

CAREER GUIDE 2007

Services Sector: Security

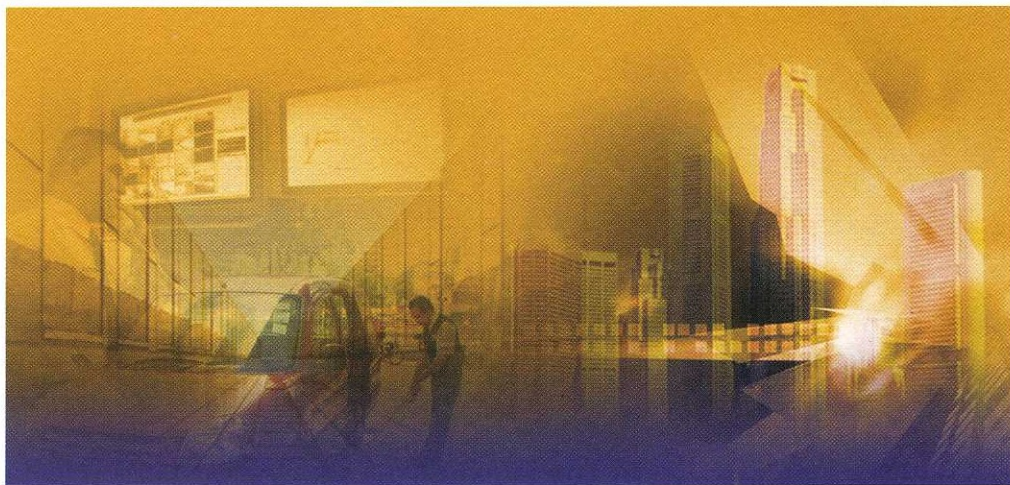
Highlights | Profiles | Skills in Demand | Major Occupations



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Highlights



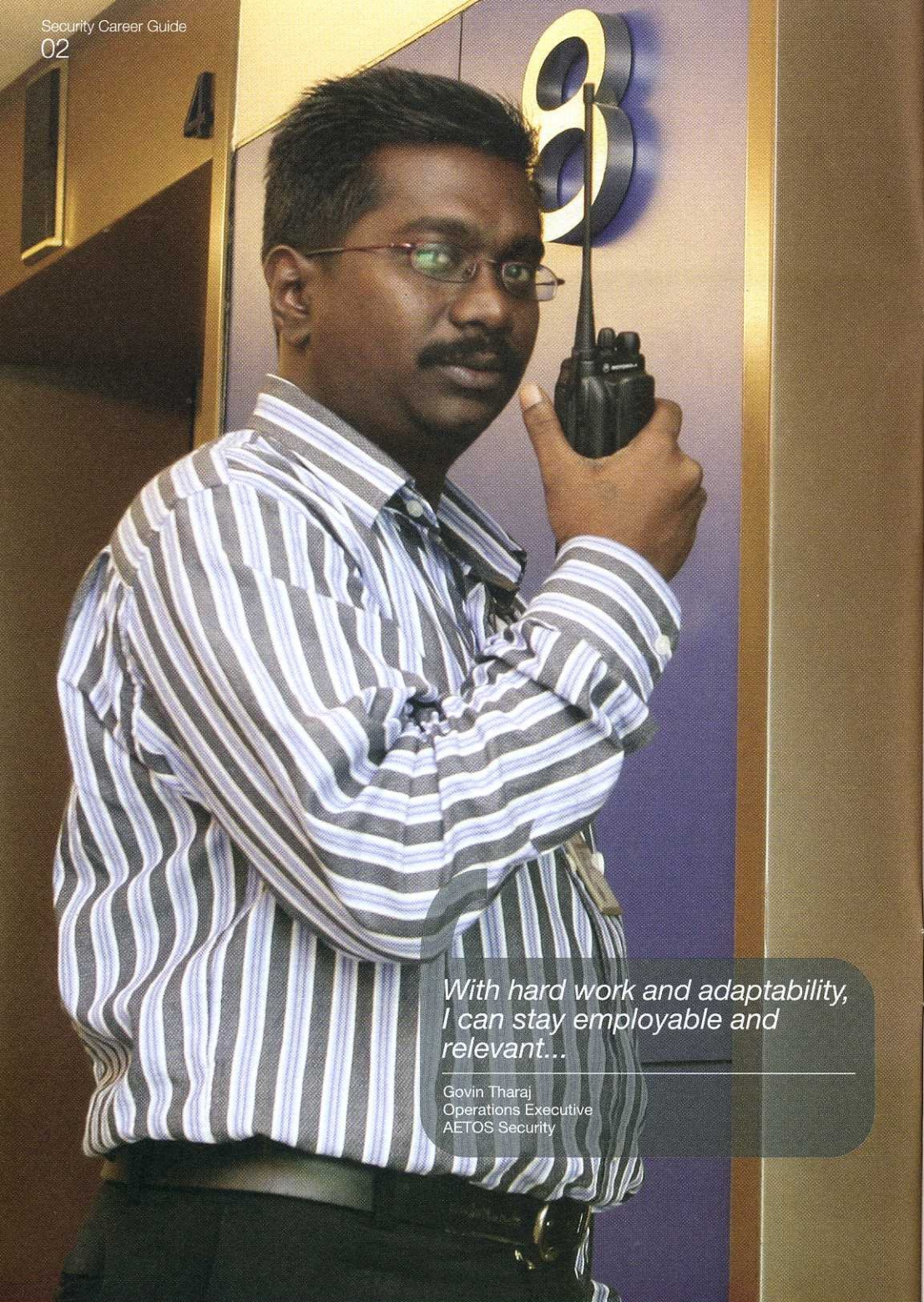
The **Security** industry offers excellent career opportunities for job seekers looking for immensely fulfilling careers in a fast-paced and dynamic environment. The industry employed about 36,000 security guards in 2006. Almost 2 in every 3 security guards are unarmed.

Seeking a Career in the Security Industry?

It is never too late to embark on a new career in security. Govin, Jason, Selamat and Khairul have found new meaning in their lives when they switched into security. Read about their stories on pages 3, 5, 7 and 9.

Not sure where to begin? The Singapore Workforce Development Agency (WDA) has in place the Security Workforce Skills Qualifications (WSQ) System to help you get a head-start in your career switch into security. You can find out the details on the Security WSQ on page 16 to 17.

Security workers are driven with a passion to help people. Long hours and shifts are not uncommon in this industry. Personal qualities such as alertness, patience, and interpersonal and communication skills are useful for performing a job in this industry.

A man with dark hair, a mustache, and glasses is wearing a blue and white vertically striped button-down shirt. He is holding a black walkie-talkie to his mouth with his right hand. He is standing in front of a purple wall with a large, stylized white number '3' mounted on it. The lighting is warm, and the overall tone is professional.

*With hard work and adaptability,
I can stay employable and
relevant...*

Govin Tharaj
Operations Executive
AETOS Security

A Secure Future in Security

Climbing the ladder of success



When **Mr Govin Tharaj**, 36, was laid off from his previous job with a tugboat company in 2001, he managed to pull himself together and took a chance by joining the security industry. Today, he is an Operations Executive with AETOS Security heading a team of some 70 protection officers.

HANGING TOUGH

Over the years, Govin has met with his fair share of setbacks in life. He joined the marine industry as a coordinator after winding up his own business. Unfortunately after four years, the company was forced to lay him off due to financial difficulties.

It took him five months before landing on a new job with a security company providing services at Changi Airport as an Aviations Screening Officer. "I did some research, and found that the security industry had potential as it was very much in demand, especially after the 9/11 incident," shared Govin.

A DIFFERENT SKILL SET

Govin was put in charge of 20 people and his work mainly involved screening passengers before they boarded their planes. The 'N' Level holder had to prepare himself mentally to pick up new skills such as screening and operating x-ray machines. In addition, he no longer worked in a closed environment; he had to deal with many new people on a daily basis.

"I attended several courses while at the airport on how to deal with people," Govin said.

In 2004, after the company was acquired by AETOS, Govin was promoted to Security Screening Leader and was given full responsibility to oversee security at the Singapore Cruise Centre.

This new role required him to take care of the protection officers under his charge; this included making site visits to talk to officers, helping them with their problems and keeping them happy.

STAYING RELEVANT

Envisioning the profession as one that he will be spending a long time in, he added, "Security is a booming business and will never be replaced. And this is something that I enjoy doing because the job is always changing."

For one to succeed in the industry, a patient and positive attitude is key. "Sometimes there will be difficult people, you just have to be firm and friendly at the same time," Govin shared.

To keep up with the ever-changing industry, Govin has attended courses in problem-solving and has plans to take up a Diploma in security in the near future to further better himself. His attitude towards constant self-upgrading seems to have paid off; Govin was promoted in July 2006 to Operations Executive.

Indeed, Govin is a fine example that with hard work and an ability to adapt, one can remain employable and relevant and even reach supervisory positions.



The Security WSQ training includes practical scenarios which help to increase security officers' morale, confidence and alertness.

Jason Wee
Security Officer
KC Security and Investigation Services

Knight in Shining Armour

More than just a guard



Mr Jason Wee, 23, has always enjoyed helping people. This trait combined with an alert nature and a childhood ambition to be a police officer landed him his first job as a security officer.

LEARNING THE ROPES

When Jason first joined KC Security & Investigation Services at the end of 2004, he only possessed an 'N' Level certificate. This however did not deter him; rather he enthusiastically jumped straight in to take on the necessary courses to qualify him as a security officer.

The first batch of courses he embarked on was the 'Handle Security Incidents & Services' and the 'Provide Guard & Patrol Services', part of the National Skills Recognition System (NSRS). The courses taught him many valuable skills such as how to operate security equipment and handle situations such as fires.

"The courses also taught me how to identify suspicious characters and how to handle bomb threats. It also helped me to build up my confidence when dealing with difficult people. I learnt how to handle people who shout at you by just staying polite and smiling," Jason said.

A NATURAL CHOICE

Since young, Jason has always possessed a helpful spirit. He's even volunteered at villages in Thailand. It was therefore little surprise that he took on a job which he felt could help others, said the conscientious security officer. Despite the long 12-hour shifts and having to stand outside under sun or rain, Jason has taken all these in stride.

"I'm used to it. In the army, we used to have 24-hour shifts," Jason said cheerily.

The nature of the job means that Jason gets

to meet new people everyday. He sometimes faces uncooperative people during security checks.

"This is when patience and training comes in. I just keep my calm and explain to them about our security systems. You must be firm but friendly at the same time."

WHAT DOES THE FUTURE HOLD?

Jason is eagerly waiting to enrol in the Singapore Workforce Skills Qualifications (WSQ) courses for the security industry, which has replaced the NSRS*, to further upgrade himself.

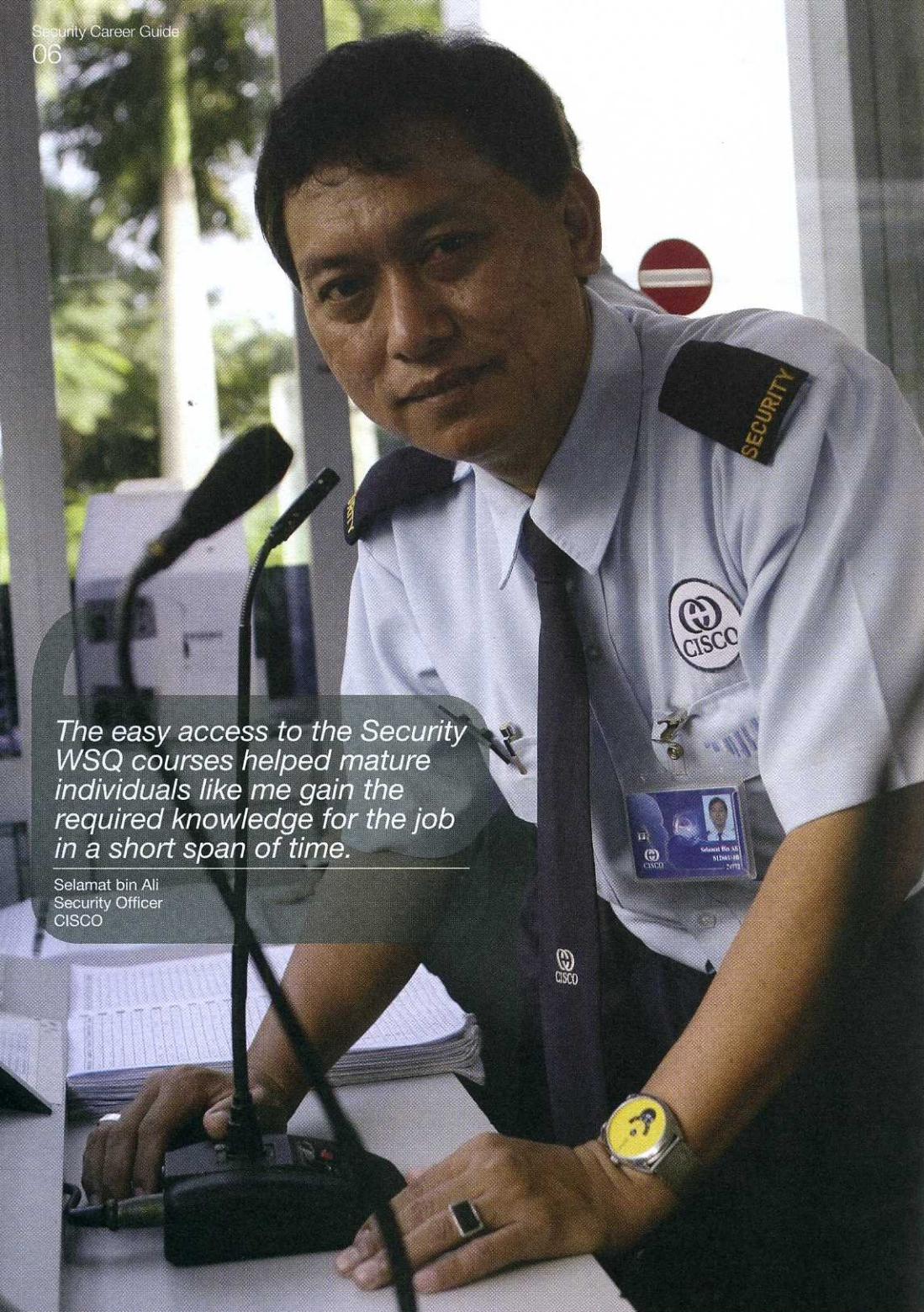
Raymond Wee, Director of Training & Administration for KC Security & Investigation Services, who has attended several of the new security WSQ courses, feels that the new programme are more relevant for today's security industry.

"Nowadays, security is different. You also need PR skills and must be more alert with regards to things such as bomb threats. One good point of the courses is the practical scenarios. Training helps to increase security officers' morale, confidence and alertness," Raymond said.

For Jason, he envisions a long future in the industry, "The job is very interesting and I feel it's somewhere I can excel in. If I do well here, I can advance to become a senior security officer and even reach supervisory roles."

"And maybe one day I can even start up my own security company," said the confident young man.

*With effect from 1 September 2006, the Workforce Skills Qualifications (WSQ) for the security industry will supersede NSRS. See details for Security WSQ on pages 16 and 17.

A man in a light blue Cisco Security Officer uniform is seated at a desk. He is wearing a dark tie, a 'SECURITY' patch on his right shoulder, a Cisco logo on his left chest, and a Cisco ID badge. He has a yellow watch on his left wrist and a ring on his left ring finger. Two microphones are positioned in front of him. The background shows a window with a red and white circular sign and some greenery.

The easy access to the Security WSQ courses helped mature individuals like me gain the required knowledge for the job in a short span of time.

Selamat bin Ali
Security Officer
CISCO

Silent Heroes

Giving people a sense of security

A COLOURFUL HISTORY

Mr Selamat bin Ali has seen it all. He's driven fast cars, worked overseas, managed engineers and even ran a successful food business. Now he's embarking on a new career in the security industry, as he heads off into the golden years.

Selamat, 50, first started out his career as a craftsman in precision machining almost 30 years ago. Over the years, he's gone from Machine Setter to Assistant Engineering Manager to Production Manager. He's even had a successful stint running a food stall at the old Satay Club.

PICKING UP NEW SKILL SETS

"I was jobless for several months after being retrenched from my last job as a Project Engineer in 2005. Either the jobs were not suitable for me or they were looking for younger workers," shared Selamat.

That was until he came across a job advertisement for a security position with CISCO.

"Even though shift work is required, and most of my experience had been in engineering, I took on the job with a positive attitude. I think it's very important to be able to adapt to different situations in life."

Selamat's transition into his new job as a Protection Officer was assisted by attending the Security Workforce Skills Qualifications (WSQ) - Certificate in Security Operations course.

Indeed, Mr Selamat felt that the easy access to the training courses helped mature individuals like me gain the required knowledge for the job in a short span of time.

"I really appreciated being given the opportunity

to pursue a course. Security is a very different industry now, and the skills taught in the course are very relevant for today's security environment." Skills taught included crowd and traffic control, handling customer enquiries, managing disorderly conduct as well as counter-terrorism skills.

"I was also taught how to observe people in a crowd, and how to identify possible threats. It's a really useful course for all security personnel," said Selamat.

OVERCOMING HURDLES

The greatest challenge to the security industry, Selamat feels, is the perception that security is a menial job. Citing an example, "My nine-year-old son asked me why I went into security. How could he tell his friends that I had gone from managing engineers to becoming a security officer."

"I told him that security is as good a job as any. It's very important as you are protecting people. Luckily for me, my wife is very supportive."

And with the Security WSQ system in place, newcomers to the industry can look forward to pursuing higher proficiencies in the industry.

Selamat loves his job. "I enjoy the challenges of the job. Each day is different, and it's definitely not boring. It's something I can see myself doing for a long time," said Selamat.

There are also many opportunities for advancement. Selamat explained, "Through the various WSQ courses, you can go on to attain a diploma. You can become a Protection Supervisor or even become an executive."

"I really encourage more people to join the security industry, even the diploma holders."





As a security personnel, you pick up useful skills and are exposed to different people and scenarios on the job. It makes the job so much more interesting and challenging.

Khairul-Arifin Bin Tahir
Assistant Manager, Security
Conrad Centennial Singapore

Safe and Sound

Ensuring a peaceful stay

A LUCKY TWIST

Mr Khairul-Arifin Bin Tahir, 29, almost missed his calling in the security industry. Luckily for him, there were no positions available as a Bell Hop when he applied for a job at the Conrad Centennial in 1998. He ended up taking on a job in the security department of the hotel, where today he assists the Director of Security and Safety.

Starting out as a Security Officer, it did not take long before Khairul's conscientiousness at work was noticed. Barely a year after joining Conrad Centennial, Khairul was promoted to Security Supervisor. In 2006, he was promoted again to Assistant Manager.

HONING HIS CRAFT

When Khairul was posted to the Provost Unit (Singapore Armed Forces Military Police Command) during his National Service days, he had no idea that the training would serve him well in his future job in the security industry.

So when Khairul, an 'N' Level holder joined Conrad, he had an advantage as he already had prior experience in security matters. In addition, a three-month On-the-Job Training (OJT) programme, helped him ease into his role as security officer.

"The newcomers would be paired with a superior for three months to ensure that we picked up the necessary skills and didn't make any major mistakes."

"I was also sent for various courses. These included both internal and external courses, such as the Train the Trainer Course, Fire-fighting Skills Course, CPR Course and AED (Automated Defibrillator) course," Khairul shared. Khairul has also attended the National Skills Recognition System (NSRS) course, which he found both challenging as well as useful.

"I learnt many useful things such as how to handle bomb threats, spot parcel bombs, handle casualties and identify suspicious characters," he said.

JOB PERKS

Khairul loves his job because of its interesting and challenging nature. The job has enabled him to meet many people, ranging from celebrities, to ministers, to diplomats.

"In my nine years here, I've personally escorted Ministers and celebrities. The former are another regular feature at lunch and dinners here," said Khairul.

His job also entails assisting in the investigation of theft cases. "When things go missing from the rooms, we will check the lock key reading to see who was the last person entering the room. Receiving thanks and compliments when we successfully recover the items are part of what makes the job worthwhile."

One of the highlights in his career so far is the recent IMF convention held in Singapore. The event saw the security team handling a hectic 10-day schedule, where they had to barricade the perimeter, install metal detectors and be on 24-hour patrol.

"We had to liaise with other security personnel and escort VVIPs from the guest rooms to the driveway. The event was definitely an experience," Khairul said.

Indeed, the job has proved to be a fulfilling one for Khairul. His leadership skills, people relation skills and helpful nature have won him many accolades including a special mention in 2005 for assisting in a theft case. His Security Department also received a Hospitality Asia Platinum Award (HAPA) for Best Security in 2006.

Summing it up, Khairul said, "These awards are an additional source of motivation and encouragement that propel me up the security career chain."



Skills In Demand

Managerial

Manage quality service operations

Manage security risk control measures

Manage service operations

Conduct security survey

Plan and develop security risk control measures

Supervisory

Supervise operational employees

Induct security employees

Operations

Ensure proper conduct of public

Perform bodyguard

Handle customer enquiries & requests

Escort of valuable property

Operate security screening equipments

Access control and protection assignments
at schools, entertainment centres and
integrated resorts

Assist in the evaluation of premises

Carry out mobile patrol

Provide First Aid

Perform crowd control at event security

Handle counter-terrorism

Sources:

1) WDA

2) Singapore Police Force

Major Occupations | Security Services

Security Officer (Unarmed)

SALARY RANGE

Gross¹: \$1,300 – 1,830*

PERSONAL QUALITIES

- + Alert + Honest
- + Ability to deal with aggressive people
- + Physically fit

MAIN RESPONSIBILITIES

- + Protects premises, cash and valuable products/commodities
- + Patrols inside and outside premises
- + Checks that windows and doors are locked
- + Ensures that unauthorised persons do not enter the grounds
- + Keeps the risk of accidents to a minimum

COMPULSORY SECURITY WSQ (UNARMED) COMPETENCY STANDARDS FOR ATTAINMENT OF LICENSE

- + Handle security incidents and services
- + Provide guard and patrol services

EXAMPLES OF OTHER RELEVANT SECURITY (UNARMED) COMPETENCY STANDARDS

- + Conduct security screening
- + Perform control room monitoring activities
- + Handle customer service enquiries and requests

WSQ QUALIFICATIONS APPLICABLE

- + WSQ Certificate in Security Operations

Security Supervisor (Unarmed)

SALARY RANGE

Gross: \$1,300 – 2,050*

PERSONAL QUALITIES

- + Alert
- + Able to supervise and monitor work performance of security officers

MAIN RESPONSIBILITIES

- + Supervises security services and risks; manages and facilitates a team of security officers

COMPULSORY SECURITY WSQ (UNARMED) COMPETENCY STANDARDS FOR ATTAINMENT OF LICENSE

- + Handle security incidents and services
- + Provide guard and patrol services
- + Supervise security activities

EXAMPLES OF OTHER RELEVANT SECURITY (UNARMED) COMPETENCY STANDARDS

- + Prepare incident reports
- + Manage control centre and security systems
- + Induct security employees

WSQ QUALIFICATIONS APPLICABLE

- + WSQ Advanced Certificate in Security Operations

Major Occupations | Security Services

Operations Executive/ Manager

SALARY RANGE

Gross: \$1,900 – 3,000*

PERSONAL QUALITIES

- + Alert
- + Able to lead and motivate others

MAIN RESPONSIBILITIES

- + Manages the security agency/ department teams

EXAMPLES OF OTHER RELEVANT SECURITY (UNARMED) COMPETENCY STANDARDS

- + Manages security risk control measures
- + Plans and develops security risk control measures
- + Manages security operations

WSQ QUALIFICATIONS APPLICABLE

- + WSQ Diploma in Security Management

Auxiliary Police Officer (Armed)

SALARY RANGE

Gross: \$1,200 – 2,500

PERSONAL QUALITIES

- + Mature
- + Tactful
- + Confident
- + Driven
- + Self Motivated
- + Ambitious

MAIN RESPONSIBILITIES

- + Checks boarding, staff passes and valid entry passes
- + Checks persons, belongings and vehicles
- + Detects illegal immigrants, prohibited and contraband goods or items, forged travel documents
- + Attends to alarm activation within the main land
- + Checks the premises of our clients against intruders
- + Escorts over-size, over-width and over-height vehicles
- + Escorts dangerous goods vehicles
- + Manages traffic
- + Manages crowd
- + Handles traffic enforcement and escort duties
- + Manages 24 hrs Joint Operations Centre
- + Monitors Alarm

Major Occupations | Security Services

Auxiliary Police Officer (Armed)

ENTRY REQUIREMENTS

- + At least 3 GCE 'N' Level or 3 SPM Credits (for Malaysian⁺)
- + Minimum 18 years old
- + Physically fit (No color blindness and hearing defects)
- + Medically fit and able to work shift duties including extended shift, weekends and public holidays
- + Able to communicate and write in English
- + No criminal record
- + Minimum height 1.62m (Male) or 1.57m (Female)
- + Minimum weight 54kg (Male) or 45kg (Female)
- + Body Mass Index of 27 and below

Sources:

- 1) WDA
- 2) Ministry of Manpower (MOM): *Report on Wages in Singapore for Financial, Insurance, Business and Real Estate Services*, June 2005

Notes:

"Personal Qualities" are some traits that are useful for performing the job.

(*) Wage data is obtained by averaging the wage figures provided by Association of Certified Security Agencies (ACSA) and CISCO, 2006

(#) Wage data is provided by CISCO, 2006.

(+) Malaysian applicants must possess 3 months valid Certificate of Non Criminal Conviction (CNCC) issued by the Ministry of Foreign Affairs, Malaysia.

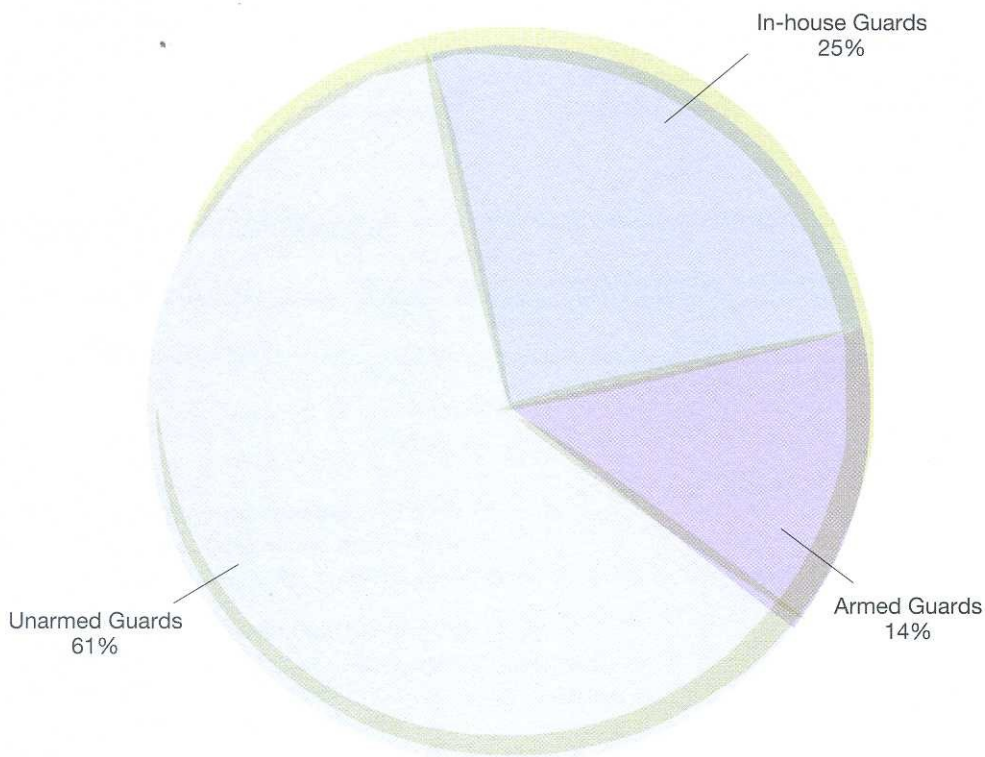
Characteristics

Almost 2 in every 3 security guards are unarmed...

CHART 1:

Unarmed guards constitute 61% (or 22,000) of the total security guards in Singapore, followed by in-house guards who account for another 25%. In-house guards include hotel guards and club bouncers who are directly employed by the venue owner rather than a security agency.

Employment (%)



Source:

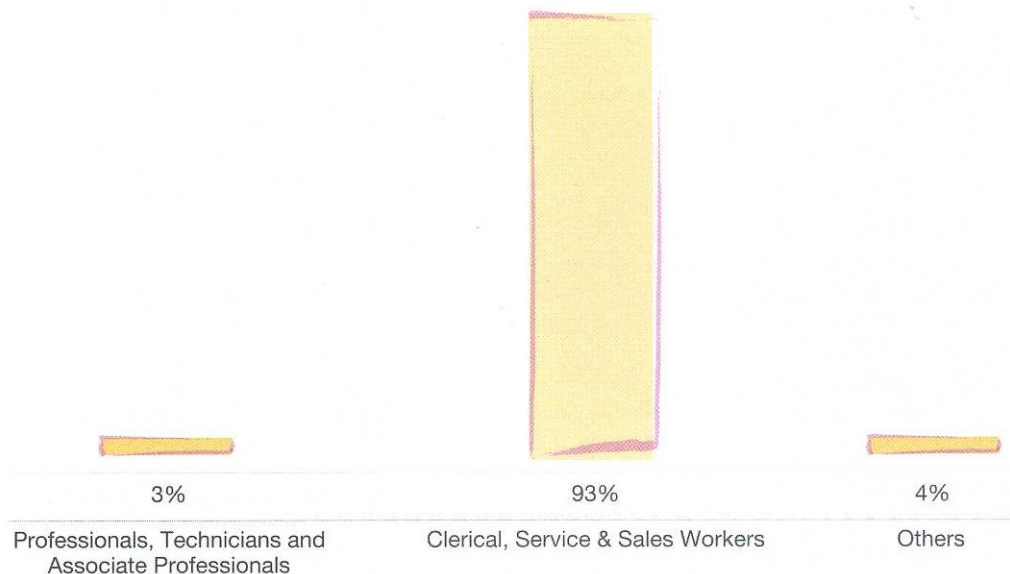
Singapore Police Force, 2006

Characteristics

... and are mainly in clerical, sales and service positions

CHART 2:

Employment Profile by Occupational Groups (Residents*)



Source:

Department of Statistics (DOS), General Household Survey (GHS), 2005

Notes:

- 1) (*) Residents refer to Singapore Citizens and Permanent Residents (PR), and exclude foreign workers.
- 2) (*) Others consist of managers, working proprietors & senior officials, production craftsmen & related workers, plant & machinery workers and cleaners, labourers and related workers
- 3) Data is correct as at 2005 and includes detective agencies, security services and investigation and security activities not elsewhere classified.

Clerical, service and sales workers such as security officers, private investigators and administrative clerks form the largest group of workers (93%) in the industry.

About 80% of the workers have secondary and below education, which is higher than 48% in the overall services sector.

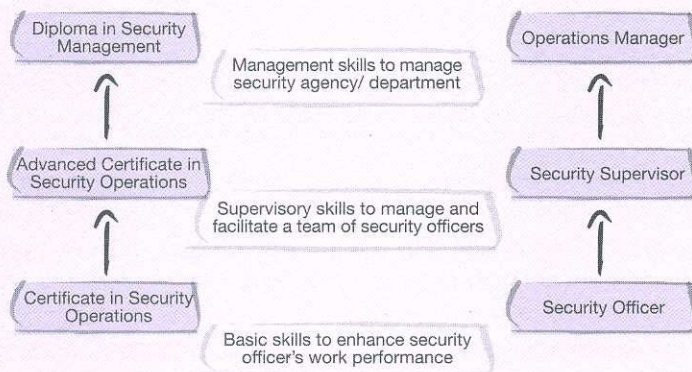
WDA's Programmes

In November 2005, the Security Industry Skills and Training Council (ISTC) was formed, bringing together security industry leaders, associations, government agencies, union representatives and training providers. Leveraging on the members' resources, expertise and experience, ISTC's main role is to establish the skills profile and gaps, overseeing the development of a systematic skills upgrading and skills certification system that will complement efforts to enhance professionalism and the career pathways for the security workforce.

The ISTC developed the Security Workforce Skills Qualification (WSQ) system after extensive consultations with both industry players as well as buyers of security services. The Security WSQ system is a systematic pathway for individuals to equip themselves with relevant competencies so that they can upgrade their skills, enhance their employability and stay relevant.

Founded on best international practices and validated by industries and employers, the Security WSQ System builds on the work achieved through previous work on industry-designed competency standards developed in the National Skills Recognition System (NSRS). This means that individuals who have obtained any of these National Skills Certificates (NSCs) under NSRS will be exempted from taking similar modules in the Security WSQ system to obtain the qualifications. In other words, if they have been trained and certified in those NSRS modules and obtained the National Skills Certificates, they are recognised as having already taken these modules under the Security WSQ.

Though there will not be retrospective issuing of WSQ Statement of Attainment, the National Skills Certificate previously obtained shall be proof that the individual has obtained those competencies when seeking to gain the Certificate or Advanced Certificate in Security Operations qualifications.



CAREER PATHWAYS:
Security WSQ (Unarmed) & Examples of Occupations

WDA's Programmes

For the unarmed security officer, the Security WSQ (Security Operations Services) provides pathways for advancement and career progression. For example, if an unarmed security officer is promoted to a security supervisor, he can be equipped with the relevant skills and knowledge to manage his team of security officers through the Advanced Certificate in Security Supervision.

Similarly, a security supervisor through obtaining a Diploma in Security Management, can rise through the ranks to become a Chief Security Officer or Operations Executive/Manager. The Diploma in Security Management equips the supervisor with the competencies to take on added and new responsibilities and with good performance at work, will aid him/her to progress in the career.

Source:
WDA, 2006

Additional Resources

Please visit the Skills Development Fund (SDF) EasyNet website <http://www.sdf.gov.sg> for a list of Security WSQ training providers. The training providers have been accredited by WDA to conduct Security WSQ courses. You may contact these training providers for specific details of the courses that they will be conducting.

Endnotes

- 1 | Monthly Gross Wage is the sum of the basic wage, overtime payments, commissions, allowances, service points and other regular cash payments. However, it excludes employers' CPF contributions, bonuses, stock options, other lump sum payments and payments-in-kind.



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The Singapore Workforce Development Agency (WDA) seeks to enhance the employability and competitiveness of our workforce to meet the changing needs of Singapore's economy. Working with industry, unions, employers, economic agencies, professional associations and training organisations, the agency's efforts are targeted at supporting industry growth by building a pipeline of workers through training and skills upgrading, and raising industry standards through enhancing manpower capabilities.