COURSE INFORMATION

Security Operations Management

Plan deployments. Lead teams. Manage secure operations.

Course Overview

The **Security Operations Management** course develops the practical knowledge and leadership skills required to plan, supervise and coordinate security operations across corporate, commercial and institutional environments. It covers personnel deployment, operational procedures, team supervision and the protection of people, assets and business activities.

Participants explore shift scheduling, command and control, incident response, emergency procedures, operational documentation, personnel management and performance monitoring. The programme emphasises service quality, professional conduct, operational continuity and effective decision-making.

Who Should Enrol?

Retired and transitioning military, police and other security personnel; private and corporate security officers; team leaders and supervisors; operations coordinators; facility security personnel; and professionals seeking security management responsibilities.

COURSE PURPOSE

To strengthen the ability to plan and supervise security deployments, direct teams, respond to incidents and improve day-to-day operational performance.

Course Outline

Eight modules covering planning, supervision, response and operational performance.

01	**Security Operations Management Fundamentals** • Principles and objectives of effective security operations • Roles of supervisors, coordinators and managers • Operational policies, procedures and responsibilities
02	**Deployment Planning and Resources** • Assessing staffing needs and security post coverage • Creating duty assignments and deployment plans • Allocating equipment and operational resources
03	**Shift Management and Supervision** • Preparing rosters, briefings and shift handovers • Managing attendance, discipline and duty inspections • Maintaining continuity of security coverage
04	**Command, Control and Coordination** • Establishing reporting lines and authority structures • Coordinating communications across security teams • Escalation and operational decision-making procedures
05	**Incident Response and Emergencies** • Recognising incidents and initiating response protocols • Coordinating first response and evacuation procedures • Post-incident review and corrective actions
06	**Personnel Leadership and Management** • Supervising, mentoring and motivating security teams • Training, readiness and professional accountability • Managing team challenges and workplace conflicts
07	**Documentation and Reporting** • Maintaining occurrence books, duty logs and records • Writing incident reports and operational briefings • Confidentiality and effective information management
08	**Performance Monitoring and Quality** • Using performance indicators and inspections • Reviewing service delivery and operational effectiveness • Addressing weaknesses and driving improvement

Key Focus Areas

Core capabilities for effective security operations and leadership.

Deployment Planning	Allocating personnel, posts and resources effectively.
Shift Management	Managing rosters, handovers and continuous coverage.
Operational Supervision	Ensuring discipline, accountability and service standards.
Command and Control	Coordinating teams, reporting lines and decisions.
Incident Response	Applying procedures for incidents and emergencies.
Personnel Leadership	Training, motivating and supervising security teams.
Operational Reporting	Keeping accurate logs and professional records.
Performance Monitoring	Assessing service quality and improving operations.

Expected Learning Outcomes

- Plan personnel deployments and allocate operational resources.
- Manage shifts, handovers and routine security supervision.
- Coordinate teams using clear command and reporting structures.
- Implement incident response and emergency procedures.
- Document operations and monitor security performance.

Take the Next Step

Build the skills to supervise security personnel, coordinate daily operations and maintain effective service delivery. Contact **VOW Nigeria** for course duration, training format, eligibility, fees and upcoming enrolment opportunities.

REQUEST COURSE INFORMATION | ENROL IN THE PROGRAMME

Enquiries and enrolment should be made through VOW Nigeria’s official registration channels.