



Document:	Staff Training Policy
Date:	09/04/2026
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Next review due:	09/04/2027
Policy owner:	Operations Manager

Secure Frontline Services run various in-house training courses to help the staff's professional progress within the company and beyond.

Recruitment process includes a **Company presentation:**

- History/ Facts/ Services / Our Policies
- Company expectations (image/ uniform/ equipment)
- Working with SFS (5 years history check/Credit check/ Shifts and time off/ Payments/ Other benefits)
- How we monitor staff performance

Prior to commence the employment with SFS, applicants will be required to undertake an **Advanced training** and a relevant test:

- Preparing for work/ Arriving on site/ Starting the shift/ On-site induction/ Clients' code of conduct
- Front door control
- Inside control
- Introduction to Ask Angela
- Incidents
- Ejection
- End of the shift
- Antiterrorism
- Using security equipment (radios, clickers, metal detectors, ID scanners, body cameras)

Team Leaders may be provided with **Leadership Skills Training**, where necessary:

- Security Team Leader's responsibilities (Leading by example/ Organising the team/ Admin)
- Interpersonal skills (Leadership style/ Empathy/ Managing managers)
- How to deal with difficult personalities

This Policy is reviewed annually, or upon legislative updates