

Certificate in Supervising Security Operations (CSSO)

Professional training programme



SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

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— Workshop Overview

This course will provide security operatives, officers and managers with the fundamentals of conducting effective security operations. It will address a wide variety of topics to enable all participants to understand and practice the skills required to carry out day-to-day security functions. Participants will gain practical skills and techniques that can be implemented immediately back in to the workplace.

Why Attend

This course is highly interactive and includes group discussions, case studies and syndicate work. It also includes practical exercises that allow all participants to use the knowledge they gained to demonstrate their skills in conducting effective security operations.

Who Should Attend

Security officers, managers, team leaders and other individuals who require the skills and duties to perform or manage security roles within the workplace.

— Learning Objectives

- Demonstrate and explain the skills and duties of a confident security officer
- Explain the relevant legislation/law that impacts the work of a security officer
- Explain the importance of emergency procedures within the workplace
- List the safety principles, procedures and policies, which are required within the workplace
- Apply good communication, customer care and negotiating skills
- Apply searching, patrolling and scene preservation skills
- Describe the use of access and egress control within the security officer role

Course Outline

DAY
1

Introduction to Supervising Security Operations

- Introduction
- What is Security?
- Customer Service
- The Structure of Law

DAY
2

Manned Security Operations

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

DAY
3

Physical Security Operations

- Patrolling
- Access & Egress Control
- Search Procedure

DAY
4

Systems Security Operations

- Technology & Systems
- Close Circuit Television (CCTV)
- Surveillance

DAY
5

Safety and Emergency Response

- Health and Safety Awareness
- Risk, Threat and Vulnerability Assessments
- Principles of First Aid
- Fire Safety Awareness
- Emergency Response & Evacuation Procedures
- Incident Management
- Day 6: Communication Skills and Conflict Management
- Communication & Reporting Skills
- Introduction to Conflict management

- Preventing Conflict
- Managing Conflict
- Learning from Conflict
- Day 7: Physical Intervention and Use of Force
- Introduction to Physical Intervention
- Use of Force and the Law
- Disengagement Skills
- Escorting and Guiding Skills

— Upcoming Classroom Dates

DATE	LOCATION	FEE
12 - 16 October 2026	Barcelona - Spain	€1,925
9 - 13 November 2026	Paris - France	€2,250
14 - 18 December 2026	Frankfurt - Germany	€1,625
18 - 22 January 2027	Kuala Lumpur - Malaysia	€1,400
15 - 19 February 2027	Barcelona - Spain	€1,925
15 - 19 March 2027	Geneva - Switzerland	€2,625
19 - 23 April 2027	Munich - Germany	€2,125
17 - 21 May 2027	Barcelona - Spain	€1,925

— Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact info@sparktraining.eu or +31 85 115 0004.