

A publication by the Security Industry Institute

# The **SECURITY** NEWSLETTER *times*

## FEATURE STORY

# A SECURITY TECHNOLOGY THAT NEVER FAILS

## PAST EVENTS

- ▶ INAUGURAL APPRECIATION & NETWORKING LUNCH
- ▶ SHARING OF SKILLSFUTURE INITIATIVES AND SECURITY COURSES TO LOM ALUMNI
- ▶ PRIVATE SECURITY SERVICES ASSOCIATION (MYANMAR) VISITED SII
- ▶ APSA'S NETWORKING SESSION
- ▶ SKILLS AND CAREER FAIR



SECURITY TRAINING PROGRAMMES





recent terrorist threats e.g. ramping up their security and introducing measures such as adopting technology and training in the areas of basic emergency skills and first aid for their volunteers to protect their worshippers. Religious organisations are often the targets of terror attacks globally as they are vulnerable “soft targets” and traditionally they also do not employ security officers to safeguard their property and worshippers. Even if they do, the security officers may not be adequately trained. In a recent news report, the Association of Certified Security Agencies which represents 119 security agencies in Singapore shared that more than 50 per cent of security personnel here did not go for counter-terrorism training.

*Dear Readers,*

In these past few months, we have seen an increase in terrorist attacks worldwide from London and Melbourne to the on-going siege of Marawi City in the southern Philippines. Closer to home, Singapore had detained, for the first time; a Singaporean woman and two auxiliary police officers under the Internal Security Act for their links to terrorism.

These attacks are often done by lone wolves and the training of security officers must be able to equip them to handle such situations. The recent change to the Public Order Act for large scale events or higher-risk events is one of the measures by the government to protect against terrorist or public order threats.

Terrorists have struck the shopping malls, night-clubs, theatres, and also places of worship. Given the security environment and threats right now, it is increasingly important for our security officers, who are often at the frontline to be equipped with the necessary skills and knowledge in the event of a terrorist attack.

In this issue, we are looking at how the places of worship prepare themselves in view of the

Security Industry Institute (SII) has launched the revised counter-terrorism module, “Recognise Terrorist Threats” in April 2017. The Police Licensing & Regulatory Department has classified this new 16-hour module as the 3rd Core Module within the WSQ Certificate in Security Operations (besides the 2 Basic Licensing Modules) and all security officers are strongly recommended (and to a certain extent, members of the public) to sign up and be trained in this module.

As the Law and Home Affairs, Minister K Shanmugam reiterated that it was a matter of “when” and not “if” a terror attack will happen in Singapore. Everyone must be vigilant and work together to counter-terrorism in Singapore. We cannot allow the terrorists to destroy our social fabric and the racial and religious harmony which we hold so dearly.

With this, I wish you all a safe and secure 2017. Happy reading!

**Jeffrey Seah**  
Head  
Security Industry Institute

## BOUQUETS / VOICES

“A very good place to acquire knowledge. SII maintains a high standard of security WSQ training.”

**Kenny Lim**

“A great institution with knowledgeable staff. I understand better of the security industry and the courses I am required to take after their free security talk session.”

**Salleh Wak Jawa**

“From the very first certificate I have started with SII till I completed my Security WSQ Diploma, SII’s facilitators are awesome!”

**Ann Natalie Yu**

“Mr Yap is a great trainer! Thank you for all his patience and guidance.”

**Dave Ong**



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In collaboration with





15 February 2017

## INAUGURAL APPRECIATION & NETWORKING LUNCH

15 February marked a significant day for SII and its industry partners. It was SII's first-ever Appreciation and Networking Lunch organised to acknowledge and show appreciation to our industry partners for their contributions and support. Besides feasting on the scrumptious lunch, the event also served as a platform for them to network and exchange ideas. Twenty industrial partners turned up for this inaugural event held at the Top Table, Temasek Culinary Academy and they enjoyed it thoroughly.

## PRIVATE SECURITY SERVICES ASSOCIATION (MYANMAR) VISITED SII

SII was privileged to host four delegates of the Private Security Services Association (Myanmar), in end March. They were here to learn more about how security officers were trained and licensed in Singapore, and to model after our system. The entire visit was facilitated by Mr. Nelson Tee, President of Security Systems Association of Singapore (SSAS).



30 March 2017



23 April 2017

## SKILLS AND CAREER FAIR BY YAYASAN MENDAKI, SSA GROUP AND MENDAKI SENSE

This inaugural Skills and Career Fair jointly organised by Yayasan MENDAKI, SSA Group and MENDAKI SENSE offered an all in one platform for walk-in job interviews, skills upgrading, awareness on available services, and free talks and services. SII participated in the event to promote our Security WSQ courses and job placement service. The event was graced by Dr Yaacob Ibrahim, Minister for Communications and Information and Minister-in-charge of Muslim Affairs.

The Fair offered over 700 job opportunities and attracted more than 2,000 attendees.

## SHARING OF SKILLSFUTURE INITIATIVES AND SECURITY COURSES TO LOM ALUMNI

Temasek Polytechnic's Logistics and Operations Management (LOM) Reunion 2017 was not just a reunion event about past achievements and events, it was about being future ready too! This year, the 32 alumni who congregated at SII had greatly benefited from SII's sharing on SkillsFuture initiatives and courses that would address security issues relevant to the logistics industry. They were encouraged to constantly upgrade themselves to remain relevant in the industry. Most importantly, the attendees also had a whale of a time reminiscing and catching up with old-time friends, classmates and lecturers.



28 March 2017



18 April 2017

## APSA'S NETWORKING SESSION

SII announced the following two new modules that were offered:

- "Recognise Terrorist Threats" (under Certificate in Security Operations)
- "Supervise Crowd and Traffic Control Activities" (under Advanced Certificate in Security Supervision)

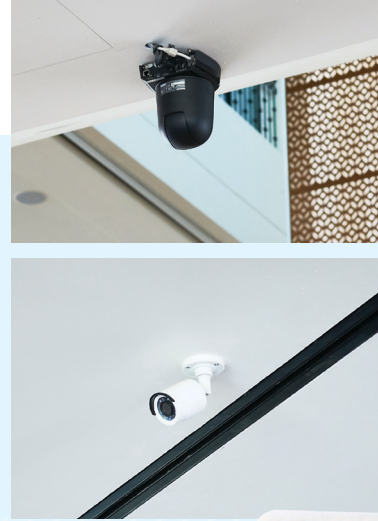
The event was attended by 49 members of the Asian Professional Security Association (APSA). Our invited partner, Mr Fazle Omar, Manager, Partners and Operations Division, Workforce Singapore presented on "Enhanced Work Trial" which took effect from 1 April 2017.







YUSOF ISHAK MOSQUE



# A SECURITY TECHNOLOGY THAT NEVER FAILS



Terrorist threats and activities are tearing up social fabric and compromising national security in many countries. Singapore is not immune from these threats and places of worship are one of the prime targets for terrorist attacks nowadays.

In view of these issues that are causing panic, we interviewed the spokespersons of Yusof Ishak Mosque and St Andrew's Cathedral to find out how they had educated their respective communities and congregation about potential threats and the role worshippers could play.

## YUSOF ISHAK MOSQUE

Many Muslim groups are actively implementing a range of measures to educate their worshippers and the public about the source of terrorist threats.

Let us first find out how Masjid Yusof Ishak aka Yusof Ishak Mosque, the 71<sup>st</sup> mosque in Singapore that was officially opened on 14 April 2017 tightens its security

This mosque is not just a regular place of worship; it is also a heritage centre that showcases the legacy of Singapore's first President, Yusof bin Ishak. Some parts of the mosque are open to the public for visits. That makes this place even more vulnerable to attack, as anyone can gain access into the building under the guise of a visitor. Therefore, the mosque leadership committee decides to run drills ever so often to prepare their worshippers for such emergencies.

For added security, plainclothes police officers are deployed to do their rounds during the day fortnightly, whilst the mosque's security officers do theirs during the night. A new police station will be built near the vicinity. This will further enhance security in the area.

A video has also been developed to educate and create awareness of terrorism and security-related issues within the congregation.

No matter how advanced the technology is, it may still be hacked into and compromised. When a server breaks down, the engineers are the next line of support. This leads to the point that human is the 'technology' that never fails. Humans are irreplaceable – trained security officers are still very much in demand in Singapore as the number of terrorism threats soar.

Hence, are the 28 surveillance cameras that run 24/7 in this 5-storey building sufficient to be the eyes in the sky? Clearly not! However, the mosque has a formidable detection device in line - its people. People will not fail to recognise unfamiliar faces or those who behave suspiciously.

With some 4,000 pairs of eyes during worship sessions and regular drills (informed and uninformed), it is as good as having the entire building under scrutiny.



**"I JUST SPEARHEADED AN ANTI-TERRORISM EXERCISE YESTERDAY. THE WORSHIPPERS AND STAFF WEREN'T AWARE OF THE EXERCISE. THE OBJECTIVE WAS TO SIMULATE A REAL-LIFE SITUATION. A 'TERRORIST' WAS PLANTED WITHIN THE MOSQUE, AND HE WAS APPREHENDED IN 15 MINUTES FLAT."**

Yusof Ishak Mosque





ST ANDREW'S CATHEDRAL

## ST ANDREW'S CATHEDRAL

With four main gates around St Andrew's Cathedral, and located just a few steps away from the City Hall MRT station, the church seems too convenient and accessible for anyone to enter unnoticed. So, how does the church weed out suspicious figures to avoid potential terrorist attacks?

Right after the 9/11 tragedy, terrorism has cast a massive shadow over the world. Since then, the church has been ramping up its security measures.

Adding on to the security equation, churchgoers are the second line of defence. They are the ones who can recognise new faces surfacing in a sea of worshippers. This is undoubtedly a very effective tactic to fish out suspicious behaviour and unfamiliar faces. Volunteers are trained to ask specific questions in picking up tell-tale signs of suspicious behaviour. These are what third-party security officers and technology cannot pick up.

The church cannot stress enough that specific instructions and adequate training must be put in place so that the church ushers and volunteers will not be misguided by stereotyping the appearance of a terrorist.

"In the Manchester concert hall attack, the terrorist stood outside the hall's security parameter. He didn't wear a padded suit and carry a huge bag. It is therefore not that easy to tell him apart," he added.

It may be due to social stereotyping that people fail to pick up signs of a potential terrorist attack. Exploiting this weakness, terrorists nowadays are trained to behave normally and perform an attack swiftly to the extent of getting away unnoticed.

We must know that as government authorities are developing more intelligent methods to detect suspicious people and activities, the terrorists are also strategising more effective ways to avoid drawing unnecessary attention.



**"FOR THE PAST SIX YEARS, WE HAVE ENGAGED TRAINED PERSONNEL TO TIGHTEN THE SECURITY. TWO YEARS AGO, WE REVIEWED OUR SECURITY MEASURES AND HIRED A THIRD PARTY ORGANISATION TO PERFORM REGULAR SECURITY AUDIT."**

St Andrew's Cathedral



## PLANTING PLAINCLOTHES SECURITY AGENTS

It is true that we tend to be blinded by stereotypes, so are the terrorists. Yusof Ishak Mosque and St Andrew's Cathedral have one common tactic to counter stereotyping - training their own people.

The ushers and volunteers are trained to look out for suspicious persons or behaviour with a critical eye and ask the right questions that may catch the terrorists off guard. It is second nature to panic or get fidgety when asked about the questions they have no answers for. This is when the church can separate the suspicious visitors from worshippers, and eventually apprehend them.

The take-home point is to have human resources as the radar to detect potential terrorist activities and complement it with technology.

Remember, it pays to be vigilant, know your role, and take ownership of preventive measures before it is too late.



# MISSION ACCOMPLISHED!



Job hunting in itself is a colossal task, not to mention switching to a job that one has absolutely no experience in. However, it doesn't mean that it's an impossible mission - Mr Choo had successfully switched from electronics to the private security industry.

Mr Choo was retrenched and failed to secure a job although he had attended many interviews. Things started to change for the better after he read about the Progressive Wage Model for the private security industry. The remuneration seemed attractive to him and that piqued his interest to become a security officer.

After completing the two basic licensing modules, Mr Choo chanced upon an online job portal, One-Stop Security Platform. This job portal is a platform dedicated to the security industry. Without much hesitation, Mr Choo sent in his application for the job of a security officer. Before he knew it, he managed to bag the job within a short period of time. He is currently employed by Royal Security Management Services Pte Ltd.

**Q** However, his challenge did not stop here.

**A** "It took me some time to adapt to the new job scope and long working hours. I hope that there will be a day when security officers work eight hours for five days a week," Mr Choo explained.

**Q** We asked him to share his secret of success.

**A** "I guess my profile fits what it takes to be a security officer. Moreover, SII's trainers provide me with extensive knowledge of what to expect in the security industry. They also help me when I have enquiries."

Adding on to his success equation are "hard work, determination and a desire to constantly upgrade through training."

**Q** So, what did Mr Choo's employer feel about him?

**A** "He shows dedication and commitment, and we are extremely satisfied and pleased with his performance."

At the end of the day, carving out a career in a different field is not just about bagging the job, but also sustaining it by adopting the right mentality and positive attitude.



## Calendar of Events

### JULY 2017

- Job Preparation Exercise with various companies
- Security Industry Talk – 3<sup>rd</sup> Thursday of the month, 9.30am at SII

### AUGUST 2017

- Security Day 2017 (26 August 2017)
- Job Preparation Exercise with various companies
- Security Industry Talk – 3<sup>rd</sup> Thursday of the month, 9.30am at SII

### SEPTEMBER 2017

- Job Preparation Exercise with various companies
- Security Industry Talk – 3<sup>rd</sup> Thursday of the month, 9.30am at SII

### OCTOBER 2017

- Security Industry Conference and Masterclass(5 and 6 October 2017)
- Job Preparation Exercise with various companies
- Security Industry Talk – 3<sup>rd</sup> Thursday of the month, 9.30am at SII

### NOVEMBER 2017

- Job Preparation Exercise with various companies
- Security Industry Talk – 3<sup>rd</sup> Thursday of the month, 9.30am at SII

### DECEMBER 2017

- Job Preparation Exercise with various companies
- Security Industry Talk – 3<sup>rd</sup> Thursday of the month, 9.30am at SII



# SECURITY TRAINING PROGRAMMES

## CERTIFICATE IN SECURITY OPERATIONS

### CORE MODULES

1. Handle Security Incidents and Services<sup>1</sup>
2. Provide Guard and Patrol Services<sup>1</sup>
3. Recognise Terrorist Threats

### ELECTIVE MODULES

#### Vocational Skills

4. Assist in the Evacuation of Premises
5. Manage Disorderly Conduct and Threatening Behaviour\*
6. Conduct Crowd and Traffic Control
7. Provide People Protection Services
8. Perform Covert Retail Security
9. Minimise Retail Theft and Loss
10. Provide Mobile Patrol Services
11. Perform Security Operations within Legal Framework
12. Operate Basic Security Equipment
13. Conduct Security Screening of Person and Bag
14. Conduct Security Screening and Search of Vehicles

<sup>1</sup> Mandatory Licensing Modules for Security Officers

## ADVANCED CERTIFICATE IN SECURITY SUPERVISION

### CORE MODULES

1. Supervise Security Officers<sup>1</sup>
2. Assess and Address Security Risks
3. Perform Supervisory Duties within Legal Framework<sup>2</sup>
4. Induct Security Personnel<sup>2</sup>

### ELECTIVE MODULES<sup>3</sup>

#### Vocational Skills

5. Conduct Operation Briefing and Debriefing
6. Contribute to the Management of Security Incidents
7. Monitor and Review Security Operations
8. Lead and Manage A Team of Security Officers
9. Deploy Security Equipment
10. Perform Monitoring and Reporting Duties at Central Command Centre
11. Perform Security Command Centre Activities at Client's Premises
12. Supervise Crowd and Traffic Control Activities

<sup>1</sup> Formerly called "Supervise Security Activities". Mandatory Licensing Module for Security Supervisors.

<sup>2</sup> Assessment Only Pathway (AOP) modules. Applicable only for company-sponsored applicants.

<sup>3</sup> Those who have attained the Certificate in Security Operations or Higher Certificate in Armed Security will be exempted from 1 module.

## DIPLOMA IN SECURITY MANAGEMENT

### CORE MODULES

1. Manage Security Operations
2. Manage Security Agency within Legal Framework
3. Assess and Manage Security Risk Control Measures
4. Manage and Resolve Conflict in Security Environment
5. Achieve Work Effectiveness in Security Environment

### ELECTIVE MODULES<sup>1</sup>

#### Vocational Skills

6. Develop A Manpower Deployment Plan
7. Prepare and Submit Tender for Security Services
8. Manage Performance of Security Personnel
9. Manage Security Business
10. Manage Security Emergencies
11. Conduct Security Survey
12. Plan and Implement Security Systems
13. Manage Recruitment and Selection of Security Personnel

<sup>1</sup> Those who have attained the Advanced Certificate in Security Supervision will be exempted from 1 module.



## CERTIFICATE IN SECURITY OPERATIONS

	Singapore Citizens	Permanent Residents	Non-Singaporeans
Full course fee	NA	NA	\$500.00
Nett course fee (90% subsidy)	\$50.00	\$50.00	NA
Nett course fee under SkillsFuture Mid-career Enhanced Subsidy (90% subsidy) (40 years old & above)	\$50.00	NA	NA
Nett course fee under Workfare Training Support (WTS) Scheme* (95% subsidy)	\$26.64	NA	NA

## ADVANCED CERTIFICATE IN SECURITY SUPERVISION

	Singapore Citizens	Permanent Residents	Non-Singaporeans
Full course fee	NA	NA	\$1,300.00
Nett course fee (90% subsidy)	\$130.00	\$130.00	NA
Nett course fee under SkillsFuture Mid-career Enhanced Subsidy (90% subsidy) (40 years old & above)	\$130.00	NA	NA
Nett course fee under Workfare Training Support (WTS) Scheme* (95% subsidy)	\$69.25	NA	NA

## DIPLOMA IN SECURITY MANAGEMENT

	Singapore Citizens	Permanent Residents	Non-Singaporeans
Full course fee	NA	NA	\$1,300.00
Nett course fee (70% subsidy)	\$390.00	\$390.00	NA
Nett course fee under SkillsFuture Mid-career Enhanced Subsidy (90% subsidy) (40 years old & above)	\$147.00	NA	NA
Nett course fee under Workfare Training Support (WTS) Scheme* (95% subsidy)	\$86.26	NA	NA

NA = Not applicable

\* Self-sponsored trainees will be eligible for Workfare Training Support (WTS) Scheme if you are Singapore Citizens aged 35 years and above and earning \$2,000 per month or less (with effect 1 January 2017).

SII courses are eligible for UTAP and several SkillsFuture Awards. For more info, please refer to our webpage : [www.tp.edu.sg/sii/SkillsFuture-Awards](http://www.tp.edu.sg/sii/SkillsFuture-Awards)

For more information on Progressive Wage Model (PWM) modules, course schedules and registration, visit our website at: [www.sii.edu.sg](http://www.sii.edu.sg)

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innovative integrated mobile security management app



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