



# MANAGE DISORDERLY CONDUCT & THREATENING BEHAVIOUR (MDCTB)

SEC-ICM-1001-1.1

Ref Number: TGS-2022012444

## INTRODUCTION

Prospect Protection's **Deterrence (Manage Disorderly Conduct and Threatening Behaviour)** course covers the knowledge, skills and attitudes required of a security personnel to manage disorderly conduct and threatening behaviour at deployment site, in compliance with legislation and standard operation procedures.

## COURSE RELEVANCE

This is one of the two mandatory courses required by the Police Licensing & Regulatory Department (PLRD) for Security Officers (SO) to be upgraded to Senior Security Officers (SSO).

## LEARNING OUTCOMES

Prepare for assignment with the necessary information

Check on the availability of appropriate tools and equipment

Identify the types of disorderly and unacceptable behaviours that may be encountered in assignments

Study site layouts to be vigilant of locations susceptible to disorderly and unacceptable behaviours

Demonstrate visible presence by working in teams to deter disorderly and unacceptable behaviours

## HEAR FROM THEM

Witness the success of our graduates who are now leading in the security field. It's your turn NOW.


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### COURSE DURATION

1.5 days' Training (16 hours), from 8am to 8pm on Day 1 and 8am to 1pm on Day 2. Summative Assessment by POLWEL (2 hours).

### COURSE FEES

Full Course Fee  
(incl. GST) **\$490.50**

Net Course Fee  
for Singaporeans  
and PRs  
≥21 years old **\$265.50**  
(after SkillsFuture SG  
Baseline Funding of 50%)

Net Course Fee  
for Singaporeans  
≥40 years old **\$175.50**  
(after SkillsFuture SG  
Baseline Funding of 50% and  
Mid-Career Enhanced Subsidy  
of 20%)

### PAYMENT MODES

Course fees can be paid by PayNow, bank transfer, cheque or cash

Singaporeans ≥ 25 years old can use their SkillsFuture Credit to pay for the course

## WHO SHOULD ATTEND

Existing and aspiring security personnel

Representatives from security agencies

Security service providers

## PRE-REQUISITES

Basic Literacy or Numeracy (WPLN Level 4)

Basic ability to operating a computer, to read instructions on a computer screen and enter some information via a keyboard

Possess a smartphone with QR Code scanning capabilities (For POLWEL Assessment)

Those who do not meet the pre-requisites will need to go through an interview to ascertain the suitability of the course, before registration is confirmed.

## ATTENDANCE AND COURSE COMPLETION REQUIREMENTS

While a minimum attendance of 75% of the training duration is required, all participants are strongly encouraged to attend 100% of the programme to be well prepared for the summative assessment that will be conducted by POLWEL. To qualify for SkillsFuture SG's training grant and be awarded a Statement of Attainment for this course, each participant must pass the summative assessment at the end of the course.

## ACCREDITATION & AFFILIATIONS



**ISO 9001**

Quality Management Systems (QMS)

**ISO 45001**

Health and Safety Management Standard

**ISO 22301**

Business Continuity Management System (BCMS)

**ISO 27001**

Information Security Management System (ISMS)

## REGISTER NOW

as we walk you through every step of the way to becoming a qualified and confident security officer.



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[prospectprotection.net](http://prospectprotection.net)