

Ph.D. Marina Malish Sazdovska
Faculty of Security Skopje

Ph.D. Marjan Gjurovski
Faculty of Security Skopje

EDUCATION OF PERSONNEL FOR PRIVATE SECURITY

Education of personnel for private security is very important for successful implementation of activities in the field of private security. These professionals face daily challenges of providing objects, persons, events, etc. In some cases these challenges are attacks of terrorists, radical groups and individuals. Because the response to these security threats is evident the security people must be trained, have appropriate education, especially in the field of Criminalistics. The authors of this paper analyze the educational system for private security in Republic of Macedonia, curricula and the study programs. They also analyze the research results for education professionals in the field of private security. It is a study involving five European countries under the title „Train brain soft,,.

Keywords: *Education, private security, criminalistic, curricula etc.*

Introduction

The education of security personnel in the Republic of Macedonia is taking place at several institutions and on many levels. Namely, there are basic courses and training for persons employed in security services, bodies and institutions, also in private companies and state institutions. Apart from the basic courses and training with which the staff obtains basic knowledge and skills for performing certain activities in the field of security, there are also graduate studies, as well as second and third cycle studies.

With the emergence of private security firms and detectives, there was a need for security staff education. The Law on Private Security also regulates the conditions for education of the personnel, as well as the conditions for acquiring licenses in this field. Following the amendments to the Law, besides the licenses

for physical security, were introduced the licenses for technical security for which training for elementary education and education of the personnel are realized in order to create conditions for performing this activity¹. In addition to the basic courses, additional courses and educations are organized in order to expand and increase the quantum of knowledge of the private security employees, in order to create competent and professional staff who can successfully meet the needs for private security in the Republic Macedonia.

The need for education of the personnel is also recognized in the Strategy for Development of Private Security in the Republic of Macedonia², where the Vision section states: “High competent and professional performance of the activities of the private security. Modern, responsible, and efficient functioning, in order to increase the degree of individual security, and contribute to the security of citizens and their property”. While the Mission section states: “Modeling and adjustment of private security to current risks and sources of endangerment through continuous investment in own capacities and improvement in working”. These two objectives are, of course, directly related to the education and education of staff and increasing their knowledge and improving their skills.

Education of private security personnel in the Republic of Macedonia

Private security as an activity with a special law (*lex specialis*) especially as an activity of securing individuals and property in the Republic of Macedonia for the first time was regulated in December 1999 by the Law on Security of Persons and Property (Official Gazette of the Republic of Macedonia, No. 80/99). This Act prescribed the basic conditions, i.e. criteria for providing security for persons and property, for the legal entities that carry out the activity of securing persons and property and for the security workers. This Law has been amended several times, in 2007 and 2011, which established higher criteria for the performers of the activity and harmonized the performance with other relevant legislation in the country.

In December 2012, a new Law on Private Security (Official Gazette of the Republic of Macedonia No. 166/12) was adopted, with which a terminological adjustment of the title of the activity was made - for securing persons and property, in the direction of the essential difference between the security that is under the jurisdiction of the state administration bodies from the security provided by the legal entities in form of services, or for their own needs³. Amendments in

¹ According to the data of the Central Register of the Republic of Macedonia for 2015, the total number of entities that perform private security is 112, with a total of 3387 employees.

² Strategy for Development of Private Security in the Republic of Macedonia, <http://obezbeduvanje.org.mk>

³ More on the criminal-legal aspects see Deanoska - Trendafilova A., “Private security through a penal-legal perspective”, a collection of papers Private Security in the XXI Century: Experiences and Challenges, Skopje, 2016, p. 199

2013 and 2015 are made due to additional alignment with other legal acts in the country⁴.

The training for obtaining work licenses in private security is carried out by the Chamber of the Republic of Macedonia for private security, and training is realized for taking professional exam for physical and technical security⁵.

The program for training and taking the professional exam for physical security consists of a theoretical part that includes the Law on Private Security, Criminal Law, Criminalistics, Psychology, Law on Misdemeanors against Public Order and Peace, Fire Protection and Technical Security and First Aid. Also, a practical part of the training is realized as follows: Handling and firing with firearms and Self Defense⁶.

The program for training and taking a professional exam for technical security consists of a theoretical part which includes the Fundamentals of electrical engineering and telecommunications, Types of systems for technical security, Sketching and planning of execution of technical security systems, Law on private security and Law on private security protection of personal data. In addition to the theoretical part, a practical part is realized as well: Planning and installation of systems for technical security: detection and logging systems for intruders, theft, attack and panic, detection and fire alarm systems, detection and logging systems for water, toxic gases and liquid petroleum gas (gas), video surveillance systems (analog and IP systems), access control systems, monitoring centers and integrated systems.

In addition to basic training, private security workers also need to continuously upgrade their skills and knowledge⁷.

⁴ More on the necessary legal changes, especially in the part of regulating the mechanisms for internal control and supervision, see Gjurovski M. Pavlovich G., "Inspection and control of private security-safety imperative", collection of papers Private Security in the XXI century: Experiences and Challenges, Skopje, 2016, p. 121

⁵ According to the Law on Private Security (Official Gazette of the Republic of Macedonia No. 166/12, 164/13)

⁶ <http://obezbeduvanje.org.mk/wp-content/uploads/2015/>

⁷ More on introducing appropriate trainings and introducing standardized methods and procedures see Trajkov M. "Contemporary challenges in the corporate security process with a special emphasis on personal security in the construction sector in the Republic of Macedonia" Yearbook of the Second International Scientific and Professional Conference "Social, Economic, Legal, Security and Social Determinants for the Development of Corporate Security in the Republic of Macedonia" Macedonia, in the region and beyond, Skopje, 20017, p. 188

Therefore, the Chamber also provides specialized training⁸ covering the various categories of direct providers of the private security service, for private security workers and for the managers of the private security business.⁹

When conducting the research by the Chamber for Training and Professionalization of the Personnel, the following results were obtained:

1. Regarding whether the legal entity sends employees to continuous training and workout (general and special training), over 80% of the respondents reported that they participate in the general, basic training.
2. The interviewers expressed the need for specialized training in areas such as security culture, communications, use of means of coercion, fire protection, use of firearms, etc.
3. The respondents expressed an evident need for a special continuous vocational training that will cover the current trends and will enable continuous professionalization in the performance of their tasks, especially in the area of physical security, personal data protection and technical security, money transfer and transfer of other valuable items and securing sports competitions and other public events.

In European countries, there is no unified solution in terms of vocational training of personnel. Thus, in about 97% of the countries, the regulation regulating private security for private security workers prescribes an obligation for basic training, while continuing training or renewal of training is prescribed in around 76.67% of European countries. The number of hours of basic training is also not precisely defined, and varies from 40 hours in Finland, Slovakia, Bulgaria; 102 hours in Slovenia; 180 hours in Spain and even 288 hours in Sweden.

In addition to the basic training that is realized in order for the private security personnel to acquire a license and professional practice, there are other levels of education for personnel for private security.

Private security workers, in addition to basic training, should continuously upgrade their skills and knowledge.

Vocational education is a process of continuing activities that should provide upgrading of the basic mastered knowledge and skills and continuous promotion of new practices.

Scientific researches confirm that besides the design of the basic training program, the characteristics of the trainees and the workplace environment, the critical factor for the success of education is the follow-up training, that is, the continuous training.

⁸ The need for realization of specialized training in the area of providing transportation of money can be found at Malish Sazdovska M., Trajkov M., Providing money transport and the challenges it brings, processed through a case study, collection of papers Private security in the XXI century: Experiences and Challenges, Skopje, 2016, p. 243

⁹ Representatives of the International Criminalistic Association attended specialized training realized by the Chamber participants, training for Detection of Lies, Security Management and Training of Trainers, <http://obezbeduvanje.org.mk/13-14-10-2016>

An additional argument for continuous training is the expert's indication that the working conditions after completing basic training can significantly influence the acquired knowledge, limit it or even modify it.

Although the Chamber has implemented an informal program for specialized training in the annual work program, covering the various categories of direct providers of private security service, it is necessary to establish the necessity of a professional approach by applying methodologies of vocational education for adults, but also modern standards for special categories of employees, certainly in correlation with national needs and working conditions.

The Chamber will establish continuous training for private security, developed in two modules: for private security workers and for managers in the private security business. The activities will have to cover the following relevant aspects: creating a curriculum with a specific goal and objective, subject of education, expected results (competencies, knowledge, skills, behavior, etc.), organizational form, strategy, methods of conducting education, anthropological, psychological and social characteristics of the target group and so on. The dynamics of training in order to achieve continuity is an extremely important element for which the Chamber will need to conduct a thorough research, in order to ensure a balance between the program's goal and the opportunities of private security companies.

Also, the Chamber will have to determine whether the continued private security training will be of an optional or mandatory nature, regulated by the Private Security Law or other resolution.

Educational - study programs

In the modern conditions of functioning of the labor market it is primarily imposed due to the global specialization in the operations, first with the companies and consequently transferred to the workers themselves, as well as due to the demands for educated, professional and qualified labor force, the vocational education is prepared, which prepares candidate for a particular profession, providing the necessary skills and knowledge for active work. In the spirit of such practices and experiences, it is necessary to stress that in the private security activity there is a characteristic specialization, determined by the public authorizations of the activity.

In this constellation of situations, interests, and means, it is necessary for the Chamber of the Republic of Macedonia for private security to initiate activities in order to actualize the need for formally educated, professional staff produced by national educational institutions, with special programs in the field of private security.

Globally, in times of frequent terrorist attacks, the need, and importance of private security has increased significantly in recent decades, and a significant segment of investment of development are investments in education, training and other forms of education¹⁰. The Council for Academic and Coaching Programs of ASIS International has prepared a list of accredited colleges and universities including programs for obtaining a degree in security management, programs related to national security, information security, cyber security, crisis management, criminal law and etc., so in the United States, more than 100 specialized educational security programs are located, in Germany “Business Security Management”, in Switzerland “Center for Continuing Education - Advanced Security and Crisis Management Studies” in the UK “Security and Crisis management” and etc. In case of establishment of a separate private security study program in Macedonia, it is necessary to take into consideration the world experiences, but the relevant characteristics of performing the activity in correlation with the national education system, regulations, practices and other specifics that must necessarily be the basis of the study programs.

Joint training for public and private security

In the future, there is a need to create conditions for establishing joint centers for training of public and private sector security, training in joint operations and during emergencies. In this context, it is necessary to harmonize the legislation on mobilization and engagement of qualified legal entities in emergencies (in accordance with the Law on Emergency Situations), as well as the provisions for mobilization of the reserve and active military and police (Law on Defense, Police, etc.). So the joint training of police and security officers from police stations to the extent of plans for conducting joint activities in the fight against terrorism and threats to public order and peace should be considered.

Promoting the need in the existing curricula of educational institutions in the public and state security sector to join the topic of public-private partnership in the security sector.

Programs for staff selection and training

The provisions for the protection of national critical infrastructure are essentially depending on the engaged security. In fact, taking into account only that segment, the cooperation between the public and the private security sector is of particular importance. Therefore, it is necessary to work on improving the selection

¹⁰ Nadj I., Zastitni pregled putnika I prtljage od strane private zastite u zracnim lukama, Kriminalisticka teorija I praksa, god 1, br 1, Zagreb, 2014, str 90

of staff and their professional combination through training of standards, certificates of conformity and competence, as well as a better exchange of relevant information.

In cooperation with the Confederation of European Private Security Services (CoESS), the implementation of existing standards and professional training of security officers (basic, additional, specialists), issued by the social partners in the private security sector should be monitored.

Implementation of training programs through national and regional training centers for protection and rescue of employment of qualified legal entities in emergencies (in emergencies, a procedure established by including economic entities in the field of private security). Access to public and private sector data of the vulnerability of critical infrastructure and other business units should be provided, in order to perceive the possibility of joint opposition and better communication.

Specialized training program on critical infrastructure

The Chamber of the Republic of Macedonia for private security will initiate various forms of trainings for securing critical infrastructure, which will provide knowledge, skills and additional intellectual capacities specialized in the sphere of critical infrastructure, encompassing characteristic elements for different sectors (for example, energy, water supply, telecommunications, health, etc.). The program will have to offer a special focus on issues of protection and rescue, emergency situations, risk management, etc., targeting several target groups, depending on the industry/sector in which the critical infrastructure resources operate.

Faculty for security studies

At the Faculty of Security-Skopje there is a study program Criminalistics started in 2004. With this study program, students have the opportunity to choose the subject Private Security in the fourth year of study. Within this study program, students study the subject System of private security in 4th semester, and in 7th and 8th semester, they are directed to subjects that are closely specialized in this field. In the fourth year of study, students can study the following subjects: Private sector security, Tactics and security techniques, Fire protection, protection from explosions and hazardous materials, Planning and economics of security, Corporate Security, Global Security, Security Management, Special security systems, Modern security systems, Security sector control, and others.

These students are additionally provided with practical classes (and in private security companies) as well as they have to prepare their diploma work. In

this way, students obtain a diploma that will enable them to apply for managerial positions in private security companies, as well as a professional performance in securing, because the staff acquire specialized knowledge, and also acquire certain skills through the practical teaching and practice in the private security.

There are other study programs that offer students the opportunity to educate themselves in the area of private security and their future employment. Thus, since 2017 within the framework of the Institute for Security, Defense, and Peace, a new study program Corporate and Private Security¹¹ is implemented. With this study program, students will be trained to remove acute security problems, create adequate working conditions for employees, secure property and persons, i.e. solve issues of corporate and private security in the country.

In addition to graduate private security studies, there are opportunities for study programs in the second and third cycle of the respective higher education institutions to deal with topics of private security, a broader concept of issues of security, Criminalistics, and etc.

Analysis of results from research projects in the Republic of Macedonia

The Private Security Chamber in the Republic of Macedonia with the support of the European Union has realized a project entitled “Research on soft skills of private security employees”, which includes countries like Norway, Slovenia, Croatia and Romania¹².

The basis of the research is the conclusion that after the completion of the compulsory education, the persons who have acquired the qualification have poor knowledge of the basic skills that are important for their employment and promotion at the workplace. Namely, it is concluded that in the policy of building a skilled workforce, the four key foundations are: quality education and training, compatibility of skills with market needs, preparedness of workers and companies for adjusting changes, and assessment and preparation for skills in the future¹³.

The research found that private security employees need additional education in the field of dealing with stress, international human rights, and communication skills.

The survey was conducted on several groups of respondents: private security employees, private security managers, NGO representatives and academic institutions. Four research instruments for individual groups of respondents were used, as well as questionnaires and structured interviews.

¹¹ <http://www.fakulteti.mk/news/17-07-08/>

¹² On this link <http://obezbeduvanje.org.mk/train-brain-soft/> you can find the reports from all the participating countries in the research in their languages, including in English

¹³ Report from the Soft Skills Survey for Private Security Employees, December 2016, <http://obezbeduvanje.org.mk/wp-content/themes/komora/doc/>

The results of the communication and communication skills indicate that 73% of the respondents reported that the lack of communication affects the efficiency of work, 40% think that they should work with “formal and indirect communication”. Regarding the respect for human rights 72% of the respondents consider this very important, especially for the special rights of the vulnerable categories of people. As for the results of the stress research, 73% of the respondents reported that they always feel or sometimes feel stressed at their workplace.

Survey results show that in all five countries first priority area for which private security employees consider it necessary in the field of communications, both verbal and non-verbal communication. After this priority follows the stress management and human rights.

Hence, the conclusions are that private security employees necessarily need additional specialized training in different areas. Namely, communication skills are prioritized for the fact that they are in constant communication with the public, associates, clients, other employees, representatives of state bodies, etc. Private security employees work under stressful conditions, unexpected responsibilities and pressure that cause negative consequences on their personality, and on their professional and private surrounding. Therefore, there is a need for education of stress management in order to acquire knowledge and skills for prevention and dealing with stress. Within the research, it was concluded that there is a need for human rights education and their respect when applying the powers of private security employees.

On the basis of the research results, a draft training program for private security personnel was prepared¹⁴. The proposed program for continuous training and its realization aims at raising the level of quality of performance of the activities within the scope of the activity and promoting the expertise of private security employees. In this way, the effectiveness of the work will be increased, continuity will be developed in developing new knowledge and skills and good practices. This will ultimately contribute to raising public confidence in private security¹⁵.

General training in communication skills while performing private security activities will refer to verbal and nonverbal communication, detection of lies, conflict resolution, body language, professional communication, etc. Regarding human rights and freedoms, the training will be based on the following topics: human rights, a division of human rights and freedoms, vulnerable groups, etc.

¹⁴ Curriculum for soft (transversal) skills for private security employees, <http://obezbeduvanje.org.mk/wp-content/themes/komora/doc/kurikulum-MK-FINAL-24.04.2017.pdf>

¹⁵ See more Vankovska B. The private sector in the Republic of Macedonia: between needs and public (un) trust, Skopje, 2016

The professional stress program will include stress and its nature, recognition of professional stress, stress management, etc.

Criminalistics as an integral part of the education of personnel in the area of private security

According to above mentioned, Criminalistics is an integral part of the material which private security employees are obliged to take for obtaining a work license. Namely, with the program for acquiring a license, they obtain knowledge in the field of: criminal principles, ways of finding out about a committed criminal act, a place of committed criminal act, traces of committed crime, clues-types, operational - tactical measures and actions as well as operational preventive measures and actions for the prevention of criminal offenses¹⁶.

Also within the other levels of education, the future private security employees and managers develop the knowledge about Criminalistics, for example within the study program Criminalistics at the Faculty of Security - Skopje, department for private security.

This study of Criminalistics is of particular importance for the employees in the private security sector, since they acquire knowledge for legal actions within their competence and authorizations, operational and professional acting on the ground in conditions of committed crime, for the purpose of preventing punishable behavior in the securing people and property, etc.

Also, a very important segment of the training and education of personnel is also the practical work, which should be an imperative for the education of personnel obtainig adequate knowledge and skills and will be able to legally, professionally carry out the activities.

Conclusion

Knowledge is the power, that people who are educated in a certain area and gives them the opportunity to work professionally within the frames of the legislation when engaging in private security. In the Republic of Macedonia, special attention is paid to the education of personnel, both within the framework of the basic training and the attempt to realize continuous training by the Private Security Chamber in the Republic of Macedonia, as well as with the graduate studies at the universities in the country.

¹⁶ Tumanovski D. with a group of authors "Securing people and property", Chamber of the Republic of Macedonia for security of people and property, Skopje, 2001

This need for continuous education is also imposed by the analysis of the results of the research conducted by the Chamber within the framework of the Erasmus program, where it can be concluded that private security workers and managers also need additional education in certain areas, and for the purpose of creating the conditions for the progress and development of their career. Similar results have been received in other participating countries such as Croatia, Norway, Romania, and Slovenia.

Therefore, it can be concluded that the education of private security personnel in the Republic of Macedonia has a good basis for further development of the staff in order to acquire additional knowledge and skills that are necessary for their daily work, and with the aim of further career development.

Used literature

1. Vankovska B. The private sector in the Republic of Macedonia: between needs and public (un)trust, Skopje, 2016
2. Deanoska-Trendafilova A., "Private security through a penal-legal perspective", a collection of papers Private Security in the 21st Century: Experiences and Challenges, Skopje, 2016,
3. Gjurovski M. Pavlovich G., "Oversight and control of private security-safety imperative", collection of papers Private Security in the XXI century: experiences and challenges, Skopje, 2016,
4. Law on Private Security (Official Gazette of the Republic of Macedonia No. 166/12, 164/13)
5. Curriculum for soft (transversal) skills for private security employees, <http://obezbeduvanje.org.mk/wp-content/themes/komora/doc/kurikulum-MK-FINAL-24.04.2017.pdf>
6. Malish Sazdovska M., Trajkov M., Providing Money Transport and Challenges Bringing It, Case Studies Study Book of Papers Private Security in the 21st Century: Experiences and Challenges, Skopje, 2016,
7. Nadj I., Zastitni pregled putnika I prtljage od strane private zastite u zracnim lukama, Kriminalisticka teorija I praksa, god 1, br 1, Zagreb, 2014
8. Strategy for Development of Private Security in the Republic of Macedonia, <http://obezbeduvanje.org.mk>

9. Trajkov M. “Contemporary challenges in the corporate security process with a special emphasis on personal security in the construction sector in the Republic of Macedonia” Proceedings of the Second International Scientific and Professional Conference “Social, Economic, Legal, Security and Social Determinants for the Development of Corporate Security in the Republic of Macedonia| Macedonia, the region and beyond, Skopje, 2017,
10. Tumanovski D. with a group of authors “Securing of persons and property”, Chamber of the Republic of Macedonia for the security of people and property, Skopje, 2001

Internet sources

1. <http://obezbeduvanje.org.mk/13-14-10-2016>
2. www.fb.uklo.edu.mk
3. <http://www.fakulteti.mk/news/17-07-08/>
4. <http://obezbeduvanje.org.mk/train-brain-soft/>