USER'S MANUAL

Report Writing for Security Officers

Self-study course · Security Training Academy (demo)

This manual accompanies the course slides and video. Keep it for reference after you finish the course.

Course steps

1. Study the presentation (10 slides) in Lesson 1.
2. Read this manual and keep it for reference.
3. Watch the short video in Lesson 3.
4. Take the final exam. The pass mark is 80%.
5. When you pass, your certificate is issued automatically and can be verified online.

The incident report template

Section	What to write
Header	Date, time (24-hour), exact location, your name, badge or guard card number
Summary	One sentence describing what happened
Narrative	Events in the order they happened, written in the first person and past tense
Actions taken	What you did, who you notified and when
Witnesses	Names and contact details
Close	Outcome, your signature and the time you completed the report

Tip: write your report before the end of your shift, while details are fresh. A report written days later is easy to challenge.

2 · WORKED EXAMPLE

Sample incident report

Date / time: 14 November 2026, 21:42
Location: Main entrance, Northgate Shopping Center
Officer: A. Rivera, Guard Card G-1234567

Summary: A customer was asked to leave after shouting at staff.

Narrative: At 21:42 I heard shouting near the main entrance. I observed a male, approximately 6 ft tall, wearing a red jacket, shouting at the cashier. I heard him say "You overcharged me." I asked him to lower his voice. At 21:46 he left the building through the main entrance without further incident.

Actions: I notified the shift supervisor, J. Lee, by radio at 21:47.
Witnesses: Cashier M. Torres.
Report completed: 22:10

Checklist before you submit

- All 5 W's and 1 H answered
- Events in time order
- Facts only, with exact quotes where needed
- Names and plates spelled correctly
- Signed, dated and handed in on time