CONCEPT

Security Supervisor Training: Post Orders, Patrols and Guard Shift Leadership

1 – 5 February 2027
Dubai - Five-star CBD venue



Security Supervisor Training: Post Orders, Patrols and Guard Shift Leadership

Ref: 950_21692 **Date:** 1 – 5 February 2027 **Location:** Dubai - Five-star CBD venue **Fees:** 21450 SAR

Introduction:

A security supervisor holds the line between a written guarding contract and what officers actually do at the gate, the reception desk and on night rounds. When post orders are vague, patrols skip checkpoints, visitor passes go unchecked and occurrence books are filled in from memory, gaps open that no camera closes. This Core Concept course gives security supervisors practical routines to staff posts, write post orders, design and verify patrols, lead officers on shift and report clearly. Participants build a Post Orders Pack, Patrol Plan and Security Supervisor Checklist for a case facility.

Course Objectives:

- Organise shift rosters, post coverage and relief breaks so every guard post is staffed to its written requirements
- Write post orders that state duties, authority limits, reporting lines and escalation steps for each fixed and mobile post
- Design patrol routes with guard tour checkpoints and verify completion from patrol system records
- Run reception, gatehouse and visitor pass routines that stop tailgating and unauthorised entry
- Direct officer first response to incidents and produce accurate occurrence book entries, incident reports and shift handovers
- Monitor contracted guarding against agreed KPIs and coach officers on conduct, appearance and customer service

Target Audience:

- Supervisors who lead guard shifts at corporate offices, industrial plants, hospitals, hotels and retail centres
- Team leaders responsible for patrol officers, gatehouse staff and reception security desks
- Senior security officers acting up as shift-in-charge during nights, weekends and events
- Site coordinators who oversee a contracted guarding provider on behalf of the client organisation
- Control room shift leads who dispatch patrols and log alarms for a single facility

Course Outline:

Day 1: The Security Supervisor Role, Shift Rosters and Post Coverage

- Security Supervisor Role Card: Duties, Authority Limits and Escalation Contacts
- Detect, Deter, Observe and Report Approach for Private Security Officers
- Shift Roster Design with Relief Breaks, Rest Periods and Absence Cover
- Post Coverage Matrix for Fixed Posts, Mobile Patrols and Event Deployments
- Supervisor Start-of-Shift Inspection: Equipment, Radios, Keys and Uniform Turnout

Day 2: Post Orders, Patrol Design and Guard Tour Systems

- Post Order Template: Duties, Hours, Contacts, Prohibited Actions and Escalation
- Standing Orders Versus Temporary Instructions and Their Version Control
- Patrol Route Mapping with Randomised Timings and High-Value Checkpoints
- Guard Tour Patrol Systems: RFID, NFC and QR Checkpoint Records
- Missed Checkpoint Report Review and Patrol Exception Follow-Up

Day 3: Gatehouse, Reception Desk and Officer Conduct Standards

- Reception and Gatehouse Procedures: Identity Checks, Visitor Passes and Escort Rules
- Tailgating Prevention at Turnstiles, Doors and Vehicle Barriers
- Key Control Register and Asset Movement Pass Verification
- Officer Appearance, Bearing and Customer Service Script for Visitors
- Pre-Shift Briefing Agenda and On-Post Coaching Conversation

Day 4: Incident First Response, Occurrence Records and Contractor Oversight

- First Response Sequence for Intruders, Suspicious Items, Disputes and Medical Calls
- Occurrence Book Entries, Incident Report Structure and Witness Note Taking
- Shift Handover Log and Open Issues List Between Outgoing and Incoming Supervisors
- Contract Guarding KPIs: Post Fill Rate, Patrol Completion and Response Time
- Liaison with CCTV Operators and the Control Room During Alarms and Evacuations

Day 5: Facility Walkthrough: Post Orders Pack and Patrol Plan

- Case Facility Walkthrough: Guard Posts, Entry Points and Blind Spots
- Case Post Orders Drafting for Main Gate, Reception and Loading Bay
- Case Patrol Plan with Checkpoint Schedule and Night Round Variations
- Emergency Role Card for Officers: Evacuation Marshal, Assembly Point and Access Lockdown
- Security Supervisor Checklist Presentation and Peer Review

Skills You Will Gain:

- Guard Shift Rostering
- Post Order Writing
- Patrol Route Design
- Guard Tour Record Analysis
- Visitor Pass Control
- Occurrence Book Reporting
- Officer Coaching
- Contract Guarding KPI Monitoring

Why Attend This Course:

- Leave with a Post Orders Pack, Patrol Plan and Security Supervisor Checklist drafted for a case facility
- Spot skipped rounds and unattended posts from patrol data before they turn into losses or complaints
- Give officers clear briefings and written instructions that reduce disputes over who does what at each post
- Compare guarding routines with peers from offices, plants, hospitals, hotels and retail sites

Conclusion:

Guarding quality is decided on each shift by how well posts are staffed, instructed, patrolled and checked. The course moves from the security supervisor role and shift rosters, through post orders and guard tour systems, to gatehouse and reception control, officer conduct and briefings, then to first response, occurrence records, handovers and contractor KPIs. The final day walks a case facility and produces a Post Orders Pack, Patrol Plan and Security Supervisor Checklist ready for use on site.