List of Competencies for On-the-Job Training (OJT)
Work-Study Diploma in Security Operations

Note: LOC is subject to changes due to curriculum review/ development

S/N	List of Competencies (Standard)	Company to indicate '✓' for OJT competencies it can provide
Common competencies		
Consumer Behaviour Analysis		
1	Gather information on business viability based on consumer patterns/trends	
2	Execute market research	
3	Analyse consumer consumption data with data analytics	
4	Derive insights to enhance operational design and effectiveness	
Manage customer experience design		
5	Perform customer experience research	
6	Develop customer journey map	
7	Develop customer experience transformation strategies	
Provide security services		
8	Perform security screening	
9	Handle security incidents and services	
10	Perform terrorist threat observation	
11	Manage security equipment access control	
Manage communication at workplace		
12	Manage stakeholder communication	
13	Manage workplace communication	
14	Manage reports and email communication	
Manage customer service and quality		
15	Deliver quality customer service	
16	Manage quality customer service work processes	
17	Assess service quality performance	
18	Implement corporate social responsibility (CSR), business ethics and sustainability strategies	
Manage workplace situations		
19	Detect security threats and suspicious behaviours	
20	Manage crisis and incidents	
21	Document crisis and incident	

Completed By:

S/N	List of Competencies (Standard)	Company to indicate '✓' for OJT competencies it can provide
Name:		Company
Produce behavioural insights on subjects		
22	Implement profiling procedures for subjects	
23	Manage behavioural analysis techniques for crime prevention	
Develop Leadership and People Management Skills		
24	Lead team planning activities to develop operational plans to achieve team objectives	
25	Manage professional development for self and team members	
	Sub-total of Competencies (Standard)	
List of Competencies (Company-specific)		
1		
2		
3		
4		
5		
6		
7		
	Sub-total of Competencies (Company-specific)	

Note:

a) Company must be able to provide OJT for at least **75%** of the List of Competencies (Standard).

b) If company is unable to meet the 75%, please propose alternate **course-related** competencies which are unique to company operations. Alternate competencies are capped at 25%.
   [i.e. 50% of the list of competencies (standard) + 25% alternate competencies (Company-specific)].

c) All alternate competencies (Company-specific) must be reviewed and endorsed by ITE.

d) Trainees must receive OJT and be assessed for **All** competencies selected in this List.

Total no. of competencies selected by company for OJT	
Total no. of competencies listed *(standard & company specific)*	
Percentage of selected competencies	

Completed By:

_____   _____
Name   **Company**

Note for WSDip in Security Operations (DPSCO):

ITE fresh graduates applying for the WSDip in Security Operations (DPSCO) will not have prior experience or the required PLRD/SO licence. Partner companies who hire these graduates as full-time employees and sponsor them for this programme will need to sponsor their training to obtain the necessary licence(s).

Key Requirements:
- Employer will sponsor employees to obtain the industry-required Security Officer licence.
- Company may start full-time employment for successful candidates ahead of 1 April to ensure employees have secured the PLRD/SO license ahead of programme commencement.
- Do remind hired employees that their employment offer is conditional - they MUST secure this licence to remain employed in the security sector and enrolled in the course.

MODULE SYPNOSIS – WSDip in Security Operations

Course Objective

This course equips trainees with the skills, knowledge and professional attributes to manage security operations. Trainees will acquire skills in people management, situational awareness, communication, behaviour analysis and quality customer experience management.

Modules Synopsis

Consumer Behaviour Analytics#

On completion of the module, trainees should be able to determine how consumers' psychological needs, wants, perceptions and motivations impact decision-making in choice of commercial events and/or activities. Using technology, they should be able to build customised event surveys and leverage on appropriate data analytics tool/s, generate relevant dashboard to provide consumer insights for decision-making and strategy implementation, and report for review and evaluation.

Design Thinking for Customer Experience

On completion of the module, trainees should be able construct a customer journey map, determine customer experience gaps as well as develop transformation strategies to enhance customer experience.

Effective Communication for Security

On completion of the module, trainees should be able to manage day-to-day communication with general public, internal and external stakeholders, manage complex communication for different workplace situations, manage report and email communication while interpreting non-verbal cues and keeping in mind different personalities and cultural beliefs.

Fundamentals of Security Services

On completion of the module, trainees should be able to perform security operations, manage disorderly conduct, handle threatening and abusive behaviour, enforce security legislations. Trainees will also be equipped with the knowledge of the digitalisation aspects of security and safety as required at the workplace.

Introduction to Criminal Psychology

On completion of the module, trainees should be able to manage behavioural analysis techniques for crime prevention and handle cases of crime and deviance by applying critical thinking and analytical skills that relates to criminal and behavioural psychology theories.

Customer Service Quality Management System*

On completion of this module, trainees should be able to apply the concepts of quality management systems to perform and manage work process for quality customer service delivery. The trainees will also be equipped with knowledge of sustainability practices to carry out corporate social responsibility (CSR) and business ethics within the service work processes.

Situational Awareness & Crisis Management

On completion of the module, trainees should be able to detect security threats and suspicious behaviours, manage and document complex incidents and unexpected crises using effective critical incident management process and crisis management plan.

Leadership & People Management^

On completion of the module, trainees should be able to understand different leadership styles to guide, coach, mentor, motivate and lead teams to achieve organisational goals.

MODULE SYPNOSIS – WSDip in Security Operations

Company Project
On completion of the module, trainees should have applied their acquired competencies in an authentic project that would value-add to the company.

On-the-Job Training
On completion of the module, trainees should be able to apply the skills and knowledge acquired at ITE College and workplace to take on the full job scope, including supervisory function, where appropriate, at the company.

Common module with WSDip in Event Management

* Common module with WSDip in Customer Experience Management

^ Common module with WSDip in E-commerce & Retail

TRAINING PATTERN SCHEDULE

WSDip in Security Operations

Day Release - Trainees attend 1 to 2 days of lessons per week at ITE, with the remaining work-week spent at the workplace for On-the-Job Training.

April'26 Intake	April – June 2026		July – September 2026		October – December 2026		January – March 2027	
1st Year Off-JT @ ITE	1 day/week (Tuesday)	ITE Vacation (June) 4 weeks	1 day/week (Tuesday)	ITE Vacation (Sept) 2 weeks	1 day/week (Tuesday)	ITE Vacation (Dec) 4 weeks	1 day/week (Tuesday)	ITE Vacation (March) 2 weeks

April'26 Intake	April – June 2027		July – September 2027		October – December 2027		October – December 2028	
2nd Year Off-JT @ ITE	1 day/week (Tuesday)	ITE Vacation (June) 4 weeks	1 day/week (Tuesday)	ITE Vacation (Sept) 2 weeks	1 day/week (Tuesday)	ITE Vacation (Dec) 4 weeks	1 day/week (Tuesday)	ITE Vacation (March) 2 weeks

April'26 Intake	April – June 2028		July – September 2028		
3rd Year Off-JT @ ITE	1 day/week (Tuesday)	ITE Vacation (June) 4 weeks	1 day/week (Tuesday)	ITE Vacation (Sept) 2 weeks	**WSDip Programme 2026** **Start: 1 April 2026** **End: 30 September 2028** **Duration: 2.5 years** ⚠️ **Final results release may be later than programme end date**