



# Metro One Learning Academy:

**Course Overview & Lesson Plan:**  
**Security Officer Training**  
**Brinks Security Services Training**

## OVERVIEW & PURPOSE

- The Brinks Security Services Training introduces, educates, and emphasizes security personnel on essential tactics and skills to manage and respond to encounters ranging from daily expectations to unexpected crises. In addition, security personnel will participate in core competency and Brinks-specific training, which supports and prepares employees for “On The Job Training (OJT).”
- This course is included in our General Onboarding Training as a required course for all new hires at Metro One LPSG that are assigned to Brinks. In addition, all personnel will learn and enhance their critical thinking skills and professional development. This interactive learning experience will include reading, listening, exams, videos, and hands-on learning for in-class instruction.
- This course is designed to ensure compliance with protocols and procedures outlined by Metro One LPSG and Brinks. In addition, our goal is to provide new knowledge and demonstrate knowledge improvement with our measurement tools (exams).

## COURSE COMPLIANCE

1. This course is designed for self-paced or in-class instruction that assigned employees must complete for local, state, and federal compliance.
2. This course must be completed before moving on to additional training or post-assignment. Orientation/Onboarding Training is not completed until all certificates are issued through Metro One Learning Academy (M1LA) or your instructor within the classroom confirms passing scores.
3. This course will be assigned a beginning and end date to ensure employees are compliant with the expectations of Brinks and Metro One's training standards.
4. For assistance with accessing any content in the Metro One Learning Academy, your point of contacts are:
  - a. Learning & Development Team: [learning@metroonelpsg.com](mailto:learning@metroonelpsg.com)
  - b. Marlene Holmes: [mholmes@metroonelpsg.com](mailto:mholmes@metroonelpsg.com)

## OBJECTIVES

1. Security Personnel will participate and complete orientation to ensure compliance with day-to-day responsibilities and company compliance.
2. Security Personnel will complete all activities, quizzes, and exams with an average of 80% or higher.

## COURSE LESSONS

This course is divided into two sections: Metro One LPSG General Onboarding and Brinks Specific Training.

### Day One Agenda

**Section 1: General Onboarding Training (8 Hours)**

**Training Overview and Introductions (15 Minutes)**

**Hours of Training (6.75 Hours)**

**Lunch (1 Hour)**

LESSON TITLE	EXAM	ESTIMATED TIME
<b>METRO ONE LPSG INTRODUCTION TO TRAINING AND COURSE EXPECTATIONS</b>	Core Competency Pre-Test	30 MINS (includes Pre-Test)
<b>SEXUAL HARASSMENT PREVENTION TRAINING</b>	Sexual Harassment Exam (80% or higher)	60 MINS (includes exam)
<b>UNCONSCIOUS BIAS TRAINING</b>	N/A	60 MINS
<b>SAFETY AND EFFECTIVE COMMUNICATION</b>	N/A	45 MINS
<b>DE-ESCALATION TRAINING</b>	De-Escalation Exam (80% or higher)	60 MINS (includes exam)
<b>REPORT WRITING AND DOCUMENTATION</b>	N/A	30 MINS
<b>ACTIVE SHOOTER RESPONSE TRAINING</b>	N/A	60 MINS
<b>OBSERVATION SKILLS TRAINING BEHAVIOR RECOGNITION &amp; SUSPICIOUS ACTIVITY REPORTING</b>	Core Competency Final Exam (80% or higher)	60 mins (includes exam)

Times above are estimates for in-person facilitation. Times can vary depending on class size.

## Day Two Agenda

### Section 2: General Onboarding Brinks Specific Training (8 Hours)

Training Review and Day 2 Overview (15 Minutes)

Hours of Training (6.75 Hours)

Lunch (1 Hour)

LESSON TITLE	ESTIMATED TIME
<b>BRINKS PRE-TEST</b>	20 mins
<b>POST ORDERS</b>	15 Mins
<b>TIME SHEETS/TIME CLOCKS</b>	60 Mins (hands on activity and depending on class size this would take 1:1 work with downloading the app and completing the process, along with teaching how to use the app)
<b>ALARM RESPONSE AND LAW ENFORCEMENT NOTIFICATION</b>	90 Mins
<b>PERIMETER/PREMISE SECURITY: LEVEL II GUARD</b>	90 Mins
<b>USE OF FORCE AND WEAPONS GUIDELINES AND POLICY</b>	60 Mins

Times above are estimates for in-person facilitation. Times can vary depending on class size.

## Day Three Agenda

### Section 2: General Onboarding Brinks Specific Training (6.45 Hours)

Training Review and Day 3 Overview (15 Minutes)

Hours of Training (5.00 Hours)

Lunch (1 Hour)

Final Exam Prep (30 Minutes)

LESSON TITLE	ESTIMATED TIME
VEHICLE TRAINING	90 Mins
TRACKFORCE TRAINING	90 Mins
BRINKS SPECIFIC TRAINING FINAL EXAM (80% OR HIGHER)	60 Mins

Times above are estimates for in-person facilitation. Times can vary depending on class size.

## MATERIALS NEEDED

1. The Metro One Learning Academy can be accessed on any mobile device, laptop, or desktop with internet access. The electronic device must have speakers and video capabilities in order to participate and complete this training.
2. For in-class facilitation employees can access the Brinks: Security Service Training (Exam Only) course or complete a paper exam.
3. It is recommended that all participants take notes throughout this training to prepare for the final exam and be an accessible resource while on the job.