

Alarm Monitor Professional Accreditation Worksheet

Instructions for completing the worksheet for accreditation process



For each of the Learning Goals identified, please indicate on which page the equivalent Learning Outcome is found in your course curriculum. Please do not leave any blank spaces. Place an N/A in space if no equivalent objective exists.

Example:

Learning Goal: To identify the purpose and scope of computers in the central station = Page 5, paragraph 3.

Process:

This document, along with your curriculum, must be attached to the application for accreditation. You will be sent an invoice for the cost of reviewing your curriculum. When this is paid, the review process will begin, and you will be notified of deficiencies or issued an accreditation agreement to sign.

	Page	Paragraph	DPSST use only
ETHICS AND PROFESSIONALISM			
Learning Goal: To develop an understanding of the necessity for standards of ethical conduct, and the relationship between private security, law enforcement and the community			
LO 1-A-1 Understand how the duties of a private security professional and a law enforcement officer differ			
LO 1-A-2 Understand how a private security professional can change public perception of the security industry			
LO 1-A-3 Understand the importance of developing relationships in the community			
LO-1-A-4 Understand the importance of following the client or employers standard operating policies and procedures			
LO 1-A-6 Understand how on and off the job conduct can affect the public's perception of the security industry			
LO 1-A-7 Understand what unethical conduct includes			
CULTURAL DIVERSITY			
Learning Goal: To develop an increased department and awareness of cultural and interpersonal issues which dictate the predominate values, attitudes, beliefs and outlook among multi-cultural environments			
LO 1-B-1 Understand the advantages of learning about cultural diversity.			
LO-1-B-2 Understand why all persons have biases			
LO 1-B-3 Understand how we can become aware of and control biases on the job			
LO 1-B-4 Understand the need to comply with company policy and federal guidelines			
LO 1-B-5 Understand the negative impact of Stereotyping.			
LO 1-B-6 Understand the need-to-know ADA requirements			
LO 1-B-7 Understand the need to have a zero tolerance of sexual harassment			

	Page	Paragraph	DPSST use only
LO 1-B-8 Understand the need to have zero tolerance of all discriminatory behavior			
LO 1-B-9 Understand the rewards of cultural diversity			
ALARM INDUSTRY OVERVIEW			
Learning Goal: To provide an overview of the electronic alarm industry			
LO 2-A-1 Know the types of alarm systems available			
LO 2-A-2 Know the service within the electronic alarm “Team”			
LO 2-A-3 Understand the importance of the central station and the monitor			
ALARM SYSTEM OVERVIEW			
Learning Goal: To identify what an alarm system consists of and its purposes			
LO 3-A-1 Understand what an alarm system is designed to do			
LO 3-A-2 Know the difference between detection vs. protection			
LO 3-A-3 Know the difference between local vs monitored systems			
LO 3-A-4 Know the basic parts of an alarm system			
LO 3-A-5 Understand the purpose of “Zones”			
LO 3-A-6 Know the types and purpose of alarm devices			
LO 3-A-7 Know the difference between armed, disarmed and in-alarm			
LO 3-A-8 Understanding monitoring options			
CENTRAL STATION OVERVIEW			
Learning Goal: To provide an understanding of the central station functions			
LO 4-A-1 Understand the general functions of a central station			
LO 4-A-2 Know general security features of a central station			
LO 4-A-3 Understand options to protect critical functions of central stations			
LO 4-A-4 Understand the purpose and scope of signals.			
LO 4-A-5 Know general types of central station recording systems			
CENTRAL STATION PROCEDURES			
Learning Goal: To identify safe, accurate, and efficient methods to respond to alarms			
LO 5-A-1 Know the basic steps to signal processing			
LO 5-A-2 Understand the central station functions			
LO 5-A-3 Demonstrate application of the type of “Time” central stations use			
LO 5-A-4 Demonstrate application of the time zones around the world			
LO 5-A-5 Know sources which have created industry standards			
LO 5-A-6 Know the purpose of company standards			
LO 5-A-7 Know the components of data entry			
LO 5-A-8 Demonstrate understanding of the basic signal processing procedures			
LO 5-A-9 Demonstrate understanding of general trouble signal processing			
LO 5-A-10 Know opening and closing processes			
LO 5-A-11 Understand customer interaction processes			
COMPUTERS			

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Learning Goal: To identify the purpose and scope of computers in the central station			
LO 6-A-1 Understand the purpose of computers in the central station			
LO 6-A-2 Understand the purpose of a computer network in the central station			
LO 6-A-3 Know the difference between hardware vs software			
SIGNALS			
Learning Goal: Identify the types of signals received in central stations and their purpose			
LO 7-A-1 Know the types of signals received in central stations			
LO 7-A-2 Demonstrate understanding of signals that are common to all categories			
LO 7-A-3 Demonstrate understanding of various types of signals and their purpose			
ALARM COMMUNICATIONS			
Learning Goal: To understand the communication of alarms for effective alarm monitoring			
LO 8-A-1 Know the sources for monitoring			
LO 8-A-2 Know the basic communication standards			
LO 8-A-3 Understand how phone lines work			
LO 8-A-4 Understand how phone lines are used for alarm communication			
LO 8-A-5 Understand potential problems with phone communicators.			
LO 8-A-6 Know solutions for phone communicator problems			
LO 8-A-7 Understand how enhancing digital communicators can reduce false alarms			
LO 8-A-8 Understand how technology changes have impacted alarm communication over plain old telephone systems (P.O.T.S)			
CONTROL PANELS			
Learning Goal: To understand the basic components of control panels and their function			
LO 9-A-1 Understand the purpose of control devices			
LO 9-A-2 Know the function of the control panel			
LO 9-A-3 Know three general methods used to connect parts of the alarm system to the control panel			
LO 9-A-4 Understand the purpose of partitions			
LO 9-A-5 Understand the purpose of keypad control points			
LO 9-A-6 Know the types of keypads in use today			
LO 9-A-7 Understand an appropriate application of key switches			
LO 9-A-8 Know other components of keypads			
LO 9-A-9 Know what a detection circuit is (loop, zone)			
LO 9-A-10 Understand what a zone is and its purpose			
LO 9-A-11 Know the purpose of intrusion circuits			
LO 9-A-12 Understand alarm conditions which are active even when an alarm system is disarmed			
LO 9-A-13 Know the various circuit options			
LO 9-A-14 Understand the purpose of visual annunciators			
LO 9-A-15 Know the types of audible alarm devices			
LO 9-A-16 Understand the purpose of secondary power			

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LO 9-A-17 Understand the purpose of audio systems			
FIRE, SMOKE AND GAS SENSORS AND DETECTORS			
Learning Goal: To understand usage of sensors and detectors for fire, smoke, and gas detection			
LO 10-A-1 Understand the purpose of fire and smoke sensors and detectors			
LO 10-A-2 Know two types of heat detectors			
LO 10-A-3 Know two types of smoke detectors			
LO 10-A-4 Know other types of fire safety detectors			
SECURITY AND SAFETY IN-DEPTH			
Learning Goal: To identify the types and purposes of detectors and sensors			
LO 11-A-1 Know the types of sensors or detectors generally used to secure a perimeter			
LO 11-A-2 Know the types of sensors or detectors generally used to secure an interior			
LO 11-A-3 Know the types of sensors or detectors generally used to secure a location point			
LO 11-A-4 Understand how sensors can be disguised			
LO 11-A-5 Understand how alarms are processed			
LO 11-A-6 Understand the roles non-security systems play in the protection of life and property			
CUSTOMER SERVICE			
Learning Goal: To recognize the importance of the customer and to properly work with customers			
LO 12-A-1 Understand why customer service is important			
LO 12-A-2 Demonstrate effective communications as an alarm monitor			
LO 12-A-3 Demonstrate method of working with irate customers			
LO 12-A-4 Understand methods of working with a customer who is out of control			
FALSE ALARM PREVENTION			
Learning Goal: To reduce false alarms and maintain a common goal with public safety disciplines of protecting lives and property			
LO 13-A-1 Understand the impact of false alarms			
LO 13-A-2 Know the purpose and scope of the alarm industry action plan			
STATE OF OREGON CERTIFICATION REQUIREMENTS			
Learning Goal: To understand the State of Oregon certification requirements			
LO 14-A-1 Understand how to access State of Oregon current certification information			
LO 14-A-2 Understand the minimum standards for becoming an Oregon private security professional			
LO 14-A-3 Understand what steps a private security professional must take to receive the initial certification			
LO 14-A-4 Understand how to renew a private security professional certification			

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LO 14-A-5 Understand the impact of a “deficiency” on the ability to perform the duties of a private security professional			
LO 14-A-6 Understand the requirement to produce proof of certification			
LO 14-A-7 Understand the notification requirement for a change of address			
LO 14-A-8 Understand the notification requirements if charged with a crime			
LO 14-A-9 Know the method of receiving relevant private security updates			