

FREQUENTLY ASKED QUESTIONS – ENHANCED TRAINING REQUIREMENTS FOR SECURITY OFFICERS

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

New Security Officers

Q1: What are the mandatory WSQ certifications a newly licensed security officer must pass before he/she may be deployed for security officer duties?

Ans: All new security officers are required to pass the following WSQ certifications before they may be deployed.

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

Q2: If I had a security officer's licence previously before 1 January 2024, but I now apply for a new licence, am I considered a "new" security officer?

Ans: Yes. You will be considered as a new security officer and must undergo and complete the mandatory PWM courses before you may be deployed as a security officer.

Existing Security Officers

Q3: What is the deadline for existing security officers with the PWM Grade of "Security Officer" to be certified competent (i.e. attend and pass the course) in OBSE?

Ans: Existing security officers with the PWM Grade of "Security Officer" need to be certified competent in OBSE by **31 December 2025**. Otherwise, they may not be deployed for security officer duties.

Q4: If I have attended and passed Provide Guard and Patrol Services (PGPS) previously, do I need to take the enhanced PGPS and Operate Basic Security Equipment (OBSE) Operate Basic Security Equipment (OBSE) course by 31 December 2025 to be deployed?

Ans: If you have already completed and passed the PGPS course, you still need to obtain the OBSE WSQ certification by 31 Dec 2025, to be able to be deployed. You may choose one of the following options to obtain your OBSE WSQ certification:

1. Complete the OBSE standalone module
2. Complete the combined PGPS+OBSE module (this will provide you both PGPS and OBSE WSQ certifications)
3. Complete the Assessment Only Pathway (AOP) for the OBSE module, a two-hour assessment that will provide you with the OBSE WSQ certification

Q5: What are the WSQ certifications an existing security officer with the PWM Grade of “Security Officer” needs to be certified competent in (i.e. attend and pass the course) before he/she may be promoted to the PWM Grade of “Senior Security Officer” (SSO)?

Ans: An existing security officer with the PWM Grade of “Security Officer” need to be certified competent in the following 3 courses alongside the year-in-grade (YIG) of at least 6 months as SO before he/she may be promoted to the SSO grade.

- a) OBSE;
- b) TSC Deterrence (Manage Disorderly Conduct & Threatening Behaviour); and
- c) TSC Security Surveillance Management (Perform Remote Surveillance Function).

Q6: What 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 2025**. Otherwise, they may not be deployed for SSO duties.

Q7: What are the courses an SSO needs to be certified competent in (i.e. attend and pass the course) before he/she may be promoted to the PWM Grade of “Security Supervisor” (SS)?

Ans: SSOs need to be certified competent in the following courses before being promoted to the SS grade.

- a) TSC Security Surveillance Management (Perform Remote Surveillance Function);
 - 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); and
 - e) TSC Security Risk Analysis (Assess and Address Security Risks).
- } Select any 2

Q8: The course curriculum for Handle Security Incident Services was enhanced from 1 January 2024. Is it a requirement for me to attend the enhanced course if I had attended the course previously?

Ans: It is not a requirement for existing security officers to attend the enhanced HSIS course if they had attended the course previously. This curriculum enhancement is included in the Refresher Quiz training package and the refresher e-quiz, where all security officers are required to pass before renewing their security officer licence. As such, existing security officers will be equipped with the knowledge on the enhancements.

Q9: Where may I register and attend the new courses?

Ans: You may search for the relevant courses in the [MySkillFuture](#) portal.

Q10: If I was granted a security officer's licence before 1 January 2024, do I need to complete the OBSE before deployment?

Ans: Security officers with the PWM grade of "Security Officer" who were granted a security officer's licence before 1 January 2024, but have not completed the OBSE course, may still be deployed till 31 December 2025. From 1 January 2026 onwards, the security officer will need to be certified competent in OBSE module before he/she is allowed to be deployed. Failure to comply will be a breach of the licensing conditions.

Q11: How to check your training status?

Ans: Please login to our police website at [Enquiry on Private Security Licence](#) using either your SingPass or Corp Pass. If your training status shows 'Untrained', but you had been certified competent for the required WSQ certifications, **please allow up to two weeks for the training providers to update the training records**. Alternatively, you may login to GoBusiness Licensing at <https://dashboard.gobusiness.gov.sg/login> and submit an application to update the training records with the relevant Statement of Attainments. Applications with incomplete or irrelevant documents will be rejected.

Refresher E-Quiz

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

Ans: As part of continuous training and to ensure currency of standards and skills, it will be mandatory for all security officers to complete the refresher e-quiz to be eligible for licence renewal.

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 Private Security Industry Act 2007, 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](#) websites 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 \$22.50/- 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 another fee to re-take the e-quiz. The fee of \$22.50/- per person allows you unlimited attempts, within a one-year period from the date of your first attempt, to pass the e-quiz.

Q5: How and where may 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 Officer Licence" and POLWEL's website.

Security Officers must pass their refresher e-quiz **BEFORE** submitting their licence renewal applications. Applicants who do not pass the refresher e-quiz **BEFORE** submitting their applications will have their applications **REJECTED**. They will have to pay another \$16 and submit a fresh licence renewal application after they pass the refresher e-quiz. There will be **NO REFUNDS** for the licence application fees paid and the licence renewal may be delayed.

