

Integrated training in a security environment “The Belgian Model”

10.25.12



A few statistics (2011)

**3,582 km of
track**

537 stations

**229.18 million
passengers**

**+ 38,500
staff**

**600
Security agents**

Security within the SNCB Group



**CORPORATE
SECURITY
SERVICE**



SECURAIL

Activities of security personnel (1)

**Patrols/Visible presence
on board trains and in
stations**



**Reception + Access
control**



Channel Terminal



Activities of security personnel (2)

Security Operations Center (SOC)

- 24 hr call centre
- Accessible via free phone number 0800/30.230
- Video surveillance (> 3000)
- Dealing with alarms
- Supporting Securail teams in *real time*



Securail agents' competences

Security agents

Removal
Identity checks
Detention
Security checks
Handcuffs
Incapacitating sprays

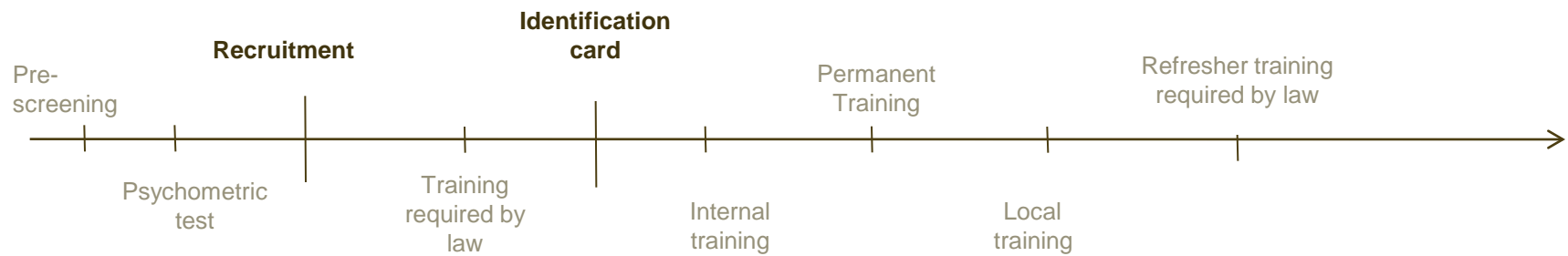
Judicial police agents

Ascertain violations of
railway regulations

Organisation of training

- Creation of an in-house training centre + outsourcing
- Teachers = experienced in-house personnel, course leaders from external training centres, police officers, psychologists, etc.
- Integrated management of training + ministerial authorisation + legal mandates

Training path



Training required by law

- *The Ministry of the Interior approves the training centres, the content of the courses and the teachers*
- *Regulations set out the minimum compulsory programme for management and operational staff*
- *The principle: a common core for all security guards, plus supplementary modules for each speciality*
- *Examined by the training centres + via the public body Selor*
- *Programme for Securail:*
 - *Basic training for security guards (132 hours)*
 - *Supplementary training for security agents (36 hours)*

Base module

- Organisation of the sector
- Regulations applying to the security sector
- Rights and obligations of security staff
- Communication techniques
- Analogue and digital communication methods
- Cultural awareness and contact with diversity
- Observation and reporting
- Psychological approach to conflicts
- Physical avoidance techniques
- Appropriate reactions in case of fire, bomb threats and disasters
- Industrial first aid (+ AED)
- Social relations within the sector

Supplementary module: public transport security agents

- Obligations, skills and procedures
- Recognising dangerous situations in a public transport environment and approach techniques to prevent violent situations
- Techniques for the use of handcuffs and sprays
- Techniques for detention and security checks

Internal training

- Content defined in cooperation with trade-unions
- Success = prerequisite for definitive employment
- Classes conducted by intra-group personnel

SNCB
Training

Cargo
training

Infrabel
training



CSS
training

Field trip

...

Permanent training (1)

- Programme defined by the Corporate Security Service training centre
- Classes conducted by internal course leaders or external centres

Permanent training (2)

- Programme:
 - Practical exercises on the security rules and the use of sprays and handcuffs: “TIS”
 - Role plays on conflict management
 - Recalling the main laws and instructions (“Securail manual”)
 - Ethics and integrity
 - Diversity and multiculturalism
 - First aid refresher
 - Safety at work





Local training – Example 1 – Training on homelessness (*HoPe in Station*)

- Identifying situations of homelessness
- Knowing the social agencies that can intervene
- Role of the SNCB Group and Securail
- Instructions and training base on real experiences

Local training – Example 2 – Public transport as a terrorist target

- Channel Terminal security control
- Creation of an e-learning module by an external training centre
- “Teach the teacher” principle
- Based on two modules:
 - 1) Theory: identification of the threat, procedures, techniques
 - 2) Training software



Local training – Example 3 – Languages

- Theory available on the intranet
- Practical language training adapted to personal level
- Security dictionary



FR	NL	ENG
Que puis-je faire pour vous?	Waarmee kan ik u van dienst zijn?	How can I help you?
Avez-vous un badge avec vous?	Heeft u een badge bij?	Do you have a badge?
Ce sac est-il à vous?	Is deze tas van u?	Is this bag yours?
Puis-je le contrôler?	Mag ik er eens in kijken?	Can I please have a look?
Il est interdit de mendier ici.	Het is verboden te bedelen.	Begging is not allowed here.

Refresher training required by law

- Condition for the renewal of agents' ministerial authorisations
- 16 hours every 5 years
- By a recognised external training centre
- Theory + use of security techniques, handcuffs and sprays

Training for stakeholders

- Training module for security companies present on our sites
- Theoretical training for railway police departments
- Co-organisation of training for canine officers working for Securail, the federal railway police, and the Brussels urban transport company



Challenges

1. Increasing age of staff > Improving the quality of candidates > training students in security
2. E-learning solution:
 - ✓ control rooms
 - ✓ instructions



