

Performance Objective Identification Worksheet

INSTRUCTIONS

For each of the performance objective identified, you must indicate by *page and paragraph number* the equivalent performance objective in your course curriculum. Please do not leave any blank spaces. Place an N/A in the space if no equivalent objective exists. Sign and date the completed worksheet. **Example: PO-1-A-1 Identify 3 characteristic goals to all private security professionals: a person may list: Page 10, Paragraph 3-5.**

I. Department and Ethics

A. Private Security Services Provider Professionalism

<u>PO #</u>	<u>Description</u>	<u>Page</u>	<u>Paragraph</u>
PO-1-A-1	Identify three characteristic goals common to all Private Security Professionals.		
PO-1-A-2	Identify the need for values in the Private Security Profession.		
PO-1-A-3	Identify unethical conduct.		
PO-1-A-4	Identify the importance of the Private Security Code of Ethics.		

B. Cultural Dynamics in Private Security

<u>PO #</u>	<u>Description</u>	<u>Page</u>	<u>Paragraph</u>
PO-1-B-1	Identify the advantages of learning about cultural diversity.		
PO-1-B-2	Identify why all persons have biases.		
PO-1-B-3	Identify how we can become aware of and control biases on the job.		
PO-1-B-4	Identify the need to comply with company policy and federal guidelines.		
PO-1-B-5	Identify the need to understand Stereotyping vs. Core Values.		
PO-1-B-6	Identify the need to respect ADA requirements.		
PO-1-B-7	Identify the need to have a zero tolerance of sexual harassment.		
PO-1-B-8	Identify the need to have a zero tolerance of all discriminatory behavior.		
PO-1-B-9	Identify the rewards of cultural diversity.		

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IV. The Central Station Overview

<u>PO #</u>	<u>Description</u>	<u>Page</u>	<u>Paragraph</u>
PO-4-A-1	Identify the general functions of a central station		
PO-4-A-2	Identify general security considerations of a central station		
PO-4-A-3	Identify options to protect critical functions of central stations		
PO-4-A-4	Identify the purpose and scope of signals		
PO-4-A-5	Identify general types of central station recording systems		

V. Computers

<u>PO #</u>	<u>Description</u>	<u>Page</u>	<u>Paragraph</u>
PO-5-A-1	Identify the purpose of computers in the central station		
PO-5-A-2	Identify the difference between hardware and software		

VI. Phone Systems

<u>PO #</u>	<u>Description</u>	<u>Page</u>	<u>Paragraph</u>
PO-6-A-1	Identify generally, how phone lines work		

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VII. Types of Signals

<u>PO #</u>	<u>Description</u>	<u>Page</u>	<u>Paragraph</u>
PO-7-A-1	Identify the basic steps to signal processing		
PO-7-A-2	Identify types of signals		
PO-7-A-3	Identify the signals common to all categories		
PO-7-A-4	Identify other general types of signals and their purpose		

VIII. Central Station Procedures

<u>PO #</u>	<u>Description</u>	<u>Page</u>	<u>Paragraph</u>
PO-8-A-1	Identify the role of the monitor		
PO-8-A-2	Identify the central station functions		
PO-8-A-3	Identify the type of "time" central stations use		
PO-8-A-4	Identify the time zones around the world.		
PO-8-A-5	Identify sources which have created industry standards		
PO-8-A-6	Identify the purpose of company standards		
PO-8-A-7	Identify the components of data entry		
PO-8-A-8	Identify the basic signal processing procedures		
PO-8-A-9	Identify general trouble signal processing		
PO-8-A-10	Identify opening and closing processes		
PO-8-A-11	Identify customer interaction processes		

IX. Customer Service

<u>PO #</u>	<u>Description</u>	<u>Page</u>	<u>Paragraph</u>
PO-9-A-1	Identify why customer service is important		
PO-9-A-2	Identify communication effectiveness for alarm monitors		
PO-9-A-3	Identify method of working with irate customers		
PO-9-A-4	Identify methods of working with customers who are out of control		

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X. False Alarm Prevention

<u>PO #</u>	<u>Description</u>	<u>Page</u>	<u>Paragraph</u>
PO-10-A-1	Identify the impact of false alarms		
PO-10-A-2	Identify the purpose and scope of the Alarm Industry Action Plan		

XI. Communications

<u>PO #</u>	<u>Description</u>	<u>Page</u>	<u>Paragraph</u>
PO-11-A-1	Identify the monitoring options		
PO-11-A-2	Identify potential problems with phone communicators		
PO-11-A-3	Identify solutions for phone communicator problems		

XII. Control Panels

<u>PO#</u>	<u>Description</u>	<u>Page</u>	<u>Paragraph</u>
PO-12-A-1	Identify the purpose of control devices		
PO-12-A-2	Identify the function of control panel		
PO-12-A-3	Identify three methods used to connect parts of the system to the control		
PO-12-A-4	Identify the purpose of partitions		
PO-12-A-5	Identify the purpose of the Keypad Control Points		
PO-12-A-6	Identify the two types of keypads in use today		

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Attach all testing and measurement tools, including your assessment of practical application of skills learned.

I hereby present the enclosed curriculum for accreditation. I certify that the curriculum is proprietary or that written permission (enclose copy) has been given for our company to use and seek accreditation as a third party user. I have compared the DPSST curriculum to our curriculum and have provided the corresponding location of each equivalent performance objective as identified above.

Signature of Accreditation Program Manager

Date

Signature of Staff Reviewer

Date

_____Approved

_____Rejected

_____Returned for Follow-Up

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