

# Frequently Asked Questions – Enhanced Training Requirements for Security Officers (SOs)

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

### New Entrant SOs

Q1 From 1 Jan 2024, which are the mandatory PWM courses a new licensed SO is required to pass before being deployed for SO duties?

Ans: From 1 Jan 2024, all new entrant SOs are required to pass the following courses before being deployed.

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

### Existing SOs

Q2 When is the deadline for existing Security Officer grade officers to be certified competent (i.e., attend and pass the course) in TSC Access Control Management (Operate Basic Security Equipment) (OBSE)?

Ans: SO grade officers need to be certified competent in the course by 31 Dec 2025, otherwise they may not be able to be deployed for SO duties.

Q3 If I have taken and passed TSC Guard and Patrol (Provide Guard & Patrol Services) (PGPS) previously, do I need to take the enhanced TSC Guard and Patrol (Provide Guard & Patrol Services) (PGPS) + TSC Access Control Management (Operate Basic Security Equipment) (OBSE) course by 31 Dec 2025 to retain my SO status?

Ans: You may complete the standalone course on TSC Access Control Management (Operate Basic Security Equipment) (OBSE) and need not take the entire enhanced course by 31 Dec 2025 .

Q4 From 1 Jan 2024, which are the courses an existing SO promoting to Senior Security Officer (SSO) needs to be certified competent in (i.e. attend and pass the course) before being promoted?

Ans: From 1 Jan 2024, SOs need to be certified competent in the following 3 courses before being promoted to SSO grade.

- a) TSC Access Control Management (Operate Basic Security Equipment) (OBSE)
- b) TSC Deterrence (Manage Disorderly Conduct & Threatening Behaviour)
- c) TSC Security Surveillance Management (Perform Remote Surveillance Function) **[New]**

Q5 When 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 the course by 31 Dec 2025, otherwise they may not be able to be deployed for SSO duties.

Q6 From 1 Jan 2024, which are the courses a SSO promoting to Security Supervisor (SS) need to be certified competent in (i.e. attend and pass the course) before being promoted?

Ans: From 1 Jan 2024, SSOs need to be certified competent in the following courses before being promoted to SS grade.

- a) TSC Security Surveillance Management (Perform Remote Surveillance Function) **[New]**
  - 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)
  - e) TSC Security Risk Analysis (Assess and Address Security Risks)
- } select any 2

Q7 From 1 Jan 2024, the course curriculum for TSC Incident Response (Handle Security Incidents and Services, HSIS) will be enhanced. 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 SOs to attend the enhanced course as you would have attended the course previously. This curriculum enhancement is included in the refresher quiz training package and the refresher e-quiz, where all SOs are required to pass before renewing your SO licence. As such, existing SOs will be equipped with the knowledge on the enhancements.

Q8 Where can I register and attend the new courses?

Ans: You may refer to Annex A (attached herein) for the list of Registered Training Providers that conduct these courses for the Private Security Industry.

Q9 If I was granted a security officer's licence before 1 January 2024, do I need to obtain the additional course TSC- Access Control Management (Operate Basic Security Equipment) before deployment?

Ans: Existing security officers with PWM grade of SO, who were granted a security officer's licence before 1 January 2024, can continue for deployment till 31 December 2025. But if you are still holding the grade of SO after 1 January 2026, you will need to obtain the additional course TSC- Access Control Management (Operate Basic Security Equipment) before working as a security officer. Failure to comply will be a breach of licensing condition.

Q10 If I applied for an SO's licence on 30 Dec 2023, but the licence was granted to me on 3 January 2024, do I consider as a "NEW" SO?

Ans: Yes. You will be considered as "NEW" SO and require attaining the mandatory PWM courses before you are allowed to be deployed to work as security officer.

### Refresher E-Quiz

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

Ans: As part of continuous training, it will be mandatory for all SOs to complete the refresher e-quiz to be eligible for licence renewal from 1 January 2024.

Q2 What will be tested in the refresher e-quiz?

Ans: The quiz will keep SOs updated on recent industry developments, such as enhanced protections accorded to them under the PSIA, and new competencies covered within the enhanced Basic Licensing Units. SOs should study the refresher quiz training package published on SPF's and POLWEL's<sup>1</sup> website before attempting the quiz.

Q3 What is the cost of the refresher e-quiz?

Ans: The refresher e-quiz will be administered by POLWEL at a fee of \$20/- 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 the fee again to re-take the e-quiz. The fee of \$20/- per person allows you unlimited attempts, within a 1 year period from the date of your first attempt, to pass the e-quiz.

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<sup>1</sup> SPF website: <https://www.police.gov.sg/e-Services/Police-Licences/Security-Officer-Licence>  
POLWEL's website: <https://rqs.polwel.org.sg>

Q5 How and where can I access the refresher e-quiz?

Ans: Currently, PLRD sends out a renewal notice to the SOs 3 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 Officers' licence and POLWEL's website. For timely renewal of the SO licence, SOs are encouraged to pass the e-quiz early.

<b>List of Registered Training Partners (RTP)</b>
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<p><b>Absolute Kinetics Consultancy Pte Ltd</b>  33 Hillview Terrace  Singapore 1669253  Tel: 66905555  Website: <a href="http://www.sg-akc.com">www.sg-akc.com</a>  Email: <a href="mailto:register@sg-akc.com">register@sg-akc.com</a></p>	<p><b>Acestes Pte Ltd</b>  47 Kallang Pudding Road #07-06  Singapore 349318  Tel: 65381254  Website: <a href="https://acestes.sg">https://acestes.sg</a>  Email: <a href="mailto:contact@acestes.sg">contact@acestes.sg</a></p>
<p><b>APRO Training Centre Pte Ltd</b>  Devan Nair Institute #04-01  80 Jurong East Street 21  Singapore 609607  Tel: 65676388  Website: <a href="http://www.aprotraining.sg">www.aprotraining.sg</a>  Email: <a href="mailto:register@apro.com.sg">register@apro.com.sg</a></p>	<p><b>Ariel Security Academy Pte Ltd</b>  A-Posh Biz Hub #05-26  1 Yishun Industrial Street 1  Singapore 768160  Tel: 98551924  Website: <a href="http://www.ariel.sg">www.ariel.sg</a>  Contact: <a href="https://ariel.sg/contact-us/">https://ariel.sg/contact-us/</a></p>
<p><b>Ascendo Consulting Pte Ltd</b>  9 Little Road #02-01  Singapore 536985  Tel: 66103737  Website: <a href="http://www.ascendo.edu.sg">www.ascendo.edu.sg</a>  E-mail: <a href="mailto:info@ascendo.edu.sg">info@ascendo.edu.sg</a></p>	<p><b>CCCS International Learning Institute</b>  Peace Centre  1 Sophia Road #06-26  Singapore 228149  Tel: 68845635  Website: <a href="http://www.cccs.edu.sg/training-centre/">www.cccs.edu.sg/training-centre/</a>  Email: <a href="mailto:enquiry@cccs.edu.sg">enquiry@cccs.edu.sg</a></p>
<p><b>Etann Security Management Consultant Pte Ltd</b>  LTC Building B, #02-07a,  12 Arumugam Road  Singapore 409958  Tel: 67412792  Website: <a href="http://www.etannedusg.com">www.etannedusg.com</a>  Email: <a href="mailto:admin@etannsg.com">admin@etannsg.com</a></p>	<p><b>Henderson Security Services Pte Ltd</b>  Grantral Complex #05-17/18  601 Macpherson Rd  Singapore 368242  Tel: 65898778  Website: <a href="https://hendersonsecurity.com.sg">https://hendersonsecurity.com.sg</a>  Email: <a href="mailto:enquiries@hendersonsecurity.com.sg">enquiries@hendersonsecurity.com.sg</a></p>
<p><b>KnowledgeTree Training Centre Pte Ltd</b>  Rex House #03-01  73 Bukit Timah Road  Singapore 229832  Tel: 67491486  Website: <a href="http://www.ktree.com.sg">www.ktree.com.sg</a>  Email : <a href="mailto:admin@ktree.com.sg">admin@ktree.com.sg</a></p>	<p><b>Leacov Singapore Pte Ltd</b>  LHK 2 Building  76 Playfair Road #05-02  Singapore 367996  Tel: 98203430  Website: <a href="https://leacov.com">https://leacov.com</a>  Email: <a href="mailto:contact@leacov.com">contact@leacov.com</a></p>

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