



# WORKING AS A SECURITY GUARD

A Beginner Workbook for Adult Learners

Designed for Ontario's Adult Literacy Sector: *Get SET (Skills, Education and Training)*

Developed by:



Funded by:

Canada



Ontario



**Get SET**  
Skills, Education and Training

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# Unit 1: Introduction



There are many aspects to working as a security guard. This unit will introduce you to the basic duties of a security guard, and the different types of security jobs.

You will learn:

- About This Workbook
- What Security Guards Do
- Where Security Guards Work
- Important Skills for Security Work

# About This Workbook

Welcome to **Working as a Security Guard!**

You don't need to know anything about being a security guard to read this workbook. It will introduce you to the basics of being a security guard, and getting a security guard licence. You can print it or you can use it on your computer or phone and type in answers to the questions.

You will learn about:

- What security guards do and where they work
- How to become a security guard
- Security guard training
- How to get more information



Brainstorm what you want to learn about security guard work. Make a list below.

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

## What Security Guards Do

The main job of a security guard is to keep people and property safe. Security guards must act professionally and handle situations calmly and respectfully.

In Ontario, you need a security guard licence to work as a security guard.

Security guards have many duties. Common tasks include:

- **Follow instructions and rules:**

Security guards follow the policies set by their employer.

- **Control entry and exit:**

Guards watch who enters and exits a site. They make sure only authorized people enter. When people exit, guards may need to check what they are taking with them.

- **Crowd control:**

At events, guards help manage crowds. If there is a problem, they may need to call the police.

- **Monitor security equipment:**

Guards watch live video feeds to and other security equipment to look for anything unusual.

- **Patrol the premises:**

Guards walk or drive around a site to help prevent theft, vandalism or fire.

- **Enforce regulations:**

Guards make sure people follow the rules and may help resolve conflicts.

- **Guide others on safety:**

Guards help people follow safety and emergency procedures.

- **Take notes and write reports:**

Guards record incidents and daily activities.





It's important to understand work-related vocabulary. There may be words on the previous page you don't understand. List them below. Write what you think each word means. You will learn more about these words in this workbook.



Word	What you think it means



**Think about it.**

- Where you have seen security guards? Make a list.
- What tasks you have seen security guards doing?



B Write the correct letter beside each term.

- |                        |   |
|------------------------|---|
| 1. _____ Entry         | A. To watch or check something carefully over time                |
| 2. _____ Crowd control | B. The buildings and land owned by a person or business           |
| 3. _____ Monitor       | C. Live or recorded video from security cameras                   |
| 4. _____ Patrol        | D. Managing large groups of people to keep everyone safe and calm |
| 5. _____ Premises      | E. The act of going into a place                                  |
| 6. _____ Enforce       | F. To make sure the rules are followed                            |
| 7. _____ Video feeds   | G. To walk or move around an area to check if everything is okay  |



C Write or type the correct word in each blank. Use the words from the box.

#### What Security Guards Do

1. \_\_\_\_\_ entry and exit
2. \_\_\_\_\_ security equipment
3. \_\_\_\_\_ control
4. \_\_\_\_\_ regulations
5. \_\_\_\_\_ notes and write reports
6. \_\_\_\_\_ policies set by their employer

- Take
- Monitor
- Control
- Crowd
- Enforce
- Follow



## Where Security Guards Work

Security guards work in various locations. At each location, their job is to protect property and people. Here are some common locations where security guards work.

**Residential buildings:** Sometimes called “concierge security,” these security jobs involve managing the front desk of the building. The guard monitors the security system, responds to resident requests, takes deliveries, and monitors who is entering and exiting the building.

**Commercial and office buildings:** In these locations, security guards often control the entry of employees and visitors, and patrol the premises.

**Malls and retail stores:** Sometimes called “loss prevention officers,” these security jobs involve monitoring for shoplifting. They can also involve giving directions to shoppers, monitoring security systems, and making sure shoppers and employees are safe.

**Public and special events:** Sometimes called “event security,” these security jobs often involve checking tickets, checking bags, managing traffic, controlling crowds and line-ups, and making sure attendees are safe.

**Bars:** Sometimes called “bouncers,” these jobs involve checking identification to verify legal drinking age, monitoring customers for unruly behavior, and managing difficult customers.

Other places security guards work include hospitals, schools, banks, airports and hotels.



Write or type the correct location on the lines below.

1. Where do concierge security guards work?
2. Where do bouncers work?
3. Where do loss prevention officers work?
4. Where do event security guards work?

---

---

---

---

# Important Skills for Security Work

A good security guard needs the following skills.

## Observation Skills

Good observation skills mean being able to notice details in your surroundings.

Security guards need to pay attention and notice things, such as who is entering or leaving, if there is a safety hazard, if something looks unusual, or if someone is acting suspiciously.

## Communication Skills

Good communication means you can speak, listen, and write clearly. You can give directions, explain rules, and report incidents so others understand you easily. You can listen carefully and respectfully to what people say.

## Interpersonal Skills

Good interpersonal skills mean you can get along with people, even when they are angry or confused. You show patience and respect, and you stay professional under pressure.

Security guards must be courteous and professional at all times. They need to treat all people with respect, regardless of their ethnic background, abilities, education, religion or gender.

## Record-Keeping Skills

Good record-keeping skills mean being able to write down information clearly and accurately.

Security guards need to write down what happens during their work shift, and write reports about incidents. They need to keep their records neat and organized so others can read them.



### Think about it.

- Is working as a security guard a good job for you?
- Do you have good observation, communication, interpersonal and record-keeping skills?
- Do you think you can learn these skills?

## Unit 2: How to Become a Security Guard

There are many steps to becoming a security guard. In this unit, you will learn the basic steps:

- Check if you are eligible
- Get security guard training
- Take the security guard licensing exam
- Apply for your licence



## Check if You Are Eligible



In Ontario, you must have a security guard licence to work as a security guard. To get a licence, you need to take a training course and pass a licensing exam.

But first, you need to be eligible to become a security guard. You must meet these three requirements.

☒ You are 18 or older.

☒ You can legally work in Canada.

You can legally work in Canada if you:

- Are a Canadian citizen *or*
- Are a permanent resident *or*
- Have a valid work permit

☒ You have a clean criminal record.

A clean criminal record means either:

- You have never been found guilty of breaking a law under Canada's Criminal Code. The Criminal Code lists all the crimes in Canada. A crime is a serious offence, such as theft, assault, or impaired driving.  
*OR*
- You broke a law and were found guilty. However, the government gave you a pardon (or a record suspension). A pardon means that you applied to the government for a pardon, and the government gave you a clean criminal record.

When you apply for a security guard licence, you must prove that you have a clean record. You prove this by getting a record check from the police service in your city. You need to apply for a criminal record and judicial matters check (CRJMC).



### Think about it.

- Are you eligible to become a security guard?
- Do you want to learn more about any of the eligibility rules? Which ones?

## Get Security Guard Training

To be a security guard in Ontario, you must take a security guard training course. You also need an emergency-level first aid certificate.



### Security Guard Training Courses

In Ontario, there are rules about what every security guard course must include. Each course must be at least 40 hours long and cover 12 main topics. Some of these topics include security procedures, report writing, and the Canadian legal system. You will learn more about the topics in Unit 3.

Many security guard courses also include emergency first aid and CPR training. If your course does not include it, you must take this training somewhere else. You need a valid Emergency-level First Aid and CPR certificate to get a security guard licence.

Security guard courses can be offered in different ways:

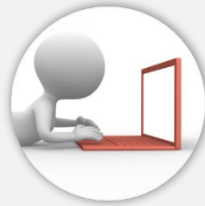
- Online: You learn on a computer or on your phone
- In person: You learn in a classroom with a teacher
- Blended: You learn through a mix of online and classroom learning (may also be called hybrid)

### Where to Take a Training Course

You can take any approved security guard course. Many organizations offer security guard courses, for example:


- Community colleges
- Career colleges
- Licenced agencies
- Registered employers

Organizations vary in the fee they charge the course, and the delivery of the course. Some are completely online, and some are a mix of online and in person.



### Look it Up!

- Go to [ontario.ca/page/security-guard-and-private-investigator-basic-training-providers](https://ontario.ca/page/security-guard-and-private-investigator-basic-training-providers) for a list of approved security guard course providers.
- There are providers for community colleges, security companies, licenced agencies and registered employers. Tap on the heading “Location” to sort the cities alphabetically. Then find your city.



Community colleges				
Name	Type of training	Location	Telephone	Extension
Cambrian College of Applied Arts and	security guard/private investigator	Sudbury	705-566-8101	

↑ Top

List the details for two course providers in your city.

1. **Provider name:**

\_\_\_\_\_

**Phone number:**

\_\_\_\_\_

**Check one:**

- ☐ Community college
- ☐ Career college
- ☐ Licensed agency
- ☐ Registered employer

2. **Provider name:**

\_\_\_\_\_

**Phone number:**

\_\_\_\_\_

**Check one:**

- ☐ Community college
- ☐ Career college
- ☐ Licensed agency
- ☐ Registered employer

Look at the course flyers below. Answer the questions on the page that follows.

### Course 1



WorkRight  
Training Centre

## Security Guard Training

33.5 hour course  
\$99 | First Aid NOT included




Our course is fully online. You can access it on a computer or phone. Start anytime, learn at your own pace and on your own schedule!

**Note:** This course does not include First Aid. You must complete an approved First Aid course to complete security guard training. Take it at our centre for a \$90 fee.

**Topics**

1. Introduction to the Security Industry	7. Canadian Legal System
2. The Private Security and Investigative Services Act	8. Legal Authorities
3. Basic Security Procedures	9. Effective Communication
4. Report Writing	10. Sensitivity Training
5. Health and Safety	11. Use of Force Theory
6. Emergency Response Preparation	12. FIRST AID (NOT INCLUDED)

### Course 2



Lakes College

## Security Guard Training (40 hours)

\$275

Our hybrid Security Guard course mixes online and in person learning.

- **Online:** 10 hrs of self-directed learning and 30 hrs of instructor-led online classes.
- **In person:** 1 day of First Aid/CRP training.

Our course covers the knowledge you need to work in security. You will learn about security responsibilities, crime prevention, the law, report writing, first aid and more!

This Course Issues a Course Completion AND a First Aid Certificate



B

Complete the chart below with information from the course flyers.

	Course 1 ↓	Course 2 ↓
What is the provider name?		
How much does the course cost?		
How many hours is the course?		
Does the course include First Aid?	<input type="checkbox"/> Includes first aid <input type="checkbox"/> Does not include First Aid	<input type="checkbox"/> Includes first aid <input type="checkbox"/> Does not include First Aid
How is the course delivered?	<input type="checkbox"/> Fully online <input type="checkbox"/> Fully in person <input type="checkbox"/> Hybrid	<input type="checkbox"/> Fully online <input type="checkbox"/> Fully in person <input type="checkbox"/> Hybrid



C

Find these words or phrases in the course flyers. Think about what the words mean. Then write or type the words in the spaces below.

- at your own pace
- hybrid
- instructor-led
- access
- on your own schedule
- self-directed

1.  Getting into the course or learning materials
2.  You can take the course as slowly or quickly as you want
3.  You can choose when to study (day, evening or weekend)
4.  A mix of online and in person learning
5.  Your learn on your own without a teacher
6.  You learn with the guidance of a teacher



# Take the Security Guard Licensing Exam

## Tests During a Course

During a security guard training course, there are small tests or quizzes after each topic. The tests are part of the course. They help you understand what you are learning.

If you complete a security guard training course successfully, you get a Training Completion Number (TCN) from the course. You need a TCN to take the final security guard test.



## The Security Guard Licensing Exam

The security guard final test is called the Ontario Security Guard Licensing Exam. It is different from the tests in your course.

The security guard licensing exam is a province-wide test you take *after* you finish your training course. Everyone in Ontario must pass this same test to get a security guard licence.

## How to Take the Exam

First, you need to book a time and location to take your test. You can do this online on a special website. On the website, you must:

- Enter your TCN
- Enter your date of birth
- Choose a test date, time and location
- Pay a test fee

You can do the test online in your own home, or at a test centre. The test has 60 multiple-choice questions, and you need at least 62% to pass.

When you pass the test, you get a Testing Completion Number (TCN). You need this number to apply for your security guard licence.



### Think about it.

- How do you feel about taking tests?
- Would you prefer to take the licensing exam online in your own home, or in person at a testing centre? Why?



A Answer the questions.

1. List four things you need to do to take the security guard licensing exam.

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

2. When do you get a training completion number? (choose one)

- ☐ After you pass the security guard licensing exam.
- ☐ After you pass a security guard course.
- ☐ Before you start a security guard course.

3. When do you get a testing completion number? (choose one)

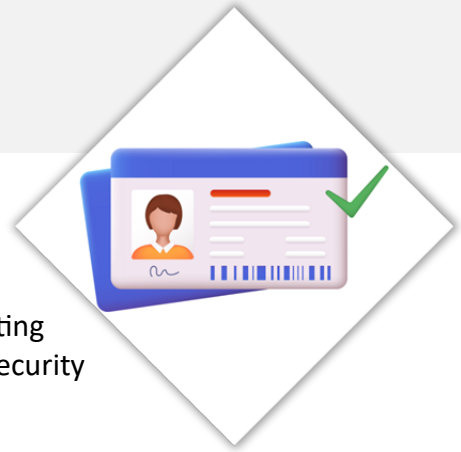
- ☐ After you pass the security guard licensing exam.
- ☐ After you pass a security guard course.
- ☐ When you book the security guard licensing exam.

4. How many questions are on the security guard licensing exam? \_\_\_\_\_

5. What grade do you need to pass the exam? \_\_\_\_\_

6. What type of questions are on the exam? \_\_\_\_\_

## Apply for Your Security Guard Licence



The final step is to apply for your licence from Service Ontario.

When you pass the Security Guard Licensing exam, you get a Testing Completion Number (TCN). You need the TCN to apply for your security guard licence.

### How to Apply for a Licence

You can apply for your security guard licence by mail or online. With your application, you need to include some information and documents, and pay the application fee.

You need to supply the following information:

- A testing completion number to prove you passed the security guard licensing exam
- Two pieces of identification
- A criminal record and judicial matters check (CRJMC)
- A passport-quality photograph
- An \$80 payment

### After You Receive Your Licence

When you are working as a security guard, you must carry your licence at all times. An Ontario security guard licence is valid for two years. You need to renew it before it expires.



A

Complete the sentences.

1. When you pass the security guard licensing exam, you get a \_\_\_\_\_.
2. You can apply for your licence by mail or \_\_\_\_\_.
3. When you apply for a security guard licence, you will need to pay \$\_\_\_\_\_.
4. Security guards must carry their licence \_\_\_\_\_.
5. A security guard licence is valid for \_\_\_\_\_ years.
6. You need to \_\_\_\_\_ your security guard licence before it expires.



B

Write the steps below in the correct order. Two of the steps are done for you.

- ☐ Apply for a licence from Service Ontario
- ☐ Receive your security guard licence
- ☐ Get a TCN from the course
- ☒ Be eligible (over 18, can work in Canada, clean criminal record)
- ☐ Take a security guard course and get a first aid certificate
- ☐ Book a date for the licensing exam
- ☒ Get a criminal record check
- ☐ Pass the licensing exam

### Steps to Becoming a Security Guard



## Unit 3: Security Guard Training



This unit introduces you to the topics you will study in a security guard course.

Topic 1 (Introduction to the Security Industry), is not included in this unit. It was covered in unit 1 of this workbook.

In this unit, you will about:

Topic 2: The Law (PSISA)

Topic 3: Basic Security Procedures

Topic 4: Report Writing

Topic 5: Health and Safety

Topic 6: Emergency Response Preparation

Topic 7: Canadian Legal System

Topic 8: Legal Authorities

Topic 9: Effective Communications

Topic 10: Sensitivity Training

Topic 11: Use of Force Theory

Topic 12: Emergency Level First Aid Certification

# Introduction

## Security Guard Course Topics

Every security guard course in Ontario must cover certain topics to make sure guards are prepared for their job. These topics teach you the skills and knowledge you need to work effectively.

The 12 topics address understanding the law, writing reports, responding to emergencies and performing security guard duties. The topics are listed below.

## In This Unit

This unit will give you a short introduction to each of the 12 required topics. You will find information and activities to help you understand each topic.

Topic 1 (Introduction to the Security Industry) is not included in this unit. It was covered in unit 1 of this workbook.



### *Required Topics*

#### For all Security Guard Training Courses

- Topic 1: Introduction to the Security Industry
- Topic 2: The Law (PSISA)
- Topic 3: Basic Security Procedures
- Topic 4: Report Writing
- Topic 5: Health and Safety
- Topic 6: Emergency Response Preparation
- Topic 7: Canadian Legal System
- Topic 8: Legal Authorities
- Topic 9: Effective Communications
- Topic 10: Sensitivity Training
- Topic 11: Use of Force Theory
- Topic 12: Emergency Level First Aid Certification

## Topic 2: The Law: PSISA



The Private Security and Investigative Services Act (PSISA) is a law that governs the security industry in Ontario. Learning about the PSISA is part of every security guard training course.

### What is in the PSISA?

The PSISA explains:

- How to get and keep a security guard licence
- What a security guard can and cannot do
- How security guards must behave, which is explained in the Code of Conduct
- How the public can make a complaint about a security guard

The PSISA includes many rules for security guards. It ensures they are accountable for their actions, and orders them to respect people's rights and act safely. You will learn about the rules in a security guard training course. For example, here are three of the rules:

- A security guard must have a security guard licence
- A security guard must carry their licence while working, and show it if someone asks to see it
- A security guard must wear a uniform with the word "security" on it



A Answer the questions.

1. What is the full name of the PSISA?

---

2. Which part of the PSISA explains how security guards should behave?

---

3. What word must be on a security guard's uniform?

---

## Topic 3: Basic Security Procedures

In your security guard course, you will learn about the main elements of being a security guard. You will learn more details about the topics below.

### Patrols and Surveillance

Security guards need to observe their surroundings and notice any suspicious activity. They do this by in-person or remote surveillance. For example:

- Foot patrols: walking through an area to watch for anything unusual
- Vehicle patrols: driving a vehicle to check for unusual activity
- Fixed patrols: staying in one place to observe an area
- Surveillance: observing people or an area, often through live video feed



### Basic Elements of Security

Security guards help keep people and property safe. They must act professionally, be alert and handle all situations calmly and respectfully. Here are the main elements of their job:

- Controlling access and exits: Checking who is entering or leaving, and making sure only authorized people and vehicles get in.
- Reporting security breaches: Knowing who to contact and what to do if something unusual or unsafe happens.
- Inspections: Checking bags, vehicles and other items for security risks.
- Controlling crowds: Helping to maintain order during events or emergencies.
- Securing an area: Locking down or securing a building during a serious incident.
- Controlling traffic: Directing traffic on private property, building entrances or in parking lots.

### Drug Effects

Security guards may need to work with people who are under the influence of drugs or alcohol. They need to understand how different substances can affect behaviour. Security guards need to treat these people respectfully, while making sure they do not harm themselves or others.





A Write or type the correct duty in the spaces below. Use the duties in the box.

- Inspection
- Vehicle patrol
- Crowd control
- Secure an area
- Foot patrol
- Access control
- Security breach
- Surveillance

1.  Observing people or an area, often through live video feed
2.  Checking bags, vehicles or items for safety risks
3.  When something happens that breaks security rules
4.  Walking through an area to look for anything unusual
5.  Making sure an area is safe and locked down
6.  Maintaining order when many people are gathered
7.  Driving through an area to check for unusual activity
8.  Making sure only authorized people enter a place



**Think about it.**

- Which security guard duties do you feel comfortable with?
- Which duties do you need to know more about?

## Topic 4: Report Writing

Security guards often need to write short reports. In a security guard course, you will learn about types of writing you may need to do. For example:

- Incident reports: A report that describes an accident or an unusual event
- Daily activity logs: Short daily reports to describe what happens during your work shift
- Notebook notes: Short notes to help you remember details if you need to write a report later
- Witness statements: Writing down exactly what a witness says

Your reports should be clear and accurate. Co-workers, employers or the court may read them.

### Report Writing Tips

- Keep notes: Carry a notebook to take notes of important details and what happens during a work shift. Write legibly and accurately.
- Be factual: In your reports, write what you see, hear, or do. Do not include opinions or personal comments. Include facts, such as:
  - Who: Who was involved
  - What: What happened, and what you or another person saw
  - When: The date and time of the incident
  - Where: The location of the incident
- Share reports safely: Reports may include confidential information. Follow rules for storing and submitting reports and keeping information safe.



A Write or type the correct letter on each line.

1. \_\_\_\_\_ Short notes you write during a shift to help remember details
2. \_\_\_\_\_ A detailed description of an accident or unusual event
3. \_\_\_\_\_ Writing down exactly what another person says
4. \_\_\_\_\_ A short report about what happens during your shift

- A. Incident report
- B. Daily activity log
- C. Notebook notes
- D. Witness statement



**B** Decide whether each sentence is a fact (F) or an opinion (O). Write F or O.

1. \_\_\_\_\_ The accident happened at 2:15 pm.
2. \_\_\_\_\_ The man entered at 10 am.
3. \_\_\_\_\_ The man was poor and suspicious looking.
4. \_\_\_\_\_ The man was carrying a blue bag.
5. \_\_\_\_\_ I found a blue bag on the third floor.
6. \_\_\_\_\_ The third floor is scary.
7. \_\_\_\_\_ The man was nice and seemed harmless.
8. \_\_\_\_\_ I think someone broke the window.
9. \_\_\_\_\_ I saw a broken window on the west side of the building.



**C** Find each word on the previous page and underline it. Write a simple definition, and list one or two synonyms (words that mean the same). You can use an online dictionary, such as [www.merriam-webster.com](http://www.merriam-webster.com). Number 1 is done.

	Definition	Synonyms
1. Incident	<u>An occurrence or situation</u>	<u>event, episode</u>
2. Accurate	_____	_____
3. Legible	_____	_____
4. Factual	_____	_____
5. Confidential	_____	_____

## Topic 5: Health and Safety (OHSA and WHMIS)



Security guards must follow safety laws. Two important safety laws in Ontario are the Occupational Health and Safety Act (OHSA) and Workplace Hazardous Materials Information System (WHMIS).

### Occupational Health and Safety Act (OHSA)

The OHSA is a law that protects the safety of all workers in Ontario. It explains the rights and duties of employers and workers. Under this law, security guards and all workers have these duties and rights:

Duties of the worker:

- Report hazards or dangers in the workplace
- Wear protective equipment

Rights of the worker:

- The right to know about hazards at work
- The right to help keep your workplace safe
- The right to refuse unsafe work

### Workplace Hazardous Materials Information System (WHMIS)

WHMIS is a law and a system that helps workers understand how to handle hazardous materials safely. Hazardous materials may include cleaning chemicals, fuel or other substances workers may come across while at work. WHMIS includes:

- Labels on containers that warn you about dangers
- Safety Data Sheets (SDS) that give detailed safety information
- Training so you know what to do if there is a spill, fire, or exposure to a chemical

You will need to complete WHMIS training as a security guard. Review the WHMIS symbols on the next page to prepare for your training.













A

Write or type the full name for the following acronyms.

1. OHSA \_\_\_\_\_
2. WHMIS \_\_\_\_\_

## Hazard Symbols: WHMIS

Commercial products are things made for work, not for homes. WHMIS is a system that helps workers understand the dangers of commercial products. It stands for Workplace Hazardous Materials Information System. WHMIS information includes labels, information sheets, training and symbols. Each WHMIS symbol tells us about the danger of a product.

	<b>Flame</b> The product can catch fire easily.
	<b>Flame Over Circle</b> The product is oxidizing. Oxidizing materials make fires hotter.
	<b>Corrosion</b> The product can burn skin or damage eyes.
	<b>Exclamation Mark</b> The product may cause skin or eye irritation.
	<b>Gas Cylinder</b> The product has gas under pressure. It can explode if heated or damaged.
	<b>Biohazardous Infectious Materials</b> The product can cause diseases.
	<b>Environment</b> The product can cause damage to the aquatic environment.
	<b>Exploding Bomb</b> The product can explode.
	<b>Skull and Crossbones</b> The product can be highly toxic and can cause death.
	<b>Health Hazard</b> The product can cause long-term health problems.



B

Write or type the correct letter beside each WHMIS symbol.

1. \_\_\_\_\_



2. \_\_\_\_\_



3. \_\_\_\_\_



4. \_\_\_\_\_



5. \_\_\_\_\_



6. \_\_\_\_\_



7. \_\_\_\_\_



8. \_\_\_\_\_



9. \_\_\_\_\_



10. \_\_\_\_\_



A. Exploding Bomb

B. Gas Cylinder

C. Corrosion

D. Skull and Crossbones

E. Flame

F. Health Hazard

G. Exclamation Mark

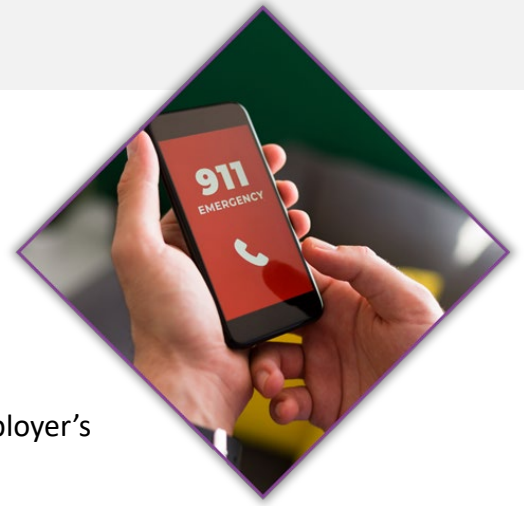
H. Flame Over Circle

I. Environment

J. Biohazardous Infectious  
Materials

## Topic 6: Responding to Emergencies

In a security guard course, you will learn how to respond to different types of emergencies. An emergency may include a fire, a bomb threat, a person who is injured, or a person with a weapon or suspicious package.



### What to Do in an Emergency

During an emergency, a security guard needs to follow their employer's emergency procedures. These procedures may include:

- Activating a firm alarm and calling 911
- Helping people evacuate a building
- Providing first aid
- Giving directions to firefighters, police or ambulance workers when they arrive
- Protecting or preserving evidence of a crime

### Duty of Care

Security guards have a *duty of care*. This means they must act the way a reasonable person would act to help keep people safe.

For example, if someone is hurt, a security guard should call for medical help, follow the emergency plan, and write a report about what happened. If a guard does nothing and ignores the injured person, this may be considered *negligence*, which means the guard did not meet their duty of care.



A

Write or type the correct word in the spaces below.

negligence ■ suspicious ■ duty of care ■ evacuate ■ preserve

1.  Move people out of a place because it is not safe
2.  Not being careful enough, which can cause harm to someone
3.  Protect something and keep it from being damaged
4.  Something that seems unusual and may be unsafe
5.  The responsibility to act in a reasonable way to protect others

## Topic 7: The Canadian Legal System



Security guards need a basic understanding of the court system, and some of the laws that effect their work. In a security guard course, you will learn about:

- The Canadian Criminal Court System
- The Ontario Evidence Act
- The Canada Evidence Act

Evidence laws explain how evidence can be used in court. Evidence is anything that helps show what happened during a crime, such as broken glass, photos, video footage or a weapon.

### The Court System

Security guards may be involved in court cases. They may need to show their reports, prepare evidence or speak in court. Security guards should always act as if a case *could* go to court, by:

- Being professional at all times
- Following proper steps when collecting information
- Collecting evidence properly, so it can be used in court



A Answer the questions.

1. List two laws that explain how evidence can be used in court.

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2. List three things security guards should do to be prepared for court.

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## Topic 8: Legal Authorities



Security guards must understand what they are allowed to do (their authority), and what they are NOT allowed to do.

They also need to know about laws that affect their work. In a security guard course, you will learn about these important laws.

### PIPEDA: Law about Handling Information

Security guards often deal with personal information, such as names, license plates or video footage. They must know how to keep this information private and use it properly. PIPEDA (Personal Information Protection and Electronic Document Act) is a law that sets rules for collecting, using, and protecting people's personal information.

### Criminal Code of Canada

The Criminal Code lists all crimes and their punishments. Security guards should know the basics so that they can recognize when something is a crime and call the police when needed.

### Tort Law: Law About Harm

Tort law deals with situations where someone's actions (or failure to act) cause harm to another person. "Tort" means "wrong" in French. A security guard could be sued in court if their actions cause someone to be injured. For example:

- Negligence: A guard can be sued for negligence if they do not act with reasonable care. For example, if a guard ignores a wet floor and someone slips and gets hurt.
- Assault: A guard can be sued for assault if they hurt someone or use more force than necessary

### Other Laws that Affect a Guard's Work

Security guards may need to be familiar with other laws that affect their work, such as:

- Employment Standards: This law sets rules for work conditions, like hours, pay and breaks.
- Liquor Licence Act: This law sets rules for the sale and use of alcohol.
- Provincial Offences Act: This law sets rules for how minor offences are handled.
- Residential Tenancies Act: This law sets rules between landlords and tenants.
- Trespass to Property Act: This law sets rules about being on property without permission.



**A** Write or type the correct law in the spaces below. Use the laws in the box.

- Trespass to Property Act
- PIPEDA
- Criminal Code of Canada
- Provincial Offences Act
- Residential Tenancies Act
- Liquor Licence Act
- Employment Standard Act
- Tort Law

1.

Rules for how businesses must protect people's personal information

2.

Rules for work conditions, like hours, pay and breaks

3.

Lists all crimes and their punishments

4.

Rules for what happens when someone's actions hurt another person

5.

Rules for selling and using alcohol

6.

Rules for how minor offenses (like traffic tickets) are handled in court

7.

Rules about being on property without permission

8.

Rules about the rights of landlords and tenants



**Think about it.**

1. Which law are you familiar with or have experience with?
2. What do you know about it?

## Topic 9: Effective Communications

Security guards should always act professionally and respectfully. They need strong communication skills to share information clearly when they are speaking and writing. They also need good interpersonal skills to get along well with others.

### Communication and Interpersonal Skills

- Adjust your vocabulary and tone to speak effectively to different people and in different situations
- Listen carefully and respectfully, and ask questions to get the information you need
- Use de-escalation techniques, such as staying calm and speaking in a non-threatening, respectful way
- Use positive body language, including gestures, facial expressions and eye contact
- Write clearly and concisely, using correct spelling and grammar
- Avoid personal biases or opinions and focus on the facts
- Speak in a way that is calm, accurate and concise
- Show sensitivity and empathy towards others



#### Think about it.

- How do you adjust your tone when you speak to different people?
- How do you show calmness during a difficult situation?
- What does positive body language look like for you?



A

Find each word below on the previous page and underline it. Think about what it means. Then write or type the correct letter on the lines below.



1. \_\_\_\_\_ Empathy
  2. \_\_\_\_\_ Biases
  3. \_\_\_\_\_ Accurate
  4. \_\_\_\_\_ Concise
  5. \_\_\_\_\_ Gestures
  6. \_\_\_\_\_ De-escalation
  7. \_\_\_\_\_ Respect
  8. \_\_\_\_\_ Tone
  9. \_\_\_\_\_ Communication skills
  10. \_\_\_\_\_ Interpersonal skills
- A. Correct and free of mistakes
  - B. The way your voice sounds, which shows how you feel (e.g., calm, friendly, angry)
  - C. The ability to interact and work well with others
  - D. Actions that calm a tense situation
  - E. Beliefs that can affect how you judge or treat others
  - F. Treating others in a polite and fair way
  - G. Short and to the point
  - H. Body movements that help show what you mean
  - I. The ability to share information clearly
  - J. Understanding how someone else feels

## Topic 10: Sensitivity Training

Sensitivity training is training that helps you become more respectful of others, especially those who are different than you. For example, people can have differences in:

- Ethnic background
- Education
- Religion
- Gender
- Sex
- Sexual orientation
- Ability



Sensitivity training helps you think about your biases. A bias is when you judge or treat someone unfairly because they are different. A good security guard avoids bias and treats everyone fairly.



A Write or type the correct word in each space:

gender ■ ethnic background ■ sexual orientation ■ sex

1.  Biological characteristics that make someone male or female
2.  The cultural group or ancestry a person comes from
3.  Whether a person identifies as male, female or other
4.  Who a person is attracted to



**Think about it.**

- How comfortable are you interacting with people from different backgrounds?
- What can you do to make sure you treat everyone fairly?

## Topic 11: Use of Force

Security guards may need to use force to protect people or to defend themselves. Force means any physical action used to control a situation or a person. Security guards need to know when and how much force is allowed. They also need to know how to stay calm in stressful situations so they can avoid using force.



### The Law and Use of Force

The Criminal Code of Canada (section 25) is about the use of force. It states that a person can use **only** as much force as needed **if** they have a good reason and are acting within the law.

### Avoiding Excessive Force

Excessive force means that a security guard used too much force. Security guards need to learn how to avoid using any force, and if they must use force, how to avoid using excessive force.

In a security guard course, you will learn about how to control a difficult situation so you can avoid using any force. Asking questions, remaining calm, speaking respectfully and managing your own stress can all help to control a situation.

### The National Use of Force Model

In a security guard course, you will learn about the National Use of Force Model (NUFM). It helps guards decide how to respond to difficult situations.



#### Think about it.

1. When might a security guard need to use force?
2. Have you ever witnessed a security guard or police offer use force?
  - Do you think they used excessive force?
  - What could they have done to avoid using force?

## Topic 12: Emergency First Aid Certification

Security guards in Ontario must have a valid Emergency-Level First Aid certificate. To get a certificate, you have to take a recognized first aid course, such as one from St. John Ambulance. An emergency-level first aid course is usually a full day of training. A certificate is valid for 3 years.



### What is First Aid?

First aid means giving immediate help to someone who is injured before medical professionals arrive. Two main goals of first aid are to keep the person alive and to prevent their injury from getting worse.

### What You'll Learn in a First Aid Course

In an emergency-level first aid course, you will learn:

- How to manage an emergency scene (stay calm, check for danger, call for help)
- How to treat shock, unconsciousness, and fainting
- How to help someone who is choking
- How to control severe bleeding
- How to perform CPR (cardiopulmonary resuscitation)
  - CPR-A teaches you how to perform CPR on adults.
  - CPR-C teaches you how to perform CPR on adults, children and infants.
- How to use an AED. An AED (Automated External Defibrillator), is a machine that can give someone a shock to restart their heartbeat.



A Answer the questions.

1. How long is a first aid certificate valid? \_\_\_\_\_
2. What does CPR stand for? \_\_\_\_\_
3. What does CPR-A teach you? \_\_\_\_\_
4. What does CPR-C teach you? \_\_\_\_\_
5. What does AED stand for? \_\_\_\_\_

## Unit 4: Checklist and Useful Links

This unit summarizes the steps to getting a security guard licence and provides useful weblinks.





# Security Guard Licensing Checklist



This checklist can help you track your progress towards becoming a licensed security guard. Use it to check what you have completed (Yes) and what you still need to do (Not yet).

	Yes ↓	Not Yet ↓
<b>Eligibility:</b>		
• I am over 18.	<input type="checkbox"/>	<input type="checkbox"/>
• I can legally work in Canada.	<input type="checkbox"/>	<input type="checkbox"/>
• I have a clean criminal record.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Training:</b>		
• I completed a security guard course.	<input type="checkbox"/>	<input type="checkbox"/>
• I have an Emergency-Level First Aid certificate.	<input type="checkbox"/>	<input type="checkbox"/>
• I have a Training Completion Number (TCN).	<input type="checkbox"/>	<input type="checkbox"/>
<b>Security Guard Licensing Exam:</b>		
• I booked a date for the licensing exam.	<input type="checkbox"/>	<input type="checkbox"/>
• I took and passed the licensing exam.	<input type="checkbox"/>	<input type="checkbox"/>
• I have a Testing Completion Number (TCN).	<input type="checkbox"/>	<input type="checkbox"/>
<b>Licence:</b>		
• I applied for a Criminal Record and Judicial Matters Check (CRJMC).	<input type="checkbox"/>	<input type="checkbox"/>
• I received my CRJMC.	<input type="checkbox"/>	<input type="checkbox"/>
• I applied for the security guard licence.	<input type="checkbox"/>	<input type="checkbox"/>
• I received my security guard licence.	<input type="checkbox"/>	<input type="checkbox"/>

## Helpful Websites



This page includes weblinks that may be helpful as you get ready to become a security guard.

The links below were correct when this workbook was written, but they may have changed. If a link doesn't work, try searching for the topic online.

When searching online, make sure the site is trusted, such as an Ontario government website. All government of Ontario webpages have **ontario.ca** in the link.

### Ontario Government Webpages About Becoming a Security Guard:

- How to become a security guard:  
[www.ontario.ca/page/security-guard-or-private-investigator-licence-individuals](http://www.ontario.ca/page/security-guard-or-private-investigator-licence-individuals)
- Security guard study guide: [www.ontario.ca/page/security-guard-study-guide](http://www.ontario.ca/page/security-guard-study-guide)
- Security guard training:  
[www.ontario.ca/page/security-guard-and-private-investigator-basic-training](http://www.ontario.ca/page/security-guard-and-private-investigator-basic-training)
- List of all security guard training providers:  
[www.ontario.ca/page/security-guard-and-private-investigator-basic-training-providers](http://www.ontario.ca/page/security-guard-and-private-investigator-basic-training-providers)
- About security guard testing:  
[www.ontario.ca/page/security-guard-and-private-investigator-testing](http://www.ontario.ca/page/security-guard-and-private-investigator-testing)
- To apply for a security guard license: [www.compliance.gov.on.ca/landing/solgen/en](http://www.compliance.gov.on.ca/landing/solgen/en)

### Security Guard Licensing Exam:

- To book a time to take the exam: <https://ontariosecuritytesting.com>

### Emergency-Level First Aid Courses:

- St. John Ambulance first aid courses: <https://sja.ca/en>
- All providers approved to deliver emergency first aid courses:  
[www.wsib.ca/en/providers-approved-deliver-emergency-and-standard-first-aid](http://www.wsib.ca/en/providers-approved-deliver-emergency-and-standard-first-aid)



## Unit 1: Introduction

### What Security Guards Do (p. 3-5)

- B**
1. E Entry
  2. D Crowd control
  3. A Monitor
  4. G Patrol
  5. B Premises
  6. F Enforce
  7. C Video feeds

- C**
1. Control Entry and exit
  2. Monitor Security equipment
  3. Crowd Control
  4. Enforce Regulations
  5. Take Notes and write reports
  6. Follow policies sets by their employer

### Where Security Guards Work (p. 6)



1. Residential buildings
2. bars
3. Malls and retail stores
4. Public and special events

## Unit 2: How to Become a Security Guard

### Get Security Guard Training (p. 10-13)

- A** Answers will vary.

<b>B</b>	Course 1	Course 2
Provider:	WorkRight Training Centre	Lakes College
Fee:	\$99	\$275
Hours:	33.5 hrs	40 hrs
First Aid:	<input type="checkbox"/> Includes first aid training <input checked="" type="checkbox"/> Does not include fist aid training	<input checked="" type="checkbox"/> Includes first aid training <input type="checkbox"/> Does not include fist aid training
Delivery:	<input checked="" type="checkbox"/> Fully online <input type="checkbox"/> Fully in person <input type="checkbox"/> Hybrid	<input type="checkbox"/> Fully online <input type="checkbox"/> Fully in person <input checked="" type="checkbox"/> Hybrid

- C
1. Access
  2. At your own pace
  3. On your own schedule
  4. Hybrid
  5. Self-directed
  6. Instructor-led

#### Take the Security Guard Licensing Exam (p. 14-15)

- A
1.
    - Enter your TCN
    - Enter your date of birth
    - Choose a test date, time and location
    - Pay a test fee
  2. ☒ After you pass a security guard course
  3. ☒ After you pass the security guard licensing exam
  4. 60
  5. 62%
  6. Multiple choice

#### Apply for Your Security Guard Licence (p. 16-17)

- A
1. Testing Completion Number
  2. online
  3. 80
  4. at all times
  5. 2 years
  6. renew
- B
1. Be eligible
  2. Take a security guard course and get a first aid certificate
  3. Get a TCN from the course
  4. Book a date for the licensing exam
  5. Pass the licensing exam
  6. Get a criminal record check
  7. Apply for a licence
  8. Receive your licence

## Unit 3: Security Guard Training

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#### Topic 2: The Law: PSISA (p. 20)

- A
1. Private Security and Investigative Service Act
  2. Code of Conduct
  3. security

### Topic 3: Basic Security Procedures (p. 21-22)

- A
- |                    |                   |
|--------------------|-------------------|
| 1. Surveillance    | 5. Secure an area |
| 2. Inspection      | 6. Crowd control  |
| 3. Security breach | 7. Vehicle patrol |
| 4. Foot patrol     | 8. Access control |

### Topic 4: Report Writing (p. 23-24)

- A
- C
  - A
  - D
  - B

- B
- |             |             |
|-------------|-------------|
| 1. <u>F</u> | 6. <u>O</u> |
| 2. <u>F</u> | 7. <u>O</u> |
| 3. <u>O</u> | 8. <u>O</u> |
| 4. <u>F</u> | 9. <u>F</u> |
| 5. <u>F</u> |             |

- B The definitions and synonyms below are possible answers only.

	Definition	Synonyms
2. Accurate	<i>Free from error</i>	<i>Correct, true</i>
3. Legible	<i>Capable of being read</i>	<i>Understandable, neat</i>
4. Factual	<i>Relating to facts, rather than interpretations</i>	<i>True</i>
5. Confidential	<i>Intended to be kept secret</i>	<i>Private, secret, personal</i>

### Topic 5: Health and Safety (OHSA and WHMIS), (p. 25-27)

- A
- Occupational Health and Safety Act
  - Workplace Hazardous Materials Information System

- B
- E Flame
  - H Flame over circle
  - C Corrosion
  - G Exclamation mark
  - B Gas cylinder
  - J Biohazardous infectious materials
  - I Environment
  - A Exploding bomb
  - D Skull and crossbones
  - F Health hazard

#### Topic 6: Responding to Emergencies (p. 28)

- A
1. Evacuate
  2. Negligence
  3. Preserve
  4. Suspicious
  5. Duty of care

#### Topic 7: The Canadian Legal System (p. 29)

- A
1.
    - The Ontario Evidence Act
    - The Canada Evidence Act
  2.
    - Be professional at all times
    - Follow proper steps when collecting information
    - Collect evidence properly

#### Topic 8: Legal Authorities (p. 30)

- A
- |                            |                              |
|----------------------------|------------------------------|
| 1. PIPEDA                  | 5. Liquor Licence Act        |
| 2. Employment Standards    | 6. Provincial Offences Act   |
| 3. Criminal Code of Canada | 7. Trespass to Property Act  |
| 4. Tort Law                | 8. Residential Tenancies Act |

#### Topic 9: Effective Communications (p. 32-33)

- A
- |                      |                                   |
|----------------------|-----------------------------------|
| 1. <u>J</u> Empathy  | 6. <u>D</u> De-escalation         |
| 2. <u>E</u> Biases   | 7. <u>F</u> Respect               |
| 3. <u>A</u> Accurate | 8. <u>B</u> Tone                  |
| 4. <u>G</u> Concise  | 9. <u>I</u> Communication skills  |
| 5. <u>H</u> Gestures | 10. <u>C</u> Interpersonal skills |

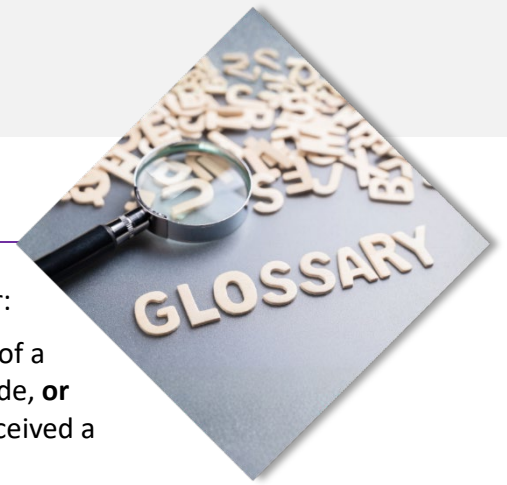
#### Topic 10: Sensitivity Training (p. 34)

- A
1. Sex
  2. Ethnic background
  3. Gender
  4. Sexual orientation

#### Topic 12: Emergency First Aid Certification (p. 36)

- A
1. 3 years
  2. Cardiopulmonary resuscitation
  3. How to do CPR on adults
  4. How to do CPR on adults, children and infants
  5. Automated External Defibrillator

# Glossary of Terms



## Security Guard Training and Licensing

Clean criminal record	A clean criminal record means either: 1. You have never been found guilty of a crime under Canada's Criminal Code, <b>or</b> 2. You were found guilty but later received a pardon (record suspension).
CRJMC	Criminal Record and Judicial Matters Check: A background check required to apply for a security guard licence in Ontario.
Emergency First Aid certification	A certificate showing you have completed emergency-level first aid training. It is valid for three years.
Security guard licensing exam	A province-wide test taken after completing security guard training. Everyone in Ontario must pass this exam to get a licence.
Security guard training course	A course approved in Ontario that teaches the knowledge and skills needed to work as a security guard. The course covers topics such as the law, public relations, emergency response, use of force, and report writing. You must complete this course before taking the security guard licensing exam.
Security guard license	An official licence showing you are legally allowed to work as a security guard in Ontario. It is valid for two years.
Testing Completion Number (TCN)	A number you receive after passing the security guard licensing exam.
Training Completion Number (TCN)	A number you receive after successfully completing a security guard training course.

## Security Work and Tasks

Activity log	Short daily notes describing what happens during a work shift.
Bouncer	A security worker at bars or clubs who checks identification, watches for unsafe behaviour, and helps maintain order.
Concierge security	Security work that involves managing the front desk of a building and assisting visitors.

Controlling access and exits	Checking who enters or leaves a location and ensuring only authorized people or vehicles are allowed in.
Crowd control	Helping maintain order during events or emergencies.
Event security	Security work at events. This can include checking tickets and bags, managing traffic, controlling crowds, and helping keep people safe.
First aid	Care given to someone who is injured before medical help arrives.
Fixed patrols	Staying in one location to observe and monitor an area.
Food patrols	Walking through an area to watch for anything unusual or unsafe.
Incident report	A written record describing an accident or unusual event.
Inspections	Checking bags, vehicles, or items for safety or security risks.
Loss prevention officer	A security worker who watches for shoplifting and theft in stores.
Securing an area	Restricting access to a building or space during a serious incident.
Surveillance	Watching an area for suspicious activity, often using live video cameras.
Security breach	An incident where an unauthorized person gains access to a restricted area or device.
Traffic control	Directing traffic on private property, such as parking lots or building entrances.
Vehicle patrol	Driving through an area to watch for anything unusual or unsafe.
Witness statement	A written account of what a person saw or heard during an incident.

## Behaviour and Safety

Biases	Personal beliefs or attitudes that can affect how you judge or treat others.
Code of Conduct	Rules within the PSISA that explain how security guards are expected to behave.
De-escalation techniques	Actions used to calm a situation and reduce tension or risk.
Drug effects	How drugs or alcohol affect a person's behaviour or body.



Duty of care	The responsibility to act in a reasonable way to help keep people safe.
Negligence	Failing to act with reasonable care, which may cause harm to others.
Occupational Health and Safety Act	An Ontario law that sets rules to help keep workers safe on the job.
PIPEDA	Personal Information Protection and Electronic Documents Act: A law that sets rules for collecting, using, and protecting personal information.
PSISA	Private Security and Investigative Services Act: The Ontario law that regulates security guards and the security industry.
Tort law	A part of the law that deals with harm caused by one person to another.
Use of force	Using physical actions to control a situation. Canadian law allows only the minimum force needed, and only when legally justified.
WHMIS	Workplace Hazardous Materials Information System: Provides information about hazardous materials used in the workplace.

## OALCF Alignment

This information is for practitioners who work with adult learners in Ontario literacy programs in Ontario. It outlines how this workbook is aligned with the Ontario Adult Literacy Curriculum Framework (OALCF).



### This Workbook and OALCF Competencies

This workbook is relevant to learners with the goal paths of Employment or Apprenticeship, with a particular interest in working as a security guard. It is aligned to the following OALCF competencies:

#### Competency A – Find and Use Information

- A1: Read continuous text (level 1, 2)
- A2: Interpret documents (level 1, 2)

#### Competency B – Communicate Ideas and Information

- B1: Interact with others (level 1)
- B2: Write continuous text (level 1)

#### Competency D – Use Digital Technology (level 1, 2)

### Task-based Learning Activities

Many of the learning activities in this workbook are skill-building in nature, designed to help learners recall and understand what they read. However, learners can complete various tasks to demonstrate and apply their learning in real life contexts. For example:

- Task related to Competency A1: Read a job ad for a security guard. Identify key details in the ad and determine whether you meet the qualifications.
- Task related to Competency A2: Read online information about a security guard course or a first aid course. Identify details and determine whether the course is good for you.
- Task related to Competency A3 and D: Locate a short online video related to a topic in this workbook. Watch the video and describe what you learned from it.
- Task related to Competency C1: Calculate the total cost of getting security guard licence, including the cost of training, testing, criminal records check and licensing fees.

## Related Milestones and Culminating Tasks

This workbook can help to prepare learners for attempting relevant milestones or culminating tasks. Keep in mind that completion of the workbook alone will not sufficiently prepare learners for successfully completing an assessment activity. Learners will first need sufficient instruction and practice with task-based activities related to a milestone or culminating task.

Prior to assigning a milestone or culminating task, determine whether the learner is ready to attempt it. Review the assessment task and ensure the following:

- The learner has received instruction on tasks similar to the assessment task
- The learner has developed the skills, knowledge and abilities related to the assessment task
- The learner has successfully completed similar tasks
- The assessment task is related to the learner's goal path
- The learner feels ready to try an assessment activity

The following milestones and culminating tasks may be related to a goal of seeking training or employment as a security guard. Note that this is not a complete list, but offers some examples.

### Milestones

#### **Competency A:** Find and Use Information

- Milestone 401 A1.1m: Read a job description and job offer to locate specific details.
- Milestone 404 A1.1: Read a sick time policy to identify company requirements.
- Milestone 408 A2.1: Find and understand important information on a pay stub.
- Milestone 409 A2.1: Read an employment program flyer and business hours information.
- Milestone 8 A2.1: Locate details on a product label.
- Milestone 14 A3: Extract information from films, broadcasts and presentations.

#### **Competency B:** Communicate Ideas and Information

- Milestone 18 B2.1: Write a thank you note and an email.
- Milestone 28: Create and organize a to-do list.
- Milestone 29 B3.2a: Complete a course registration form.

#### **Competency D:** Use Digital Technology

- Milestone 55 D.2: Conduct an Internet search.

#### **Competency E:** Manage Learning

- Milestone 57 E.1: Begin to manage learning.
- Milestone 229 E1: Monitor and manage your learning plan.

## Culminating Tasks

### Employment Goal Path

- **Collaboration Related to Employment:** Read, use documents and communicate to understand how collaboration can occur in a workplace.  
Competencies addressed: A1.2, A2.2, B2.3
- **General Employment:** Use workplace documents to find, communicate and understand general employee information and use digital technology to find directions.  
Competencies addressed: A1.1, A2.1, B2.1, C1.1, C2.1
- **Job Readiness:** Communicate and use documents for job readiness.  
Competencies addressed: A1.2, A2.2, B2.2, B3.1a, C1.2, C2.2
- **New Employee Orientation:** Use documents to complete employee orientation.  
Competencies addressed: A1.2, B2.1, B3.2, C1.1
- **Soft Skills in the Workplace:** Use time management, accountability and stress management skills to work through scenarios.  
Competencies addressed: A1.2, A2.1, B2.2, C3.2

-