MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

CERTIFICATE IN SUPERVISING SECURITY OPERATIONS

"Mastering Supervisory Skills for Effective, Compliant, and Coordinated Security Operations"

Schedule

Date	Venue	Fees (Face-to-Face)
07 – 11 Jun 2026	Doha, Qatar	USD 3495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Security supervisors play a vital role in protecting people, property, and organizational operations. Their ability to manage teams, enforce policies, coordinate with emergency services, and respond to incidents directly impacts business continuity and safety outcomes.

This course equips participants with the leadership, communication, and operational skills required to effectively supervise security teams in high-risk or sensitive environments. Covering everything from patrol management to crisis response, legal compliance, and staff development, the training blends practical drills with internationally recognized best practices in security supervision.

Objectives

By the end of this course, participants will be able to:

- Plan, deploy, and supervise security operations effectively
- Lead, evaluate, and train frontline security personnel
- Respond to incidents and coordinate emergency procedures
- Conduct inspections, write reports, and maintain proper documentation
- Ensure compliance with legal, ethical, and organizational security standards

MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

Why Attend

- Develop the skills needed to lead and manage effective security operations
- Understand how to assess risk and respond to incidents confidently
- Improve communication and coordination with internal and external stakeholders
- Comply with regulations and reporting standards for investigations and incidents
- Enhance your professional credentials and supervisory career potential

Target Audience

This program is designed for:

- Security Supervisors and Team Leaders
- Facility and Building Security Officers
- Shift Leaders and Patrol Commanders
- Corporate Security Staff preparing for leadership roles
- Anyone involved in managing day-to-day security operations

Individual Benefits

Key competencies that will be developed include:

- Team leadership and supervisory skills
- Incident reporting, documentation, and escalation
- Operational planning and patrol supervision
- Threat and risk assessment techniques
- Effective communication and conflict resolution

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Stronger frontline security team performance
- Improved response to incidents and emergencies
- Reduced legal and compliance risk through better supervision
- Higher customer and staff confidence in security services
- Streamlined reporting, inspection, and control procedures

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – Principles of security supervision and compliance
- Case Studies – Security breaches and best-practice responses
- Workshops – Patrol planning, team assignments, incident drills
- Peer Exchange – Leadership challenges in different security settings
- Tools – Checklists, SOP templates, risk matrix, logbook standards

MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

Course Outline

Training Hours: 7:30 AM – 3:30 PM Daily Format: 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Security Supervision Fundamentals

- Module 1: Role of the Security Supervisor (07:30 – 09:30) • Responsibilities, ethics, chain of command
- Module 2: Leadership and Communication Skills (09:45 – 11:15) • Briefings, instructions, radio protocol
- Module 3: Organizing Patrols and Team Deployment (11:30 – 01:00) • Route planning, coverage strategies, shift handovers
- Module 4: Workshop – Develop a Team Roster and Patrol Plan (02:00 – 03:30) • Group activity to schedule and allocate personnel

Day 2: Incident Management and Emergency Response

- Module 5: Identifying and Assessing Security Threats (07:30 – 09:30) • Internal and external risks, suspicious behavior
- Module 6: Responding to Incidents and Crises (09:45 – 11:15) • Alarm handling, lockdowns, coordination with emergency services
- Module 7: Emergency Evacuation and Crowd Control (11:30 – 01:00) • Exit planning, assembly points, communication
- Module 8: Workshop – Simulated Emergency Scenario (02:00 – 03:30) • Teams respond to a staged facility incident

Day 3: Legal, Ethical, and Regulatory Compliance

- Module 9: Laws, Policies, and Procedures for Security Staff (07:30 – 09:30) • Search and seizure, use of force, detainment protocol
- Module 10: Documentation and Report Writing (09:45 – 11:15) • Incident logs, evidence handling, daily activity reports
- Module 11: Inspection and Audit Procedures (11:30 – 01:00) • Site checks, post orders, logbooks
- Module 12: Workshop – Write an Incident and Inspection Report (02:00 – 03:30) • Participants review a scenario and file required documentation

Day 4: Operational Excellence in Security Management

- Module 13: Supervising Security Technology and Systems (07:30 – 09:30) • CCTV, access control, alarms, monitoring
- Module 14: Conflict Management and De-escalation (09:45 – 11:15) • Managing aggression, verbal techniques, non-violent methods
- Module 15: Quality Control in Security Services (11:30 – 01:00) • Standards enforcement, mystery checks, customer feedback
- Module 16: Workshop – Handle a Difficult Visitor Scenario (02:00 – 03:30) • Live role-play exercise with debrief

Day 5: Team Development and Final Assessment

- Module 17: Training and Motivating Your Security Team (07:30 – 09:30) • Coaching, delegation, disciplinary procedures
- Module 18: Evaluating Performance and Providing Feedback (09:45 – 11:15) • Appraisals, improvement plans, KPIs
- Module 19: Final Case Study – Security Breach and Supervisor Response (11:30 – 01:00) • Group discussion of real-world leadership failures
- Module 20: Final Workshop – Present a Security Operations Plan (02:00 – 03:30) • Teams develop and present a complete shift security plan

Certification

Participants will receive a Certificate in Supervising Security Operations, validating their ability to lead, coordinate, and manage effective security operations while ensuring compliance with operational procedures and industry standards.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

Follow us: **Facebook** **Twitter** **YouTube** **LinkedIn** **Instagram**

© Material published by MAWA Events shown here is copyrighted. All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.