



Allied Universal/Retail Vertical FIELD OPERATIONS DIRECTIVE

Directive Title	Allied Universal Training Academy Program Compliance – Security Professional Academy		
Directive Number	Effective Date	Status	
2020-013	January 15, 2020	Original	
Originator, Owner or Contact Person	Approved By		
Jamie Moseley, National Training Manager	Benny A. Olalde, Vice President Retail Operations		
Applicability	THIS DIRECTIVE REQUIRES THE FOLLOWING EMPLOYEES TO READ AND CERTIFY AS COMPLETE IN COURSEMILL: Retail Regional Managers, Director, Asst. Director, Site Supervisor (Account Managers), Supervisor, Security Professional		

PURPOSE:

The purpose of this directive is to introduce the AUS retail vertical to the Allied Universal Institute (AUI) Academies and to provide instructions to the field on how to complete the required training. This directive addresses the specific requirements of the Security Professional Academy.

SUMMARY:

There are three AUI Academies:

- Security Professional Academy
- Security Supervisor Academy
- Security Management Academy

This year we will be focusing on the initiative to get the retail vertical employees in compliance with the Academy requirements. To do so:

- All current and newly hired retail vertical Security Professionals will complete this training.
- Current employees are required to complete the Academy requirements by **October 1, 2020**.
- Personnel hired **after January 15, 2020** are required to complete the training within **6 months** of being hired.
- Academy training completion will be tracked by VP Ben Olalde, and compliance reports will be sent to the field each month.
- The training courses are completed through The Edge Learning Management System (LMS).

Note – If you need to refer back to this directive, go to your **Completed** courses tab in CourseMill.

OPERATION INSTRUCTIONS:

The following will provide guidance on the processes personnel hired before and after January 15, 2020 will follow in order to complete the Academy training.

IMPORTANT – All training may only be completed during the regular work shift while on-duty unless the site Post Orders specifically designate otherwise or you have received prior authorization from your Account Manager.

If you complete training off-duty without prior authorization, you may be subject to disciplinary action. If a circumstance occurs where you have completed any lesson(s) during off-duty hours and you have not been compensated for that time, you are required to notify Human Resources immediately.

A. Directions - New Hires:

1. Go to the Edge and read the instructions on the landing page to sign in.

2. On your home page, click on the Security Professional Academy Training Icon.
3. Follow the directions to begin completing the training.
4. You must complete the training within **6 months** of being hired.

B. Directions - Existing Employees (Personnel hired prior to January 15, 2020):

1. Security Professionals will log into the Edge each month, select the Academy widget and complete the training specified on the calendar shown below. The calendar lists the courses that must be completed monthly to ensure that the required training is completed by **October 1, 2020**.
2. If the Security Professional has already completed the training listed in a given month, they should complete the next set of AUI training topics listed on the calendar.

Note - Employees hired prior to 5/22/2017, do not have an Academy widget, but do have access to the Academy and courses specific to their role by going to the Browse section and selecting the category.

C. Security Professional Academy 2020 Training Calendar:

February 2020 EDGE E-Learning:

- Core Training – Introduction to Contract Security
- Core Training – Legal Aspects of Private Security
- Core Training – Note Taking and Report Writing

March 2020 EDGE E-Learning:

- Core Training – Importance of Documentation
- Core Training – Patrol and Observation
- Core Training – Liability and Loss Prevention

April 2020 EDGE E-Learning:

- Core Training – Post Orders
- Core Training – Appearance and Wellness
- Core Training – Exceptional Customer Care

May 2020 EDGE E-Learning:

- Core Training – Difficult People or Situations
- Core Training – Introduction to Safety
- Core Training – Personal Safety

June 2020 EDGE E-Learning:

- Core Training – First Aid, CPR and AED Overview
- Core Training – Harassment

July 2020 EDGE E-Learning:

- Core Training – Workplace Violence
- Core Training – Emergency Management

August 2020 EDGE E-Learning:

- Core Training – Indicators of Terrorist Surveillance
- Core Training – Video Surveillance


September 2020 EDGE E-Learning:

- Core Training – Bomb Threats
- Core Training – Media Management

AU Institute Catalog: Security Professional Academy



This academy is designed for all new security professionals, focusing on the essentials of being a security professional, including practical skills application. This includes courses such as Introduction to Contract Security, Patrol and Observation, Exceptional Customer Care, and Emergency Management, just to name a few.



Key Experiences

- Stand post
- Patrol facility
- Understand post orders
- Work all required shifts

Key Development

- EDGE: **Security Professional Academy**
- Continued education
- Professional development courses

A Security Professional (SP) is a direct bill uniformed employee that stands a post or patrols a facility.

Onboarding		Description	Duration
New Employee Orientation (SP NEO)	●	Company overview for new SP hires- Reviews core values and mission; pay practices and benefits; eHub service portal, harassment, EDGE training; safety and legal.	3 hours
Phase I		Description	Duration
Core Training	●	This curriculum contains all 20 lessons that make up the program. The lessons are also available separately and will count towards completion.	20 hours
OJT Post Certification	●	On-the-job training, guided by a checklist; varies by site.	8 – 40 hours
Safety Orientation	●	Guided by a checklist, the purpose of the Safety Orientation program is to provide general guidelines and training requirements.	Varies by site
JSA Acknowledgement	●	Job Safety Analysis and Acknowledgement; varies by site.	1 hour
Quarterly Re-Training		Quarterly training as selected by Management: Contractual, but minimum of 1 hour per quarter per SP.	4 hours

TOTAL: Every SP receives 36-68 hours of training in year one per AU standards (may be more, but not less depending on contract requirements).

Academies are to be completed within the established timelines. Hourly employees must complete required training while on-the-job, and not on their own time unless prior approval was granted by his/her manager with the assurance that the employee will be paid for completing required training

