounters, and support prevention across public-facing environments. Security personnel in healthcare, retail, transit, corporate offices, and public institutions must often make decisions while stress and uncertainty are high. Across six modules, learners examine escalation psychology, trauma responses, cultural context, tactical communication, and the behavioural indicators that may require closer attention. The course introduces structured threat-assessment approaches identified in the source outline, including guidance associated with the U.S. Secret Service, FBI, and Violence Threat Risk Assessment models. Scenario-based learning connects early recognition with proportionate intervention, objective documentation, and collaboration with human resources, legal, and mental health partners. Participants also explore how leadership communication, accessible reporting pathways, and cross-functional coordination support a prevention-focused organizational culture. The program prepares learners to respond with greater composure, recognize the limits of isolated observations, and contribute effectively to the coordinated management of behavioural concerns.

Advanced Conflict Management and Behavioural Threat Intervention

WHO THIS COURSE IS FOR

- Security officers, supervisors, and corporate security teams
- Healthcare and retail loss prevention professionals
- Transit and public safety personnel
- Human resources and operational leaders
- Teams responsible for conflict and workplace violence prevention

GOVERNANCE & PROFESSIONAL STANDARDS

Board Certified and University Approved Threat-assessment frameworks

Structured approaches identified in NTAC, FBI and VTRA guidance.

Trauma-informed practice

Context, cultural awareness and compassionate communication.

Prevention governance

Reporting pathways, documentation and multidisciplinary review.

EXPECTED LEARNER OUTCOMES

- Explain how stress, trauma responses, and cultural dynamics can influence escalation.
- Use tone, presence, and tactical communication to reduce emotional intensity.
- Recognize concerns such as fixation, boundary testing, leakage, and significant behavioural change.
- Apply structured threat-assessment thinking and contribute observations to appropriate review processes.
- Intervene ethically, document objectively, and collaborate with relevant professional partners.
- Strengthen prevention through leadership communication and clear reporting pathways.

Professional impact

Strengthens early recognition and coordinated intervention in complex behavioural situations. Learners are better prepared to reduce escalation, contribute reliable information to assessment processes, and reinforce an organizational culture of prevention.

Critical Decision-Making Under Pressure



PROGRAM CODE
1A12

DURATION
8 Modules - Approximately 6 hours

RECOGNITION
Board Certified

COURSE OVERVIEW

Critical Decision-Making Under Pressure builds the mindset and practical discipline needed to act when information is incomplete, conditions are changing, and decisions carry immediate consequences. Frontline security work places professionals in crowded lobbies, tense interactions, medical emergencies, and rapidly developing incidents where attention and judgment can be affected by stress. Across eight modules, the course connects behavioural science, operational principles, and realistic scenarios with the daily responsibilities of officers, supervisors, and response teams. Learners examine how pressure affects information processing and how mental preparedness, situational awareness, and rapid risk evaluation can support clear thinking. They develop practical communication and de-escalation skills, including the verbal and non-verbal behaviours that influence an encounter. Structured decision models help participants assess options, consider safety and ethical responsibilities, and choose a proportionate course of action. The program develops professional composure alongside operational confidence, preparing learners to make and communicate defensible decisions when circumstances demand prompt action.

Critical Decision-Making Under Pressure

WHO THIS COURSE IS FOR

- Frontline security professionals and response teams
- Supervisors, shift leaders, and mobile personnel
- Law enforcement recruits and officers
- Emergency responders and public-facing staff
- Healthcare, retail, hospitality, and transport professionals

GOVERNANCE & PROFESSIONAL STANDARDS

Board Certified and University Approved

Decision discipline

Structured assessment, option evaluation and timely action.

Ethical judgment

Safety, proportionality and defensible operational choices.

Crisis communication

Composure, de-escalation and clear information under pressure.

EXPECTED LEARNER OUTCOMES

- Explain how stress can affect attention, information processing, and decision-making.
- Maintain situational awareness and evaluate risk as conditions change.
- Use structured decision models to compare options and select proportionate action.
- Apply techniques that support composure and reduce hesitation under pressure.
- Communicate clearly and use de-escalation to influence difficult encounters.
- Demonstrate ethical and defensible judgment in realistic frontline scenarios.

Professional impact

Strengthens the connection between awareness, judgment, and timely action. Learners are better prepared to stay composed, assess options, and communicate clear decisions during incidents where uncertainty and pressure are unavoidable.

Report Writing for Supervisors and Investigative Documentation



PROGRAM CODE
1A13

DURATION
10 Modules - Approximately 9 hours

RECOGNITION
Board Certified

COURSE OVERVIEW

Investigative documentation is the backbone of professional security, compliance, and organizational accountability. In today's high-risk, high-visibility environments, supervisors are expected to produce reports that withstand legal scrutiny, guide operational decisions, and protect the integrity of their teams. This course delivers a comprehensive, practice-driven learning experience that transforms supervisors into documentation leaders - capable of producing clear, neutral, evidence-based reports that meet North American legal standards and organizational expectations. Developed by subject-matter experts in investigative practice, legal compliance, and supervisory leadership, this program blends real-world scenarios, applied learning, and modern documentation techniques. Learners move beyond basic report writing and into the realm of professional investigative communication - mastering the skills required to document complex incidents, manage evidence, reduce bias, and produce court-ready summaries with confidence. This is not a theoretical course. It is a practical, field-tested system for supervisors who must get documentation right the first time, every time.

Report Writing for Supervisors and Investigative Documentation

WHO THIS COURSE IS FOR

- Security supervisors and team leads reviewing reports
- Investigators and compliance professionals
- Corporate security managers and directors
- Public safety, campus, and healthcare security personnel
- Professionals preparing for supervisory responsibilities

GOVERNANCE & PROFESSIONAL STANDARDS

Board Certified and University Approved

Investigative integrity

Factual observations, accurate timelines and neutral reasoning.

Evidence governance

Preservation, metadata, audit trails and chain of custody.

Supervisory accountability

Review, coaching and consistent documentation standards.

EXPECTED LEARNER OUTCOMES

- Produce clear reports grounded in factual observations, accurate timelines, and evidence.
- Apply investigative thinking to complex, sensitive, and high-liability incidents.
- Identify bias, assumptions, and subjective language in written accounts.
- Preserve digital files, metadata, and evidence from multiple information sources.
- Prepare concise investigative summaries for leadership and legal review.
- Use digital reporting systems with an understanding of audit trails and vulnerabilities.
- Coach personnel, correct documentation errors, and reinforce consistent reporting standards.

Professional impact

Develops supervisors who can improve both individual reports and the wider documentation culture. Learners are better prepared to produce reliable summaries, review complex incident records, and support fair, informed organizational decisions.

Security Technology Integration and Operations Oversight



PROGRAM CODE
1A14

DURATION
8 Modules - Approximately 15 hours

RECOGNITION
Board Certified

COURSE OVERVIEW

Security operations have evolved into complex, technology-enabled ecosystems where physical infrastructure, digital systems, and human decision-making intersect. This course provides a comprehensive, modern framework for understanding and managing integrated security technologies across surveillance, access control, command centres, cyber-physical systems, incident response, and governance. Learners are guided through the operational realities of today's environments, exploring how technology enhances situational awareness, strengthens identity management, supports investigations, and enables real-time decision-making. The course blends executive-level strategic insight with practical operational depth, ensuring participants gain both conceptual understanding and applied competence. By the end, learners will be equipped to oversee technology-enabled security operations with confidence, clarity, and professional rigor.

Security Technology Integration and Operations Oversight

WHO THIS COURSE IS FOR

- Security supervisors, managers, and analysts
- Command centre and integrated system operators
- Emergency response coordinators and IT-security liaisons
- Governance, compliance, and risk professionals
- Practitioners moving into technology-enabled operations

GOVERNANCE & PROFESSIONAL STANDARDS

Board Certified and University Approved

Technology governance

Responsible surveillance, oversight and operational accountability.

Cyber-physical risk

Dependencies across digital systems and physical protection.

Lifecycle management

Vendor oversight, system planning and organizational resilience.

EXPECTED LEARNER OUTCOMES

- Explain how surveillance, access control, sensors, analytics, and command centres work together.
- Interpret alerts and integrate system information into situational awareness.
- Apply structured decision-making to technology-supported incident response.
- Use security systems to support investigations and operational coordination.
- Recognize cyber-physical risks and dependencies affecting continuity.
- Apply technology governance, vendor oversight, and lifecycle planning principles.
- Lead technology-enabled teams and support responsible surveillance practice.

Professional impact

Builds the ability to connect technology with operational judgment. Learners are better prepared to interpret information, coordinate system-supported responses, and contribute to responsible, resilient security operations.

Incident Command and Multi-Agency Coordination

**PROGRAM CODE****1A15****DURATION****10 Modules - Approximately 12 hours****RECOGNITION****Board Certified****COURSE OVERVIEW**

Incident Command and Multi-Agency Coordination prepares security professionals to establish structure and support coordinated response during complex emergencies. Active threats, structural failures, mass-casualty events, and incidents involving police, fire, emergency medical services, and municipal emergency management require disciplined leadership and a shared operational approach. Across ten modules, learners examine the Incident Command System, multi-agency coordination, and the responsibilities of security personnel within those structures. The course draws on the North American emergency-management doctrine identified in the source outline, including FEMA, NIMS, Public Safety Canada, and provincial incident management frameworks. Realistic scenarios develop initial command, plain-language communication, tactical coordination, safe zones, staging, and the transfer of accurate information to responding agencies. Participants consider legal, ethical, and governance responsibilities alongside practical incident objectives. Planning, exercises, and a capstone simulation connect the course concepts with the pressures of real operations. Learners develop the judgment and communication discipline needed to stabilize initial conditions, align internal teams, and support Unified Command.

PROFESSIONAL PATHWAY

This course is a prerequisite for 1P13 Crisis Negotiation and Behavioral Intervention - Level I.

Incident Command and Multi-Agency Coordination

WHO THIS COURSE IS FOR

- Security supervisors, managers, and team leads
- Corporate and critical infrastructure security teams
- Healthcare, institutional, and campus professionals
- Property, retail, and public venue security leaders
- Transport hub and public-space operations personnel

GOVERNANCE & PROFESSIONAL STANDARDS

Board Certified and University Approved ICS / NIMS / IMS

Structured command and North American incident-management doctrine.

Unified coordination

Plain-language communication and aligned responder support.

Operational accountability

Defined roles, safe staging and documented incident decisions.

EXPECTED LEARNER OUTCOMES

- Establish initial command and organize priorities during the first critical minutes.
- Integrate security operations with ICS and multi-agency coordination structures.
- Coordinate perimeters, safe zones, staging, and other tactical support responsibilities.
- Communicate using clear, plain-language information and disciplined reporting.
- Support Unified Command with accurate situational information and aligned internal operations.
- Apply legal, ethical, and governance responsibilities to incident decisions.
- Strengthen preparedness through planning, exercises, and a realistic capstone simulation.

Professional impact

Develops a credible, structured contribution to multi-agency response. Learners are better prepared to establish initial control, support public-safety partners, and keep internal security operations aligned with shared incident objectives.

Student Crisis Response and Duty of Care Management



PROGRAM CODE
1A16

DURATION
10 Modules - Approximately 30 hours

RECOGNITION
Board Certified

COURSE OVERVIEW

Student crises rarely arrive with clarity. A call may begin as or Each label is incomplete, and campus professionals must make defensible decisions under imperfect information. This course builds the operational discipline required to recognize foreseeable harm, stabilize uncertain situations, and activate the right resources without overstepping role boundaries. Across ten modules, learners develop a repeatable decision habit grounded in the CARE cycle - Clarify, Assess, Respond, Evaluate - the thinking process that sits beneath all campus emergency procedures. Through real-world scenarios, behavioural-health principles, threat-assessment logic, and duty-of-care standards, participants learn to reduce risk proportionately, communicate with precision, and ensure safe transfer of responsibility. This program reflects modern campus safety doctrine, integrating crisis-care guidance, behavioural intervention practices, and multi-agency coordination. Graduates emerge with a professional, ethical, and defensible approach to student crisis management.

Student Crisis Response and Duty of Care Management

WHO THIS COURSE IS FOR

- Campus security, special constable, and public safety teams
- Residence life, student support, and housing personnel
- Student affairs and behavioural intervention teams
- Emergency management and first-contact responders
- Supervisors responsible for student crisis coordination

GOVERNANCE & PROFESSIONAL STANDARDS

Board Certified and University Approved

Duty of care

Foreseeable harm, proportionate controls and continuing responsibility.

CARE cycle

Clarify, Assess, Respond and Evaluate.

Coordinated support

Privacy, role boundaries and safe transfer of responsibility.

EXPECTED LEARNER OUTCOMES

- Apply duty-of-care thinking to foreseeable harm and proportionate protective action.
- Use the CARE cycle to structure decisions during uncertain student situations.
- Separate facts, observations, interpretations, and conclusions.
- Communicate transparently and calmly with distressed individuals.
- Recognize medical, mental health, intoxication, and behavioural concerns without diagnosing.
- Activate appropriate clinical, emergency, or law-enforcement pathways.
- Protect privacy, manage bystanders, and remain within professional role boundaries.
- Document decisions, coordinate multidisciplinary support, and ensure safe transfer and follow-up.

Professional impact

Creates a shared decision discipline for student crisis response. Learners are better prepared to reduce foreseeable harm, protect dignity, coordinate appropriate support, and maintain continuity of responsibility after the visible crisis has passed.

Campus Emergency Operations and Lockdown Command



PROGRAM CODE

1A17

DURATION

11 Modules - Approximately 8 hours

RECOGNITION

Board Certified

COURSE OVERVIEW

Campus Emergency Operations and Lockdown Command prepares security and campus professionals to make informed decisions during incidents that can develop with little warning. Colleges, universities, and private school campuses combine busy public spaces, residential communities, vulnerable individuals, and complex communication needs. Across eleven modules, learners connect Incident Command System principles with trauma-informed, student-centred response practices. The curriculum addresses lockdowns, active threats, medical crises, severe weather, hazardous materials, and multi-agency emergencies. Participants examine how to assess developing conditions, select appropriate protective actions, strengthen access control, and coordinate with police, fire, emergency medical services, and institutional partners. Particular attention is given to timely, actionable communication and the information needs of students, staff, families, and leadership. The course also addresses behavioural warning signs, multidisciplinary assessment, continuity, and post-incident recovery. A realistic campus emergency simulation brings the learning together. Participants develop a stronger foundation for operational leadership from initial notification through stabilization and recovery.

Campus Emergency Operations and Lockdown Command

WHO THIS COURSE IS FOR

- Campus security officers and supervisors
- Residence life and student housing professionals
- Emergency management and risk personnel
- Student affairs leaders and senior administrators
- Contract security providers serving education facilities

GOVERNANCE & PROFESSIONAL STANDARDS

Board Certified and University Approved

ICS / NIMS / IMS

Incident command and coordinated emergency response.

Protective actions

Lockdown, lockout, shelter-in-place and evacuation decisions.

Student-centred practice

Trauma-informed communication, duty of care and recovery.

EXPECTED LEARNER OUTCOMES

- Assess campus threats and recognize the implications for frontline readiness.
- Apply ICS, NIMS, and IMS principles when coordinating with emergency services.
- Select appropriate protective actions under time pressure.
- Strengthen patrol, access control, and incident stabilization in busy campus environments.
- Recognize behavioural warning signs and contribute to multidisciplinary assessment.
- Deliver clear crisis information to campus stakeholders and external partners.
- Support continuity, post-incident recovery, and trauma-informed community stabilization.
- Apply integrated leadership skills in a campus emergency simulation.

Professional impact

Connects campus safety planning with practical incident leadership. Learners are better prepared to select protective actions, coordinate responders, and support students and staff through both emergency response and recovery.

Public Assembly, Protest, and Demonstration Security Management



PROGRAM CODE
1A18

DURATION
7 Modules - Approximately 5 hours

RECOGNITION
Board Certified

COURSE OVERVIEW

Public assemblies are no longer rare or peripheral events - they are now a defining feature of contemporary civic life. From political demonstrations to spontaneous community gatherings, frontline security professionals are increasingly responsible for safeguarding environments where emotions run high, crowds shift rapidly, and public visibility is unavoidable. This course positions the learner at the center of that responsibility. Designed in an executive-professional academic style, this program delivers a deep, globally aligned understanding of how to manage public assemblies ethically, safely, and confidently. It moves beyond basic information delivery and instead builds operational judgement, behavioural intelligence, and leadership maturity. Every module is structured to help the learner think critically, anticipate complexity, and apply best practices directly to real-world operations. This is not optional training - it is essential preparation for any security professional operating in today's public-facing environment.

Public Assembly, Protest, and Demonstration Security Management

WHO THIS COURSE IS FOR

- Frontline and public-facing security professionals
- Security supervisors and team leaders
- Corporate, institutional, and contracted security teams
- Emergency management and public safety practitioners
- Organizations responsible for public assembly safety

GOVERNANCE & PROFESSIONAL STANDARDS

Board Certified and University Approved

Rights-respecting practice

Neutrality, civil liberties and professional restraint.

Crowd safety

Behavioural awareness, proportionate decisions and de-escalation.

Coordinated operations

Stakeholder communication, emergency response and review.

EXPECTED LEARNER OUTCOMES

- Interpret crowd behaviour and emotional dynamics as conditions change.
- Apply rights-respecting public assembly and emergency-response principles.
- Make ethical, proportionate decisions in rapidly developing situations.
- Use communication, posture, and professional presence to reduce tension.
- Manage emerging conflict through de-escalation and disciplined judgment.
- Coordinate with emergency services and relevant stakeholders during medical or crisis events.
- Document operations and conduct post-event review to improve future practice.
- Maintain neutrality, restraint, and accountability in highly visible environments.

Professional impact

Strengthens the ability to protect safety while respecting lawful assembly and individual rights. Learners are better prepared to manage tension, coordinate support, and represent their organization with professionalism in public-facing operations.

Violence Prevention and High-Risk Patient Management



PROGRAM CODE

1A19

DURATION

10 Modules - Approximately 8 hours

RECOGNITION

Board Certified

COURSE OVERVIEW

Violence Prevention and High-Risk Patient Management develops an approach to healthcare security grounded in behavioural awareness, compassionate communication, and effective partnership with clinical teams. Hospitals and care settings can involve mental health crises, substance-related agitation, pain, cognitive impairment, family conflict, and rapidly changing clinical conditions. Across ten modules, learners examine how these factors affect behaviour and how early observations can inform safer response. The curriculum connects violence prevention with trauma-informed de-escalation, environmental awareness, and the responsibilities of security personnel working alongside nurses, physicians, and mental health professionals. Participants explore how distress and clinical context can be misinterpreted, why accurate communication matters, and how to reduce unnecessary confrontation while protecting patients, staff, and visitors. The course also considers the emotional impact of repeated exposure to difficult incidents and the importance of professional resilience. Learners develop practical judgment for high-risk interactions and a clearer understanding of how security can contribute to a coordinated, care-sensitive response.

Violence Prevention and High-Risk Patient Management

WHO THIS COURSE IS FOR

- Healthcare security officers and supervisors
- Emergency department and clinical response teams
- Mental health and addiction services personnel
- Hospital administrators and workplace safety leaders
- Long-term care and psychiatric facility teams

GOVERNANCE & PROFESSIONAL STANDARDS

Board Certified and University Approved

Violence prevention

Early recognition, proportionate response and staff safety.

Trauma-informed practice

Compassion, dignity and non-confrontational communication.

Clinical collaboration

Context-sensitive observations and clear professional boundaries.

EXPECTED LEARNER OUTCOMES

- Recognize behavioural changes and warning signs that require attention.
- Explain how clinical and situational factors may influence distress or agitation.
- Apply trauma-informed communication that reduces perceived threat and supports cooperation.
- Consider pain, medication effects, and cognitive impairment when communicating observations to clinical teams.
- Collaborate effectively with nurses, physicians, and mental health professionals.
- Support proactive violence prevention and the safety of patients, staff, and visitors.
- Recognize the emotional impact of high-risk incidents and apply resilience practices.

Professional impact

Strengthens the contribution of security to safe and compassionate healthcare. Learners are better prepared to recognize concerns early, communicate with clinical partners, and support de-escalation while respecting dignity and professional boundaries.

Healthcare Emergency Codes and Incident Command Execution



PROGRAM CODE

1A20

DURATION

10 Modules - Approximately 8 hours

RECOGNITION

Board Certified

COURSE OVERVIEW

Healthcare Emergency Codes and Incident Command Execution develops the operational understanding required to support coordinated hospital response during medical emergencies, fires, violence, missing-person incidents, hazardous exposures, and infrastructure disruption. Security professionals are often among the first non-clinical personnel to recognize a changing situation, and their actions can affect both immediate safety and the continuity of care. Across ten modules, learners examine emergency code systems and the role of the Incident Command System in organizing people, information, and resources. The course uses immersive scenarios to connect disciplined movement, environmental stabilization, communication control, and interagency coordination with wider incident objectives. Participants consider the security responsibilities associated with search operations, perimeter control, surge activity, responder access, and cascading emergencies. Behavioural awareness and de-escalation support interactions with distressed patients, visitors, and families. The program develops an integrated view of hospital emergency response, preparing learners to follow local code definitions and procedures while contributing a calm, coordinated, and accountable security presence.

Healthcare Emergency Codes and Incident Command Execution

WHO THIS COURSE IS FOR

- Healthcare security professionals and supervisors
- Hospital emergency management teams
- Clinical leaders and charge nurses
- Facility operations and workplace safety personnel
- Emergency responders and interagency partners

GOVERNANCE & PROFESSIONAL STANDARDS

Board Certified and University Approved Incident Command System

Scalable command, coordination and information flow.

Healthcare emergency procedures

Local code definitions, assigned roles and activation protocols.

Continuity and life safety

Clinical priorities, environmental control and responder support.

EXPECTED LEARNER OUTCOMES

- Interpret healthcare emergency codes using local protocols and assigned responsibilities.
- Integrate security functions into scaled Incident Command System activations.
- Stabilize environments during medical, fire, violence, and hazardous-material incidents.
- Use de-escalation when interacting with distressed patients, visitors, and families.
- Support structured missing-person searches and protection of vulnerable individuals.
- Contribute to perimeter control, responder access, and hazard management within assigned roles.
- Support surge operations, safe crowd movement, and continuity during infrastructure disruption.
- Prioritize and communicate effectively during cascading or simultaneous emergencies.

Professional impact

Develops a more coordinated security contribution to hospital emergencies. Learners are better prepared to interpret local procedures, align with incident command, and support safety and continuity when several operational pressures occur at once.

Mental Health Awareness and Response



PROGRAM CODE
1A21

DURATION
8 Modules - Approximately 8 hours

RECOGNITION
Board Certified

COURSE OVERVIEW

Mental Health Awareness and Response prepares security and public-facing professionals to support individuals experiencing distress while maintaining safety, dignity, and clear role boundaries. These encounters may involve trauma, substance use, emotional dysregulation, or an acute crisis before clinical or emergency services are available. Across eight modules, learners connect mental health awareness with trauma-informed communication, de-escalation, suicide-related crisis recognition, and coordinated operational response. The course examines how behaviour can be influenced by stress and how responders can regulate their own emotions, reduce perceived threat, and communicate observations without stigma. Scenario-based learning supports structured decisions that balance empathy, immediate safety, and organizational responsibility. Participants also consider collaboration with police, emergency medical services, crisis teams, and institutional partners, including the information required for an effective handover. Personal resilience and professional sustainability are integrated throughout. Learners develop a practical foundation for responding with composure and compassion while recognizing when specialist assessment or emergency intervention is required.

Mental Health Awareness and Response

WHO THIS COURSE IS FOR

- Corporate and institutional security teams
- Healthcare security and public-sector responders
- Airport, transit, and critical infrastructure personnel
- Supervisors and frontline training coordinators
- Emergency support, social-service, and community-facing teams

GOVERNANCE & PROFESSIONAL STANDARDS

Board Certified and University Approved

Trauma-informed response

Respect, emotional safety and non-stigmatizing communication.

Ethical and lawful practice

Dignity, autonomy, rights and professional role boundaries.

Coordinated care pathways

Timely referral, responder communication and factual handover.

EXPECTED LEARNER OUTCOMES

- Interpret behaviour using trauma-informed and crisis-awareness principles.
- Recognize signs of distress, acute crisis, suicidal concern, and substance-related impairment.
- Use de-escalation to reduce perceived threat and support safer communication.
- Apply structured decisions that balance empathy, safety, and organizational responsibility.
- Communicate factual, non-stigmatizing observations to police, EMS, crisis teams, and institutional partners.
- Protect dignity, autonomy, and individual rights while remaining within role boundaries.
- Maintain emotional regulation, personal resilience, and professional sustainability.

Professional impact

Strengthens a compassionate and disciplined response to mental health-related incidents. Learners are better prepared to recognize concerns, communicate respectfully, and coordinate appropriate support without extending beyond their professional responsibilities.

Retail Crime Suppression and Organized Theft Response Operations



PROGRAM CODE
1A22

DURATION
10 Modules - Approximately 12 hours

RECOGNITION
Board Certified

COURSE OVERVIEW

Retail Crime Suppression and Organized Theft Response Operations develops the practical capabilities needed to recognize organized theft activity, protect people, and support coordinated investigations. The program examines retail crime as an operational challenge involving group behaviour, technology, intelligence, and activity that can cross store and jurisdictional boundaries. Across ten modules, learners work through realistic scenarios, behavioural observations, threat recognition, evidence preservation, and multi-agency coordination. The curriculum connects frontline awareness with the needs of loss prevention teams, retail leaders, corporate investigators, and law-enforcement partners. Participants explore how incident reports, surveillance records, and recurring patterns can contribute to a wider investigative picture. They also consider the changing role of analytics, RFID, digital evidence, and other security technologies. The program emphasizes disciplined decisions during theft incidents and confrontations, clear communication, and the priority of life safety. A capstone simulation brings together recognition, response, coordination, and leadership. Learners develop a more integrated understanding of retail protection and the operational responsibilities that support prevention, investigation, and recovery.

Retail Crime Suppression and Organized Theft Response Operations

WHO THIS COURSE IS FOR

- Retail security officers and supervisors
- Loss prevention and asset protection teams
- Retail managers and corporate security leaders
- Organized retail crime investigators and analysts
- Contract security providers in commercial environments

GOVERNANCE & PROFESSIONAL STANDARDS

Board Certified and University Approved

Intelligence-led practice

Pattern recognition, reliable reporting and coordinated investigation.

Safe operational response

Life safety, proportionality and clear role boundaries.

Evidence and collaboration

Preservation, information sharing and multi-agency coordination.

EXPECTED LEARNER OUTCOMES

- Explain the operational characteristics of organized retail crime and coordinated theft.
- Recognize relevant behavioural indicators and group activity in context.
- Apply situational awareness using baselines, anomalies, and disciplined decisions.
- Prioritize safety and make proportionate, lawful decisions during evolving incidents.
- Produce accurate reports, preserve evidence, and support intelligence-led investigations.
- Communicate actionable information to staff, customers, and external partners.
- Explain the contribution of analytics, RFID, and digital evidence to retail protection.
- Coordinate across teams and jurisdictions and apply integrated skills in a capstone simulation.
- Support post-incident recovery, operational continuity, and organizational learning.

Professional impact

Connects frontline retail awareness with safe response and investigative support. Learners are better prepared to recognize patterns, preserve useful information, and collaborate effectively while protecting employees, customers, and the wider operation.

Loss Prevention Integration and Security Operations Supervision



PROGRAM CODE
1A23

DURATION
11 Modules - Approximately 30 hours

RECOGNITION
Board Certified

COURSE OVERVIEW

Modern organizations face a rapidly evolving landscape of risk, behaviour, and operational complexity. Supervisors are no longer simply managers of tasks - they are strategic leaders who stabilize environments, shape culture, influence behaviour, and protect organizational resilience. This course delivers a comprehensive, high-impact learning experience designed to transform frontline supervisors into future-ready leaders capable of navigating dynamic threats, guiding teams through uncertainty, and elevating protective performance across the enterprise. Learners will explore advanced concepts in incident management, investigations, operational risk, behavioural leadership, organizational culture, and cross-functional integration. The curriculum blends real-world operational insight with strategic leadership development, giving supervisors the tools, frameworks, and confidence to lead with clarity, authority, and professionalism. This is not a traditional LP-security course. It is a leadership transformation program - built for organizations that demand excellence, resilience, and forward-thinking supervisory capability.

Loss Prevention Integration and Security Operations Supervision

WHO THIS COURSE IS FOR

- Security and loss prevention supervisors
- Protective operations team leads and aspiring managers
- Leaders in high-volume or behaviour-sensitive environments
- Professionals moving from tactical to supervisory roles
- Organizations strengthening operational leadership

GOVERNANCE & PROFESSIONAL STANDARDS

Board Certified and University Approved

Protective governance

Aligned risk, operational and organizational priorities.

Investigative integrity

Neutral, evidence-based inquiry and accountable decisions.

Leadership culture

Coaching, psychological safety and cross-functional cooperation.

EXPECTED LEARNER OUTCOMES

- Lead with composure and clarity during incidents and operational disruption.
- Interpret risk dynamically and develop layered protective approaches.
- Conduct neutral, evidence-informed investigations that support organizational integrity.
- Reinforce professional culture through modelling, coaching, and communication.
- Manage operational tempo and behavioural dynamics to support stability.
- Collaborate with loss prevention, human resources, operations, and facilities teams.
- Communicate concise, actionable insights to senior decision-makers.
- Develop teams grounded in accountability, psychological safety, and shared expectations.

Professional impact

Develops supervisors who can connect frontline protection with broader organizational priorities. Learners are better prepared to coordinate teams, improve investigative practice, and strengthen the culture and consistency of protective operations.

COURSE 24 | 1A24

Leadership in Security (Operational Leadership and Shift Command Focus)



PROGRAM CODE
1A24

DURATION
8 Modules - Approximately 6 hours

RECOGNITION
Board Certified

COURSE OVERVIEW

Operational leadership is the force that holds a security shift together. This board-certified program builds the behavioural discipline, command presence, and tactical decision-making required to lead confidently in real-time environments. Learners move beyond theory and into the lived reality of frontline leadership - where moments are fast, stakes are high, and teams look for someone who can stabilize the room. Through immersive narratives, behavioural science, and operational psychology, participants learn how to take command during incidents, communicate with authority, adapt their leadership style, and shape a professional, ethical, high-performance team culture. This course is designed for those who understand that leadership is not a title - it is a presence.

Leadership in Security (Operational Leadership and Shift Command Focus)

WHO THIS COURSE IS FOR

- Security supervisors and shift commanders
- Senior security professionals preparing for leadership
- Mobile supervisors and site leads
- Operational team leads
- Emerging leaders taking on command responsibilities

GOVERNANCE & PROFESSIONAL STANDARDS

Board Certified and University Approved

Operational accountability

Ethical decisions, consistent conduct and professional presence.

ICS-aligned leadership

Initial command, role delegation and scene stabilization.

Team communication

Briefings, radio discipline and reliable information flow.

EXPECTED LEARNER OUTCOMES

- Demonstrate ethical operational leadership and consistent professional behaviour.
- Use command presence to calm teams and stabilize high-pressure situations.
- Adapt leadership style to urgency, team capability, and emotional conditions.
- Communicate clearly, run effective briefings, and maintain radio discipline.
- Apply ICS-aligned principles to initial command, delegation, and incident decisions.
- Build a shift culture of professionalism, accountability, and trust.

Professional impact

Strengthens the leadership behaviours that hold a shift together. Learners are better prepared to guide personnel, establish order during incidents, and maintain the clear expectations and communication that support dependable frontline performance.

NEXT STEP

Advance Your Professional Security Practice

The CPSS® portfolio develops professional understanding, sound judgment and operational confidence to protect people, support safe environments and assume greater responsibility in modern security practice.



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