

Work-Study Diploma in Security Operations

Course Objective

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

Module Synopsis

Consumer Behaviour Analytics[#]

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

Design Thinking for Customer Experience

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

Effective Communication for Security

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

Fundamentals of Security Services

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

Introduction to Criminal Psychology

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

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

Common module with WSDip in Event Management

* Common module with WSDip in Customer Experience Management

^ Common module with WSDip in E-commerce & Retail