

Frequently Asked Questions – Enhanced Training Requirements for Security Officers

Enhanced Training Requirements for Security Officers under the Progressive Wage Model (PWM) Skills Ladder

New Entrant SOs

Q1 Which are the mandatory PWM courses a new licensed **Security Officer grade officer (SO)** is required to pass before being deployed for SO duties?

Ans: Since 1 January 2024, all new entrant SOs are required to pass the following courses before being deployed.

- a) TSC Guard and Patrol (Provide Guard & Patrol Services) (PGPS) and
TSC Access Control Management (Operate Basic Security Equipment) (OBSE) **[New]**
- b) TSC Incident Response (Handle Security Incidents and Services) (HSIS)+
- c) TSC Threat Observation (Recognise Terrorist Threats) (RTT)

Existing SOs

Q2 When is the deadline for existing SOs to be certified competent (i.e., attend and pass the course) in TSC Access Control Management (Operate Basic Security Equipment) (OBSE)?

Ans: SOs need to be certified competent in TSC Access Control Management (Operate Basic Security Equipment) (OBSE) by 31 December 2026, otherwise they cannot be deployed for SO duties.

Q3 If I had passed the TSC Guard and Patrol (Provide Guard & Patrol Services) (PGPS) previously, do I need to take the enhanced TSC Guard and Patrol (Provide Guard & Patrol Services) (PGPS) + TSC Access Control Management (Operate Basic Security Equipment) (OBSE) course by 31 December 2026 to retain my SO status?

Ans: You are required to complete the standalone course on TSC Access Control Management (Operate Basic Security Equipment) (OBSE) and need not take the entire enhanced course by 31 December 2026.

Q4 What are the mandatory competencies required before an existing SO can be promoted to a Senior Security Officer (SSO)?

Ans: Since 1 January 2024, SOs need to be certified competent in the following 3 courses before being eligible for promotion to SSO grade.

- a) TSC Access Control Management (Operate Basic Security Equipment) (OBSE)
- b) TSC Deterrence (Manage Disorderly Conduct & Threatening Behaviour)
- c) TSC Security Surveillance Management (Perform Remote Surveillance Function) **[New]**

Q5 When is the deadline for existing SSOs to be certified competent (i.e. attend and pass the course) in TSC Security Surveillance Management (Perform Remote Surveillance Function)?

Ans: SSOs need to be certified competent in TSC Security Surveillance Management (Perform Remote Surveillance Function) by 31 December 2026, otherwise they cannot be deployed for SSO duties.

Q6 What are the mandatory competencies required before an existing SSO can be promoted to a Security Supervisor (SS)?

Ans: Since 1 January 2024, SSOs need to be certified competent in the following courses before being eligible for promotion to SS grade.

- a) TSC Security Surveillance Management (Perform Remote Surveillance Function) **[New]**
 - b) TSC Guard and Patrol (Supervise Security Officers)
 - c) TSC Capability Development (Induct Security Personnel)
 - d) TSC Security Operation Compliance (Perform Supervisory Duties within Legal Framework)
 - e) TSC Security Risk Analysis (Assess and Address Security Risks)
- } select any 2

Q7 Since 1 January 2024, the course curriculum for TSC Incident Response (Handle Security Incidents and Services, HSIS) has been enhanced. Is there a requirement for me to attend the enhanced course if I had attended the course previously?

Ans: It is not a requirement for existing SOs to attend the enhanced course if you have attended the course previously. This curriculum enhancement is included in the refresher quiz training package and the refresher e-quiz, which all Security Officers are required to pass before renewing their Security Officer licence. As such, existing SOs will be equipped with the knowledge on the enhancements.

Q8 If I was granted a security officer's licence before 1 January 2024, do I need to attend and pass the TSC- Access Control Management (Operate Basic Security Equipment) course before deployment?

Ans: Existing security officers with PWM grade of SO who were granted a security officer's licence before 1 January 2024 can continue deployment until 31 December 2026. To remain deployable from 1 January 2027, they must complete the TSC- Access Control Management (Operate Basic Security Equipment) course by 31 December 2026. Failure to comply will be a breach of licensing condition.

Q9 If I applied for a security officer's licence on 30 December 2023, but the licence was granted to me on 3 January 2024, am I considered a "NEW" SO?

Ans: You are a "NEW" SO and are required to pass the mandatory PWM courses before you are allowed to be deployed as a security officer.

Refresher E-Quiz

Q1 When do I need to take the refresher e-quiz?

Ans: As part of continuous training, it is mandatory for all security officers to complete the refresher e-quiz to be eligible for licence renewal since 1 January 2024.

Q2 What will be tested in the refresher e-quiz?

Ans: The quiz will keep security officers updated on recent industry developments, such as enhanced protections accorded to them under the PSIA, and new competencies covered within the enhanced Basic Licensing Units. Security officers should study the refresher quiz training package published on SPF's and POLWEL's website before attempting the quiz.

Q3 What is the cost of the refresher e-quiz?

Ans: The refresher e-quiz is administered by POLWEL at a fee of \$20/- per person.

Q4 If I fail the refresher e-quiz, do I need to pay the fee again every time I re-take the e-quiz?

Ans: No, you do not have to pay the fee again to re-take the e-quiz. The fee of \$20/- per person allows you unlimited attempts, within a 1-year period from the date of your first attempt, to pass the e-quiz.

Q5 How and where can I access the refresher e-quiz?

Ans: Currently, PRD sends out a renewal notice to the security officers three months prior to their licence expiry. The renewal notice will include a link (in the form of a QR code) to access the refresher e-quiz and the accompanying training package. The link to the refresher e-quiz and training package will also be included on SPF's webpage on Security Officers' licence and POLWEL's website. For timely renewal of the security officer licence, security officers are encouraged to pass the e-quiz early.