

**SECURITY GUARD CONTINUING EDUCATION**  
**FOR JUNE 30, 2021 RENEWAL**

(7/1/18-6/30/21)

Approved February 16, 2017 and May 4, 2017

Topics and Sub-Topics with Statements of Intent

And Mandatory Minimum Time Per Topic

**ACT 208 AND THE HAWAII SECURITY GUARD INDUSTRY (Minimum Duration: 1 hr.)**

The intent of this section is to provide a basic understanding of the structure, language, laws and rules pertaining to guards and those who act in a guard capacity.

- INDUSTRY OVERVIEW
  - ACT 208 (HRS §463-10.5)
    - Who Must Register (Obtain a Guard Card)
    - Minimum Eligibility Requirements to Register As A Guard Employee
    - What HRS §463 10.5 Requires to Include In Classroom Instruction
    - Renewal
- DEFINITION OF GUARD (GD)
  - Responsible or Licensed Principal Guard
  - Compliance Obligations & Consequences for GD license holders
- DEFINITION OF GUARD AGENCY (GDA)
  - Compliance Obligations & Consequences for GDA license holder
- DEFINITION OF GUARD EMPLOYEE (GDE)
  - Compliance Obligations & Consequences for GDE registrants
  - Proprietary Employee GDE registrants
- DEFINITION OF “ACT/ACTING IN A GUARD CAPACITY”
  - “Act in a guard capacity” or “Acting in a guard capacity”
  - “Safekeeping”
    - “Physical Presence”
- HAWAII REVISED STATUTES AND HAWAII ADMINISTRATIVE RULES
  - Hawaii Revised Statutes (HRS) Chapter 463
  - Hawaii Administrative Rules (HAR) Chapter 97

- DIFFERENCES BETWEEN GUARD AGENCY AND PROPRIETARY GUARDS
  - Guard Agency
  - Proprietary Guards
- WHO/WHAT IS THE DCCA/PVL
  - DCCA
  - DCCA-PVL
- BOARD OF PRIVATE DETECTIVES AND GUARDS
  - Composition & Authority
- REGULATED INDUSTRIES COMPLAINTS OFFICE

**COURTROOM DEMEANOR AND TESTIMONY (Minimum Duration: 30 min.)**

The intent of this section is to provide a basic understanding of courts and depositions, and what to expect if called to appear or testify in court or at a deposition.

- COURTROOM AND DEPOSITION AWARENESS
  - Courtroom
  - Depositions
  - Preparation
  - Appearance & Demeanor
  - Answering Questions

**EFFECTIVE COMMUNICATION SKILLS (Minimum Duration: 1 hr. 45 min.)**

The intent of this section is to help improve communication skills so as to present a professional presence, improve ability to get voluntary compliance from people, reduce the risk of encounters escalating to hostility, and manage potential and actual incidents of conflict.

- UNDERSTANDING BASIC COMPONENTS OF HUMAN COMMUNICATION
  - Voice
  - Facial Expression
  - Eye Contact

- Body Posture
- Personal Space
- Words
- Goals (Types) of Communication
  - Social
  - Information Gathering
  - Information Sharing
  - Directive/Instructive
  - Conflict Engagement
- CONCEPTS OF PROFESSIONAL COMMUNICATION & CONFLICT PREVENTION
  - Professional Communication
  - Goals
  - Elements
- CONFLICT MITIGATION/DE-ESCALATION
  - General Safety Concept in Dealing With People in Conflict or Hostility Situations
  - Basic Ideas for Conflict Mitigation/De-Escalation
  - Dealing with Impaired Persons (Intoxicated, Mentally Ill)

**CUSTOMER SERVICE FOR SECURITY (Minimum Duration: 45 min.)**

The intent of this section is to help guards and those who act in a guard capacity to perform their duties in a manner that reduces incidents of complaint and dissatisfaction and enhance the image of the guard industry in Hawaii.

- ALOHA TRAINING & PROFESSIONALISM
  - Hawaii Revised Statutes §5-7.5 "Aloha Spirit"
  - Professionalism and Respect
- UNDERSTANDING WHO YOUR CUSTOMERS ARE
  - Internal Customers
  - External Customers
  - Peripheral Customers

- RENDERING CUSTOMER SERVICE WITHOUT COMPROMISING SECURITY
  - How Good Customer Service Enhances Security
    - Access Control
    - Premises Security
    - Event Security
    - Loss Prevention
    - Personnel Protection

### **GUIDELINES FOR CONTINUING EDUCATION CURRICULUM REVIEW SUBMITTAL**

- Outline the major topics as required in the Board's approved curricula including all sub topics and the corresponding time allotment and duration of topic discussions.
- Indicate where (Page number, PowerPoint slide number) each required element is covered in your program. The specific Hawaii content set forth in the approved curriculum shall be covered in its entirety and it is incumbent on the provider to verify that the program meets the requisite training.
- Indicate and meet the required time allotment for each topic discussion.
- Lesson plans, training manual or printed PowerPoint presentation which includes a narrative of what students will be taught and a description of topic discussions.
- The 4 hours continuing education training required shall be universally applicable to all areas of security and should not be site specific. Site specific discussions may be added beyond the four-hour mandatory program but it should not be included in the 4 hours.