



## **CALIFORNIA CODE OF REGULATIONS**

### **Title 16. Professional and Vocational Regulations Division 7. Bureau of Security and Investigative Services<sup>1, 2</sup>**



#### **STATE OF CALIFORNIA**

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1 Former Chapter 7 (Collection Agency Licensing Bureau) and former Chapter 11 (Bureau of Private Investigators and Adjusters) merged as Division 7 – Bureau of Security and Investigative Services.

2 This document includes regulations of interest to professionals in the field of security services and includes regulations enacted through November 2023. This document does not contain changes made after November 2023. Please refer to the Bureau's website ([www.bsis.ca.gov](http://www.bsis.ca.gov)) for any changes made after this date.

## Article 9. Skills Training Course for Security Guards

### **§ 643. Skills Training Course for Security Guards and Proprietary Private Security Officers.**

(a) The attached Appendix sets forth the subjects that shall be taught and the minimum number of hours that shall be allowed towards meeting required training. For the purposes of this section, "security personnel" means a security guard or a proprietary private security officer.

(b) For each course, or series of courses including continuing education courses, the institution or company providing the training shall issue a Certificate of Completion to the individual completing the course. The certificate shall identify the course(s) taken, the number of hours of training provided, identification of the issuing entity, name of the individual and instructor and a date, and state that the course(s) comply with the Department of Consumer Affairs' Skills Training Course for Security Guards and Proprietary Private Security Officers. The certificate shall be serially numbered for tracking. An institution or company providing the training shall maintain the Certificates of Completion for a period of no less than two years.

(c) The skills training course and administration of the examination shall only be given by the following:

- (1) Any organization or school approved by the Bureau pursuant to Business and Professions Code subdivision 7583.6.
- (2) Any firearms training facility licensed pursuant to 7585.4 of the Business and Professions Code.
- (3) A private patrol operator or a designated employee of a private patrol operator provided they are qualified in the power to arrest and appropriate use of force topics as set forth in this section. A private patrol operator shall provide the training only to their direct employees.
- (4) A proprietary private security employer or a designated employee of a proprietary security employer provided they are qualified in the power to arrest and appropriate use of force topics as set forth in this section. A

proprietary security employer shall provide the training only to their direct employees.

(d) Entities providing the skills training course and administration of the examination shall retain the examination results on Bureau-approved answer sheets for a period of not less than two years or until after receipt of completion of a Bureau inspection, whichever occurs first.

## **Appendix**

### I. Power to Arrest and Appropriate Use of Force Course Outline

The Power to Arrest and Appropriate Use of Force Course consists of eight (8) hours of training in the following two (2) subjects:

#### A. Power to Arrest – 3 Hours

**Objective:** To familiarize and instruct the individual on the training topics delineated at Business and Professions Code section 7583.7, including, without limitation, legal aspects, techniques, liability, and company requirements relating to the arrest of an individual. The training will utilize the Department of Consumer Affairs' Power to Arrest and Appropriate Use of Force Training Manual, dated July 2023, and may include lecture, discussion, exercises and role-playing.

1. Overview of Power to Arrest and Appropriate Use of Force Training Manual and subject matter.
2. Responsibilities and ethics in citizen arrest and types of encounters.
3. Relationship between security personnel and a peace officer in making an arrest.
4. Limitations on security personnel power to arrest, and security personnel's role including:
  - a. Background on private security industry
  - b. Contractual obligations
  - c. Company policies
5. Restrictions on searches and seizures.
6. Criminal and civil liabilities, including both of the following:
  - a. Personal liability
  - b. Employer liability
7. Trespass law.
8. Ethics and communications.
9. Emergency situation response, including response to medical emergencies.
10. Security officer safety.

#### B. Appropriate Use of Force – 5 Hours

For the purposes of this section, “in-person” means training conducted through traditional classroom instruction as defined in Section 7583.7 of the Business and Professions Code.

**Objective:** To introduce, instruct, and familiarize the individual on the appropriate use of force topics listed in section 7583.7 of the Business and Professions Code.

1. Legal standards for use of force
  - a. Statutes
  - b. Licensee and client contractual obligations
  - c. Civil and criminal liability
2. The use of objectively reasonable force – (In-person)
  - a. Objectively reasonable standard
  - b. Restraint techniques and their implications

- c. Force options
  - d. Real-life scenarios
- 3. Duty to intercede
- 4. Supervisory responsibilities
  - a. Incident reporting requirements pursuant to 7583.2, 7583.4 and 7574.37 of the Business and Professions Code as applicable
- 5. Use of force review and analysis – (In-person)
  - a. Real-life scenarios
- 6. De-escalation and interpersonal communication training, including tactical methods that use time, distance, cover, and concealment, to avoid escalating situations that lead to violence – (In-person)
  - a. Common misconceptions and benefits of de-escalation
  - b. Four concepts of de-escalation
    - 1. Self-control
    - 2. Effective communication
    - 3. Scene assessment and management
    - 4. Force options
  - c. Real-life scenarios
- 7. Implicit and explicit bias and cultural competency as defined in Section 631
  - a. Define and explain:
    - 1. Implicit bias
    - 2. Explicit bias
    - 3. Cultural competency
  - b. Strategies for effective communication within a diverse community
  - c. Real-life scenarios
- 8. Skills, including de-escalation techniques, to effectively, safely, and respectfully interact with people with disabilities or behavioral health issues
  - a. Strategies for identifying and effectively communicating and deescalating a situation with an individual with a disability or behavioral health issues
  - b. Real-life scenarios
- 9. Use of force scenarios, including simulations of low-frequency, high-risk situations and calls for service, shoot-or-don't-shoot situations, and real time force option decision making – (In-person)
  - a. Factors that can affect an individual's response when threatened with danger

- b. Factors to consider before using force
  - c. Real-life scenarios
- 10. Mental health and policing, including bias and stigma
  - a. Categories of mental illness as defined in Section 631
  - b. Biases and stigmas surrounding mental illness
  - c. Real-life scenarios
- 11. Active shooter situations – (In-person)
  - a. Recognizing an active shooter situation
  - b. Roles and responsibilities of security personnel
  - c. Real-life scenarios

### C. Examination

Individuals required to take the Power to Arrest and Appropriate Use of Force Training shall take and pass an examination as provided in the Manual with a score of 100% in order to have successfully completed said training.

## II. Mandatory Outline of Courses

**Objective:** To familiarize and instruct the individual in basic skills and provide a common body of knowledge in the performance of security personnel work. All courses shall include information and subject matter pertaining to the outline provided. Additionally, all courses shall include written material, lectures or exercises to assure that the individual comprehends the subject matter presented. Every newly licensed or employed security guard shall complete two of the mandatory courses within thirty (30) days from the day the guard's registration card is issued or the day the guard begins employment. The remaining two mandatory courses each consisting of four (4) hours of instruction, shall be completed within the first six (6) months from the day the guard registration card is issued or the day the guard begins employment as a security guard. Pursuant to Section 7583.6(b) of the Code, the following outline includes subjects that shall be taught and the maximum number of hours that will be allowed for completion of the Mandatory Courses.

- A. Public Relations (Community & Customer) - 4 Hours
  - 1. Recognizing Gender & Racial Harassment & Discrimination
  - 2. Respect:

- Stereotyping
  - Attitude
  - 3. Verbal Skills / Crisis Intervention
  - 4. Introduction to Diversity
  - 5. Substance Abuse & Mental Illness
  - 6. Ethics & Professionalism
    - Appearance
    - Command Presence
    - Proper Conduct
- B. Observation & Documentation - 4 Hours
1. Report Writing
  2. English as a Second Language
  3. Observation and Patrol Techniques
  4. Asking Appropriate Questions
  5. Observing Suspects/Suspicious Activity
- C. Communication and its Significance - 4 Hours
1. Internal
    - Protocols Pursuant to Contract (Who to Contact & When)
    - Radio / Monitors
    - Other Technology
  2. External
    - Emergency/First Responders
    - Medical Personnel
    - Police / Sheriff / Other Enforcement
    - City Services / Government Services
- D. Liability / Legal Aspects - 4 Hours
1. Personal / Contractor / Employer
  2. Criminal, Civil, Administrative
  3. BSIS Code & Regulations
  4. Role of Security Personnel

### III. Elective Course Outlines

**Objective:** To familiarize and instruct the individual in basic employer requirements relating to the performance of guard duties. Additionally, to provide the employer and the individual with the opportunity to select additional course work to improve the skills and knowledge of the individual. The listed courses should include a mixture of written materials, lecture and exercises. Pursuant to Section 7583.6(b) of the Code, the following outline includes subjects that shall be taught and the maximum number of hours that will be allowed for completion of the elective courses.

#### A. Post Orders & Assignments - 4 Hrs. Maximum

1. Site Specific Training
2. Equipment
  - Monitoring
  - Communication
  - Alarms
  - Elevators, Etc.
3. Emergency Response Issues
4. Liability Implications
5. Lost / Found Articles

#### B. Employer Policies / Orientation - 4 Hrs. Maximum

1. Employer Reports / Paperwork
2. Reporting Processes / Procedures
3. Tax Forms, Health Forms, Etc.
4. Uniforms
5. Work Schedules
6. Other Internal Policies, Processes or Procedures
7. Employer Use of Force Policy

#### C. Evacuation Procedures - 2 Hrs. Maximum

1. Emergency Procedures Related to Life, Safety and Acts of Nature
2. Working Knowledge of Evacuation Routes
  - Stairs
  - Elevators
  - Doors



3. Power Outage
4. Specific Points of Contact

D. Officer Safety - 4 Hrs. Maximum

1. Threat Assessment
2. Subject Contact
3. Safety Awareness
4. Blood Born Pathogens
5. Environmental/Hazardous Materials

E. Arrests, Search & Seizure (more advanced than PTA course) - 4 Hrs. Maximum

1. PC 836, 837 & the Differences
2. US Constitution & Amendments Impacting Guard Responsibilities
3. Loss Prevention
4. Merchant Law
5. Use of Force

F. Access Control - 2 Hrs. Maximum

1. Identification Procedures
2. Electronic Use/CCTV
3. Non-electronic procedures

G. Trespass - 4 Hrs. Maximum

1. Open Land
2. Private Property
3. Private Building
4. Public Property
5. Places of Public Accommodation/Public Access

H. Laws, Codes, Regulations and Ordinances - 2 Hrs. Maximum

1. Specific to Post Assignment

I. First Aid / CPR - 4 Hrs. Maximum

1. American Red Cross
2. American Heart Association Courses
3. Automatic Defibrillator Devices (AED's)

J. Handling Difficult People - 4 Hrs. Maximum

1. Communications
2. Conflict Management
3. Speaking Constructively
4. Valuing Diversity
5. Negotiating
6. Verbal Diffusion

K. Workplace Violence - 4 Hrs. Maximum

1. Detecting Unusual Behavior/Warning Signs
  - Worker to Worker
  - Client to Customer
  - Supervisor to Subordinate
2. Anger Management
3. Valuing Diversity
4. Personal Security
5. Reporting

L. Chemical Agents - 4 Hrs. Maximum

1. Tear Gas Use and Effects
2. Pepper Spray Use and Effects
3. Air Borne Chemical Agents
4. Water Borne Chemical Agents

M. Preserving the Incident Scene - 4 Hrs. Maximum

1. Identifying Evidence
2. Care and Handling of Evidence
3. Securing the Immediate Area
4. Legal Issues to Evidence Tampering and/or Removal
5. Witness/Participant Identification

N. Crowd Control 4 - Hrs. Maximum

1. Controlling Boisterous Celebrations
2. Handling Disputes
3. Confronting Conflicts Constructively
4. Planning for Civil Disobedience/Disturbances
5. Labor Actions, Disputes, Workplace Stoppages

O. Driver Safety 4 - Hrs. Maximum

1. Cars
2. Bicycles
3. Golf Carts

P. Supervision 4 - Hrs. Maximum

1. Roles and Responsibilities
2. Legal Liability

Q. Courtroom Demeanor - 4 Hrs. Maximum

R. Parking / Traffic Control - 2 Hrs. Maximum

S. Radio Procedures - 2 Hrs. Maximum

T. BSIS's Certified Course in Firearms Training - 8 Hrs. Maximum

U. BSIS's Certified Course in Baton Training - 4 Hrs. Maximum

V. School Security Guard Training - 8 Hrs. Maximum  
(In compliance with Bureau developed Training Syllabus)

W. Introduction to Executive Protection 4 - Hrs. Maximum

X. Annual Firearms Requalification 4 - Hrs. Maximum

Y. Fire Safety Course - 4 Hrs. Maximum

Z. Course in the Use of a Stun Gun or Air Taser - 4 Hrs. Maximum

#### IV. Continuing Education

**Objective:** To provide additional or remedial instruction in private security subject matter to meet the annual continuing education requirement pursuant to Sections 7583.6(e) and 7574.18 of the Business and Professions Code. The annual training shall be eight (8) hours and must include a minimum of two (2) hours of review of the

appropriate use of force topics as set forth in section I.B. of the Appendix. Mandatory and Elective courses shall be used to meet the remaining annual training hours.