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SGM ACADEMY PROGRAM



January 2025

The leading name in security training products

sgmTraining.com



SGM Academy Course Catalog


Comprehensive Security Guard Training Programs for Professional Excellence

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Over 70 Hours of Training in the SGM Academy Program

The SGM Academy offers a comprehensive range of courses designed to equip security professionals with the knowledge and skills needed to succeed. With over 70 hours of training, our program covers essential topics from basic security procedures to specialized training, ensuring officers are well-prepared for any situation they may encounter on the job.



Since 1998, SGM has been providing top-quality Security Officer training products tailored to meet your specific needs. Our training programs exceed 95% of most state requirements, ensuring that your employees are equipped with the knowledge and skills to become professional leaders in the security industry.

The SGM Academy provides access to a comprehensive range of training courses, each combining reading material, videos, practice questions, and visual graphics. This catalog offers detailed information about our Academy program and the courses available to help you improve your security operations.

Our Mission Statement:

At SGM, our mission is to empower individuals and businesses to thrive in the security industry by providing innovative, high-quality training solutions. Since 1998, we have been dedicated to elevating security training standards and fostering excellence in this dynamic field.

As a nationwide leader and trusted authority in security guard training, we are proud to have trained over 300,000 professionals through our extensive range of products. From online courses and video streaming to DVDs and instructor materials, our solutions are designed to meet the diverse needs of security professionals and organizations.

With clients in all 50 states and over 30 countries, our global reach reflects our unwavering commitment to making a meaningful impact. At SGM, we believe that effective training is the cornerstone of success, and we strive to deliver tools and resources that enable our clients to achieve their best.

Whether you are a company looking to equip your security team with top-tier training or an instructor seeking comprehensive materials to empower your classes and students, SGM is here to support your success. Our cutting-edge training programs and unwavering commitment to excellence ensure you have the tools needed to elevate your team's performance and enhance their professional growth.

Partner with us to redefine the standards of security training. Together, we can create a safer and more confident future for professionals and communities worldwide.

SGMTRAINING.COM

- **Expertise You Can Trust:** Over 25 years of proven training solutions.
- **Nationwide Recognition:** Programs used in all 50 states.
- **Commitment to Excellence:** Equipping officers with essential skills and professionalism.

The Following Courses Are Included in the SGM Academy Program:

Access Control

Duration: Access Control – Estimated 2 Hours

This comprehensive course equips security officers with essential knowledge and skills to effectively manage and monitor modern access control systems. Participants will gain a clear understanding of various technologies and strategies used to secure sensitive areas, safeguard assets, and maintain the integrity of restricted spaces. Key topics include the operation of hand-held metal detectors, X-ray detection systems, vehicular access control, biometric identification systems, card access technology, and more. Whether securing office buildings, industrial gates, or gated communities, this training prepares officers to handle real-world challenges and reduce vulnerabilities with confidence.

Active Shooter Response

Duration: Active Shooter – Estimated 2 Hours

This essential training course helps equip security officers with the knowledge and skills to effectively respond to active shooter incidents, which often unfold in under five minutes. Based on the Department of Homeland Security's Run, Hide, Fight framework, the program covers critical topics such as recognizing warning signs, understanding attacker techniques, preparing emergency action plans, and managing post-incident actions. Ideal for security officers and valuable for client education, this program enhances preparedness, reinforces safety, and demonstrates proactive leadership in critical situations.

CCTV

Duration: CCTV – Estimated 1.5 Hours

Enhance your security officers' skills with our comprehensive CCTV training course. Designed for security professionals, this course covers essential techniques for effectively monitoring, identifying suspicious behavior, and responding to incidents. Key highlights include basic operations, types of cameras, effective monitoring practices, protection of data and privacy, and policies to minimize distractions like cell phone usage. The training also provides tools to manage stress and maintain focus.

Court Procedures

Duration: Court Procedures – Estimated 1 Hour

This training course provides a clear and comprehensive overview of how the court system operates, guiding security officers on proper courtroom conduct and effective testimony techniques. It covers essential topics such as courtroom rules, the roles of court staff, state and federal court levels, responding to questions, projecting professionalism, and recognizing defense attorney tactics. Additional topics include subpoenas, grand jury procedures, pre-trial steps, and the purpose of litigation.

Conduct

Duration: Conduct – Estimated 2.5 Hours

This training course provides an in-depth overview of the essential information security officers need to succeed at client sites, focusing on professional conduct and public relations. It covers key topics such as ethics, professionalism, proper behavior, appearance, assertiveness, and effective client relations. The program also emphasizes public perception, cultural diversity, workplace harassment, and building partnerships with law enforcement, firefighters, and paramedics. Additional modules address customer service, managing shift work, and recognizing issues like substance abuse and mental illness. This comprehensive course equips security officers with the knowledge and skills to maintain professionalism, foster positive relationships, and uphold high standards of conduct.

Crisis Response

Duration: Crisis Response – Estimated 2 Hours

This training course equips security officers with the essential knowledge and skills to respond effectively to major crisis situations. From active shooter incidents and workplace violence to natural disasters and elevator emergencies, it focuses on personal safety and guiding others out of harm's way. Key topics include evacuations, bomb threats, fire alarms, suspicious packages, hostage situations, and more. Designed to prepare officers for high-stress scenarios, this course ensures they are ready to manage emergencies and protect lives with confidence and professionalism.

Crowd Control

Duration: Crowd Control – Estimated 2 Hours

This comprehensive training course prepares security officers to handle crowd management and special event security with professionalism and confidence. It covers essential topics such as types and characteristics of crowds, crowd control techniques, barriers, traffic flow management, and the use of crowd control devices. Additional focus areas include riot preparation, event equipment, communication among team members, and the roles of officers and supervisors. The course also provides an overview of event

checklists and operation plans, ensuring security officers are well-equipped to maintain order and enhance their professional image during events and crowd control scenarios.

First Aid and CPR

Duration: First Aid and CPR – Estimated 3 Hours

This training course provides security officers with a clear understanding of general first aid techniques and life-saving procedures like CPR and the Heimlich Maneuver. Through detailed scenes and graphics, the course covers critical topics, including treating shock, electric shock injuries, burns, severe bleeding, broken bones, and nosebleeds. It also includes guidance on splinting, proper use of tourniquets, and demonstrations of CPR for adults and infants. While this course offers an informative overview, any required certification for First Aid and CPR should be completed with an authorized instructor.

Fire Watch

Duration: Fire Watch – Estimated 2 Hours

This training course provides security officers with foundational knowledge in fire prevention and response, including the use of portable fire extinguishers, fire stands, sprinkler systems, fire doors, fire control panels, and other fire safety equipment. Topics covered include how to report a fire, identifying hazards during patrols, fire prevention strategies, proper use of fire extinguishers, understanding automatic fire detection and suppression systems, evacuation and exit procedures, and the use of elevators and escalators during emergencies. This course equips security officers with the skills to effectively manage fire watch responsibilities and enhance site safety.

Firearm Safety

Duration: Firearm Safety – Estimated 1 Hour

This training course emphasizes the critical importance of firearm safety for security officers. It covers essential topics such as understanding handgun mechanics, cartridge safety, proper loading and unloading, sight alignment, and trigger control. Participants will also learn about muzzle control, dry firing, range rules and etiquette, and the differences between revolvers and semi-automatics. Additional focus areas include firearm cleaning, safe storage using gun locks and lock boxes, and ensuring eye and ear protection. Designed to complement your firearms program, this course reinforces the responsibility of security officers to maintain safety for themselves and the public.

Front Desk Security

Duration: Front Desk Security – Estimated 2.5 Hours

As the role of front desk security continues to evolve, this training course provides security officers with essential knowledge and skills to perform their duties effectively while offering exceptional customer service. Topics covered include proper appearance, professional attitude, telephone procedures and etiquette, managing building visitors, vendors, and deliveries, as well as handling threats and suspicious packages. The course also emphasizes ethics, professionalism, and customer service skills to ensure front desk security officers make a positive impression while maintaining safety and security.

Gated Communities

Duration: Gated Communities – Estimated 1.5 Hours

This comprehensive training course prepares security officers to effectively handle the unique responsibilities of working in gated communities. Topics include the types of gates and gatehouses, entry and visitor procedures, pedestrian access control, gate readers and receivers, community security systems, and community patrolling. It also covers the use of patrolling vehicles, vision light adjustment, gate traffic control, and professional customer service skills. Additionally, the course addresses managing gated community shopping centers. These techniques enhance the professionalism and effectiveness of security officers, ensuring a positive and secure environment within gated communities.

Holiday Security

Duration: Holiday Security – Estimated 1 Hour

Holiday security is essential to ensure the safety and well-being of individuals and their belongings during a time of increased travel and gatherings. This comprehensive training course helps security professionals identify and address potential issues, manage access control effectively, and maintain a vigilant presence during the holiday season. Topics include theft prevention, seasonal hazards, holiday scams, managing lines and congestion, suspicious packages, customer safety and service, special events, Santa Claus appearances, holiday functions, and stress relief tips. This course is ideal for professionals dedicated to excellence in holiday security.

Hospitals & Nursing Homes

Duration: Hospitals & Nursing Homes – Estimated 1.5 Hours

Working in a hospital or nursing home requires specialized knowledge and skills beyond standard security duties. This training course covers essential topics, including hospital security duties, public and high-security zones, healthcare terminology, and understanding various entrances and emergency rooms. It also addresses patrol responsibilities, visitor management, handling wandering dementia patients, working

with cleaning crews and vendors, and recognizing threats or terrorism in healthcare settings. Additional focus is placed on hospital fire safety, identifying safety hazards, and understanding HIPAA and confidentiality requirements. This course equips security officers to handle the unique challenges of healthcare environments with professionalism and expertise.

Hotels and Resorts

Duration: Hotels and Resorts – Estimated 1.5 Hours

This comprehensive training course is designed to enhance the safety and security of guests and staff in hospitality settings. It covers essential security protocols, emergency response tactics, and best practices for maintaining a secure and welcoming environment. Topics include types of hotels and resorts, guest interactions, monitoring for unauthorized access, conflict resolution, addressing security concerns, and managing suspicious behaviors or packages. Additional focus areas include handling unruly or intoxicated guests, theft prevention, patrolling hotel areas, and ensuring guest privacy and confidentiality. Ideal for hotels, resorts, and vacation properties, this course equips security teams with the knowledge needed to prevent risks and handle incidents effectively.

House of Worship

Duration: House of Worship – Estimated 1.5 Hours

This specialized training course prepares security officers to handle the unique challenges of working in a house of worship. Topics include forming safety teams, understanding types of attacks, addressing graffiti vandalism, monitoring areas during services, and ensuring fire safety and evacuation procedures. Additional focus areas include identifying important post areas, responding to medical emergencies, establishing patrol patterns, handling active shooter situations, discovering crime scenes, and managing conflict resolution. This course equips security professionals with the knowledge and skills to maintain a safe and secure environment for visitors and staff.

Interviewing Victims and Witnesses

Duration: Interviewing Victims and Witnesses – Estimated 1.5 Hours

This training course provides security officers with essential skills for conducting professional and effective interviews with victims, witnesses, and suspects. It emphasizes the importance of maintaining professionalism, using appropriate techniques, and documenting interviews accurately. Topics covered include the interviewer's responsibilities, confidentiality, types of interviews, selecting suitable locations, effective notetaking, and maintaining proper demeanor. This course equips security officers with the knowledge needed to conduct interviews confidently and effectively.

Introduction to Security

Duration: Introduction to Security – Estimated 1.5 Hours

This essential training course is designed to motivate and prepare new and potential security officers for success in their roles. It covers key topics such as the importance of security officers, their role in protecting assets and reducing liability, various assignments like patrol and gate control, legal authority limits, observe-and-report duties, and maintaining professionalism, courtesy, and honesty. This course provides a strong foundation for developing effective and dedicated security professionals.

Introduction to Weapons

Duration: Introduction to Weapons – Estimated 2 Hours

This training course provides a general overview of both legal and illegal weapons, equipping security officers with essential knowledge for handling various situations. Topics include lethal and non-lethal weapons such as pepper spray, collapsible batons, tasers, stun guns, and firearms, with explanations of double action, single action, and double action only mechanisms. The course also covers explosives, chemical attacks, bombs, semi-automatic, and automatic weapons, offering a comprehensive understanding of weapon types and their implications in security settings.

Law of Arrest

Duration: Law of Arrest – Estimated 2 Hours

This course provides an overview of the law of arrest, focusing on principles common to most states. It covers the limitations of a security officer's authority, including felonies vs. misdemeanors, probable cause, citizen's arrest, and legal authority. Topics also include proper arrest procedures, questioning, restraining and searching prisoners, identifying contraband, and handling excessive force, helping officers act responsibly and within legal boundaries.

Mobile Patrol

Duration: Mobile Patrol – Estimated 2 Hours

This course prepares security officers for effective mobile patrolling, emphasizing visibility and flexibility. It covers patrolling techniques, handling emergencies, identifying hazards, and managing various patrol scenarios, including residential areas, parking lots, and shopping centers. Officers also learn alarm responses, money escorts, and patrol car inspections for comprehensive security coverage.

Patrolling

Duration: Patrolling – Estimated 2 Hours

This course covers the fundamentals of security patrolling, including patrol techniques, equipment care, mobile safety, fire watch, communication, and reporting procedures. It also addresses property and vehicle inspections, post instructions, and inside and outside patrols, preparing officers for daily challenges in the field.

Protecting a Crime Scene

Duration: Protecting a Crime Scene – Estimated 1.5 Hours

This course emphasizes the importance of preserving a crime scene and prepares security officers to handle various scenarios they may encounter. Topics include protecting the scene, documenting and recording evidence, preventing contamination, identifying and preserving evidence, controlling access, and assisting law enforcement. This training equips officers with the skills needed to maintain the integrity of a crime scene.

Pepper Spray

Duration: Patrolling – Estimated 1 Hour

This overview course introduces security officers to pepper spray use, covering when and when not to use it, non-lethal techniques, liability issues, and handling aggressive situations. Topics also include post-use first aid, documentation, tactical positions, and proper care and storage of canisters. This course provides essential knowledge, not certification.

Public Relations

Duration: Public Relations – Estimated 2 Hours

This course emphasizes the importance of maintaining politeness, respect, and sensitivity when interacting with others. It teaches security officers how to build positive relationships with clients through friendly body language, tone of voice, and facial expressions. The course highlights how to avoid appearing threatening while demonstrating genuine concern for the individuals being served.

Report Writing

Duration: Report Writing – Estimated 2 Hours

This course equips security officers with essential report writing skills, covering the purpose of reports, accountability, and how to create clear, concise, and complete documentation. Topics include daily logs, incident reports, military time, using a notebook, making copies, and the role of reports in reducing liability and supporting litigation. Officers will also learn how to report malfunctions, defective equipment, and understand the chain of custody.

Resolving Conflicts

Duration: Resolving Conflicts – Estimated 1.5 Hours

This course provides security officers with essential skills to handle argumentative individuals while maintaining professionalism and composure. Topics include persuasion skills, effective verbal communication, dealing with hostile persons, controlling emotions, escorting hostile individuals off the premises, and reading body language. These techniques help officers manage conflict and de-escalate tense situations effectively.

Retail Stores and Shopping Centers

Duration: Retail Stores and Shopping Centers – Estimated 2 Hours

This course prepares security officers for the unique responsibilities of working in retail stores and shopping centers, combining security duties with excellent customer service. Topics include loss prevention, types of shopping centers, theft and shoplifting, customer conflict resolution, daily procedures, patrolling, report writing, retail crime scenes, and the use of CCTV systems. Officers will gain the skills needed to effectively protect both property and customers in these dynamic environments.

School Security

Duration: School Security – Estimated 2 Hours

This course prepares security officers for their roles in schools, covering responsibilities, handling disruptive students, visitor control, laws like search and seizure, active shooter scenarios, and conflict resolution. It also includes techniques for effective patrolling and managing school safety.

Security Officer Safety

Duration: Officer Safety – Estimated 1 Hour

This course helps security officers recognize potential criminal or safety hazards and stay alert in various situations. It covers key topics such as the importance of staying alert, flashlight techniques, walking silently, avoiding confrontation with hostile individuals alone, communication guidelines, and how to approach disorderly groups. This training equips officers with the skills needed to stay safe and assess risks effectively.

Self-Defense

Duration: Self Defense – Estimated 1.5 Hours

This course teaches security officers basic self-defense and restraining techniques while emphasizing officer safety and using minimal force to prevent injury to a prisoner. Officers will also learn various methods of prisoner control and the use of non-lethal weapons such as expandable batons, standard batons, Tonfa-batons, and handcuffs.

The course stresses that these techniques should only be used defensively and as a last resort, after all verbal and non-combative procedures have been exhausted.

Sexual Harassment

Duration: Sexual Harassment – Estimated 1.5 Hours

This course defines various levels of sexual harassment, from obvious advances to inappropriate comments, and highlights the harmful effects it can have on victims. It educates security officers about the potential disciplinary actions and criminal charges that can result from sexual harassment. The course also emphasizes that harassment can occur from both genders and even from individuals of the same gender, helping officers recognize and address these issues in a professional manner.

Supervisor – Basic Supervision

Duration: Basic Supervision – Estimated 1.5 Hours

This course covers the essential responsibilities of a security supervisor, including managing overtime, evaluating officers, providing guidance on uniforms and equipment, and motivating the team. It also addresses reporting to management, public and customer relations, reducing turnover and absenteeism, and maintaining a positive attitude. Supervisors will learn how to set the example, manage scheduling, and support company profitability.

Supervisor – Post Orientations

Duration: Post Orientations – Estimated 1 Hour

This course highlights the importance of post orientation to ensure security officers understand their duties. Topics include motivating and training officers, teaching guard tour systems, applying post instructions, and scheduling training. It also covers key areas like key control, fire protection, report reviewing, enforcing uniform codes, increasing morale, and reducing liability, with post orientation checklists for effective training.

Supervisor Techniques

Duration: Supervisor Techniques – Estimated 2 Hours

This course teaches supervisors how to coach, direct, and motivate their team while enforcing company rules, regulations, and policies to reduce liability. It covers techniques for conducting post orientations and evaluating job performance. Additionally, the course provides guidance on solving problems, fostering teamwork, improving efficiency, and handling client and citizen complaints effectively.

Terrorist Patrol

Duration: Terrorist Patrol – Estimated 1.5 Hours

This course teaches security officers how to help prevent terrorist attacks by recognizing suspicious activities and understanding various types of terrorism. It covers topics such as assisting law enforcement, handling bomb threats, identifying warning signs of biochemical attacks, and approaching suspicious individuals. Officers will also learn how to use "See Something, Say Something" techniques and recognize terrorist attack profiles.

Traffic Control

Duration: Traffic Control – Estimated 1 Hour

This course teaches traffic control techniques, including hand signals, traffic wands, and whistle signals. It covers pedestrian control, parking management, and managing traffic at 3-way and 4-way intersections, while emphasizing safety for officers, pedestrians, and vehicles.

Uniform and Equipment

Duration: Uniform and Equipment – Estimated 1.5 Hours

This course emphasizes the importance of maintaining a professional appearance and properly caring for uniforms and equipment. Topics include the purpose of the uniform, making a positive impression, uniform care, seasonal dress guidelines, and specific requirements for hats, badges, and cap plates. It also covers proper use of company radios, weapons, key control, and familiarity with nightsticks, helping officers reduce equipment damage and losses.

CERTIFICATES

All courses include an exam that must be passed with a score of 80% or better. Upon completing all course steps and videos and successfully passing the exam, participants will be awarded an SGM certificate of completion.

Ready to Join the SGM Academy Program?

Visit our website at sgmtraining.com today to easily sign up and start your journey toward professional excellence in security training.

Key Highlights:

- ✔ Access to all 39 Courses**

- ✔ Free eBook for each student: "Your Path to Security Success, A Guide for Security Officers" (a \$24 value!)**

- ✔ Up to 200 employees per month for one low fee. Additional employees easily added.**

- ✔ All courses include reading material, practice questions, videos, graphic visuals, and a 20-question final exam**

- ✔ Students must view each page, complete all practice questions, videos, and pass the final exam before the certificate is issued**

- ✔ 80% or better final exam score required to pass each course**

- ✔ Certificate issued upon successful course completion**

What Our Clients Are Saying

"SGM Academy's training programs have been an invaluable resource for our team. The courses are thorough, engaging, and helped improve our security protocols across the board."

— John Penski, Security Manager

"We've trained our employees with the SGM Academy and have seen a noticeable improvement in both performance and retention. Highly recommend!"

— James Miller, HR Director

"The courses are clear, engaging, and practical. It's made a real difference in our operations."

— Sarah Williams, Training Coordinator

"The online platform is easy to use, and the valuable information is presented in a way that keeps officers engaged."

— Michael Green, Security Operations Manager

"I have been through many training programs learning security through other companies and I can tell you firsthand the SGM training videos are step above the rest."

— Robert Long, Security Supervisor




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Enhance Employee Training and Boost Customer Satisfaction

At SGM, we are committed to improving productivity and reducing turnover through our extensive employee training programs. With over 25 years of experience, our security guard training solutions have been trusted across all 50 states and in more than 30 countries, consistently exceeding state requirements.

Boost Your Customer Marketing with SGM

Partnering with SGM enhances your marketing efforts. By showcasing the comprehensive training you provide to new hires and through ongoing education, you highlight your commitment to excellence. This not only sets you apart from competitors but also demonstrates your investment in the success of your security guards. Your dedication speaks volumes and helps strengthen your marketing reputation.

Nationwide Use

Our products are designed for use in any state, consistently exceeding 95% of most state requirements.

The Academy Program

Our Academy program provides complete online courses with reading materials, videos, graphics, and practice questions. Students who pass the final exam with 80% or higher earn a course completion certificate.

The Value of Training

Training security officers ensures safety, boosts employee retention, and enhances customer satisfaction.

At SGM, we are dedicated to helping you train and educate your employees, ensuring they are prepared to excel in their roles and contribute to your company's success.

SGMTRAINING.COM