

## PSISA Security Guard Practice Test

- 1) Upon the arrest or detention of a person, a security guard can lawfully search the person under which scenario?
  - a) The security guard can never conduct a thorough search of a person under any circumstance.
  - b) The search will afford evidence to a criminal offence.
  - c) The security guard has reasonable and probable grounds to believe that the person has a concealed weapon.
  - d) There is a perceived or actual element of danger, or the search is linked to the reason for the arrest/detention
  
- 2) Which of the following fuels are associated with a Class B fire?
  - a) Wood, paper, cloth
  - b) Gasoline, oil, grease
  - c) Metal, paper, cloth
  - d) Wood, paper, electrical equipment
  
- 3) A security guard is described as:
  - a) A person who performs work for remuneration that consists primarily of guarding or protecting persons and/or property
  - b) A person who only observes activity on property and reports their findings
  - c) A person who's job is to control access to and from sites only
  - d) A person who protects property
  
- 4) Which of the following equipment would a security guard who is on vehicle patrol use to communicate with a dispatcher?
  - a) Fax machine
  - b) Alarm system
  - c) Two-way radio
  - d) Cell phone
  
- 5) Which regulation under the Private Security & Investigative Services Act, 2005, sets out what data a licensed business entity shall keep?
  - a) Information to be Provided to the Registrar
  - b) Insurance
  - c) Record Keeping Requirements for Licensed Business Entities
  - d) Registration Requirements for Business Entities
  
- 6) Which of the following is not a regulation under the PSISA Code of Conduct?
  - a) Act with honesty and integrity
  - b) Co-operate with police where it is required by law

- c) Must not misrepresent the class or conditions on their license
  - d) Must be willing to work shift work
- 7) Which of the following are considered access control points?
- a) Door, turnstile, parking gate
  - b) Window, door, stairs
  - c) Sidewalk, pathway, lane
  - d) Room, garage, lobby
- 8) A security guard is on patrol and encounters an individual who has injured himself. The individual refuses help even though the security guard advises the individual that he/she is trained in first aid. What should the security guard do?
- a) Demand that the individual allows the security guard to perform first aid on him/her
  - b) Ask a passerby to assist the individual instead
  - c) Call for help and wait until the ambulance/medical help arrive
  - d) Call for help and leave the individual alone
- 9) Which of the following is not a requirement under the PSISA Uniform Regulations?
- a) Term "Security" or "Security Guard" affixed to the outermost piece of the uniform
  - b) Identification tag with the security guard's name and/or license number to be affixed to the outermost piece of the uniform
  - c) The trousers must have a red, blue, or reflective stripe down the sides
  - d) If the uniform includes a shirt with a collar, the shirt must not be black or navy blue
- 10) Which of the following documents would be used by an employer/property owner to set out the tasks, actions and/or policies and procedures for a security guard while performing his/her duties?
- a) Post or Standing Orders
  - b) Legal Agreements
  - c) Daily Reports
  - d) Company Directory
- 11) Which of the following is found in the PSISA Vehicle Regulations?
- a) The word "Security" must be prominently displayed in a colour that contrasts the colour of the vehicle
  - b) Vehicle must not have the following terms displayed: "Detective", "Private Detective", "Police", and "Officer"
  - c) Vehicle must not have any red, blue, gold, or yellow stripes in any combination of red, blue, gold, or yellow stripes except as part of the licensee's crest or logo
  - d) All of the above

- 12) Batons may only be used for:
- a) Defensive purposes only
  - b) Gaining access through doors/windows which may be locked
  - c) Intimidating trespassers
  - d) Searching through shrubbery or garbage for evidence
- 13) The principles of general security patrol could be described as:
- a) Providing a uniformed security function
  - b) Providing security services at a public or private property entity
  - c) Generally consisting of "walking patrols"
  - d) All of the above
- 14) While using two-way radios, Security Guards may be required to use 10-codes. What is the 10-code for "Repeat Message"?
- a) 10-4
  - b) 10-9
  - c) 10-20
  - d) 10-21
- 15) While using two-way radios, Security Guards may be required to use 10-codes. What is the 10-code for "What is your location"?
- a) 10-9
  - b) 10-20
  - c) 10-99
  - d) 10-7
- 16) While on duty, security guards need to utilize all of their senses to identify and detect what is going on in their environment. What would be best described as your powers of observation?
- a) Hearing, smelling, touching, tasting
  - b) Statements from witnesses, third party observations
  - c) CCTV
  - d) Gut feeling based on prior experiences
- 17) In respect to Loss Prevention principles, what should Security Guards be aware of?
- a) Individuals who avoid contact with sales associates
  - b) Areas with empty coat hangers
  - c) Persons carrying large/oversized bags
  - d) All of the above
- 18) Which of the following is not a principle of Vehicle Control?
- a) You are responsible for the actions of the vehicles you direct
  - b) You can direct traffic on both private property and public streets

- c) Your hand signals must be over-exaggerated that provide clear, simple and specific instruction
- d) You must remain aware of your own person safety and drivers may become impatient

19) Security Guards should be recording in their notebook when the following occurs:

- a) Criminal activity
- b) Situations in which litigation may occur
- c) Any suspicious circumstances
- d) All of the above

20) Independent notes recorded in a Security Guards notebook must be made from:

- a) Independent recollections
- b) Collaboration with other Security Guards
- c) Comments made from witnesses/suspects
- d) All of the above

21) The final court of appeal from all other Canadian courts is:

- a) Federal Court
- b) Provincial Court
- c) Territorial Court
- d) Supreme Court of Canada

22) The Personal Information Protection and Electronic Documents Act states that personal information may not be disclosed without consent, unless:

- a) On reasonable grounds it could be useful in an investigation of a crime against the Laws of Canada
- b) Used in respect to an emergency that affects life, health, or security of an individual
- c) Security guards can always disclose individuals personal information
- d) Both A & B

23) Which of the following is not an offence under the Liquor License Act RSO 1990?

- a. No person shall sell or supply liquor or permit liquor to be sold or supplied to any person who is or appears to be intoxicated
- b. No person shall knowingly sell or supply liquor to a person who is or appears to be under 19 years of age
- c. No person under 19 years of age shall be employed on a premises in which the sale or service of liquor is authorized
- d. No person shall have or consume liquor in any place other than; (a) a residence, (b) a premises in respect of which a license or permit is issued, (c) a private place as defined in the Regulation

24) What is the difference between covert surveillance and overt surveillance?

- a. Covert is the act of concealing your identity in order to achieve surveillance goals, while overt your identity is not concealed and your presence is public knowledge, usually meaning in uniform.
- b. They both involve having a concealed identity
- c. They both involved having a uniformed presence
- d. Overt is the act of concealing your identity in order to achieve surveillance goals, while covert your identity is not concealed and your presence is public knowledge, usually meaning in uniform.

25) What is an injunction?

- a. To declare or engage in a suspension of work until an employer grants certain demands, such as pay increases, an improved pension plan, etc
- b. To declare or engage in a suspension of work against a factory, employer, or industry, until certain demands are met
- c. A judicial process limiting the number of people allowed to join in a strike at any given time, or orders a group of employees to cease striking and return back to work
- d. A strike held only by the minority of a workplace

26) Who owns a security guards property such as a notebook, handcuffs, batons?

- a. The security guard
- b. The company that hired the security guard
- c. The company for which the security guard works
- d. The specific property in which a security guard works

27) When assisting the public, what is the only acceptable form of identification that a security guard can use?

- a. Security Guard License
- b. Drivers License
- c. Passport
- d. Health Card

28) Which of these areas should not be a search priority when inspecting vehicles entering and exiting a property?

- a. The trunk
- b. Cargo area
- c. Under the hood
- d. Truck bed

29) Who must a security guard show his/her security license to when requested?

- a. Anybody
- b. Only their employer

- c. Only a police officer
- d. A security guard never has to present his/her security license

30) At what age does a person become an adult in Ontario?

- a. 14
- b. 16
- c. 17
- d. 18

31) You're patrolling a park and you witness a man smashing the window of one of the van's in the parking lot. What do you do?

- a. Communicate the situation with your dispatcher, including your location and subject description, request and wait for backup, and then proceed with the situation when it is safe to do so
- b. Yell at the individual to stop and then engage him
- c. Call the police immediately
- d. Approach the individual and arrest him immediately

32) You're working the security desk of a facility after hours and a gentleman approaches you and claims to be a contractor for the site, and that he forgot a couple of tools that he needs to get immediately. What do you do?

- a. Deny access to the contractor and tell him he'll have to come back during business hours
- b. Attempt to verify the identity of the contractor. Once you have verified his identity, escort the individual to the area to retrieve his tools, while documenting everything that is being retrieved. Have the contractor sign off that he indeed removed the tools from the site. Complete a thorough incident report indicating the occurrence
- c. Grant access to the contractor and allow him to retrieve his equipment unescorted
- d. Get a description of the tools from the contractor and then go and retrieve them on his behalf

33) While working, you encounter a suspected homicide or suicide. What do you do first?

- a. Secure the scene and start collecting evidence
- b. Contact the police immediately
- c. Notify next of kin
- d. Notify your supervisor

34) While responding to an emergency scene, what should a security guard's primary concern be?

- a. Personal safety
- b. Preserving evidence
- c. Safety of bystanders
- d. Restricting unauthorized access to the scene

- 35) While on mobile patrol, you receive a radio transmission dispatching you to a building where an intrusion alarm has been set off. What should you do?
- Investigate the source of the alarm. Should you feel it was false, reset the alarm and continue on your patrols
  - Observe the scene from a safe distance upon arrival, communicate your initial findings with dispatch, request backup or police assistance if required, and then proceed once it's safe to do so
  - Notify the police immediately
  - Enter the site and arrest anybody you find for trespassing
- 36) While patrolling a property, you notice a vehicle parked in an unauthorized parking zone. What should you do?
- Record the vehicle information and contact parking enforcement
  - Continue your patrol and only deal with the situation should the vehicle still be there on your next patrol
  - Wait at the vehicle for the owner to arrive
  - Tow the car immediately
- 37) While working the security desk, a woman approaches you and claims to have been sexually assaulted and names a specific person who committed the act. This person is known to you. What do you do?
- Ignore the complaint as you didn't witness the offence yourself
  - Suggest that she contact the police
  - Take a report from the woman and contact the police immediately on her behalf
  - Accompany the woman to find the individual she has named and arrest them
- 38) While using 2-way radios in an emergency situation, what should a security guard remember to do in respect to radio transmission?
- Make long and descriptive transmissions, relaying any information you can think of, regardless of its relevance or not
  - Keep radio transmissions short and to the point, while still being descriptive and informative
  - Radios should not be used in an emergency situation at any time
  - Use radios every 2-3 minutes to request more information so that you're up to speed on the situation
- 39) What does section 10 of the Canadian Charter of Rights and Freedoms state in respect to Arrest or Detention?
- Everyone has the right not to be arbitrarily detained or imprisoned
  - Everyone has the right to be secure against unreasonable search or seizure
  - Everyone has the right to life, liberty, and the security of their person

- d. Everyone has the right on arrest or detention: to be informed promptly of the reason thereof; to retain/instruct counsel without delay and to be informed of that right; and to have validity of the detention determined
- 40) While on a general foot patrol, you notice workers on the roof of one of the buildings your responsible for. To the best of your knowledge you do not remember there being any notices regarding work being done on the roof that day. What do you do?
- a. Approach the individuals and arrest them for trespassing
  - b. Approach the individuals and ask them to identify themselves. If you cannot verify their identity, arrest them immediately for trespassing
  - c. Attempt to verify the identity of the individuals as well as the company in which they work for. Also ask them to reveal who their contact person is on site, who authorized the work. Record all this information, and contact the person they state has authorized the work. Contact your supervisor afterwards for the next steps to take
  - d. Do not approach the workers, rather just document the occurrence
- 41) While working security in a condominium, you receive an emergency call from one of the elevators; there are people trapped inside. What should you do next?
- a. Contact the fire department & elevator company
  - b. Instruct the trapped people to exit through the roof hatch
  - c. Attend to the mechanical room and shut down the power to the elevator
  - d. Attempt to pry the doors open yourself
- 42) While on patrol you notice a small contained fire in a closet. Your next step should be?
- a. Attempt to put out the fire by using a portable fire extinguisher
  - b. Put a garbage can on top of the fire
  - c. Close the door to the closet in order to cut off oxygen to the fire
  - d. Throw a blanket on top of the fire
- 43) You're working the security desk at a factory after hours. Your control panel begins to signal a heat alarm from one of the mechanical rooms. You are not permitted to leave the security desk. What do you do?
- a. Leave the security desk to go investigate the source of the alarm further
  - b. Refer to your post/standing orders to retrieve emergency contact information regarding that specific room or machinery. Contact that person immediately and inform them of the situation. Complete and incident report on the situation
  - c. Wait to see if the alarm persists or if any further damage appears to have been caused. If it doesn't escalate, reset the alarm
  - d. Call for police assistance



- 44) What is the difference between a Summary Offence and an Indictable Offence?
- An indictable offence is more serious in nature where greater penalties are imposed, while a summary offence is considered to be less serious in nature and generally carries a penalty of no more than 6 months in jail and/or a fine not to exceed \$2000
  - For the purpose of security guards, all offences are treated as dual procedure
  - A summary offence is more serious in nature where greater penalties are imposed, while an indictable offence is considered to be less serious in nature and generally carries a penalty of no more than 6 months in jail and/or a fine not to exceed \$2000
  - There is no difference between summary or indictable offences at the time of an arrest. It is always up to the courts to decide whether or not to proceed by way of summary or indictable
- 45) In regards to citizens powers of arrest, section 494.(3) of the Criminal Code of Canada states that upon arrest a security guard must?
- Establish ownership by taking physical control of the suspect
  - May not use more force than is necessary
  - Must always use handcuffs
  - Shall forthwith deliver the person to a peace officer
- 46) Section 494.(1) of the Criminal Code of Canada states that anyone may arrest without a warrant:
- A person whom he finds committing an indictable offence
  - A person who on reasonable grounds he believes has committed a criminal offence
  - A person who on reasonable grounds believes is escaping from or being freshly pursued by persons who have lawful authority to arrest
  - All of the above
- 47) While working at an establishment which is licensed to serve alcohol, a security guard is approached by a man who is clearly intoxicated and is attempting to gain access to the establishment. What are the security guards options?
- The security guard must let the man enter the establishment, but should monitor his behaviour
  - The security guard cannot refuse entry to the man
  - The security guard must deny the man access into the bar due to his state of intoxication
  - Arrest the man for being intoxicated in a public place
- 48) While working inside a licensed establishment, a security guard observes a severely intoxicated individual leaving the bar alone. What should the guard do?
- Take away the individuals car keys
  - Report the drunk man to the police
  - Make every reasonable effort to ensure that the individual has a safe ride home
  - Arrest the individual for being intoxicated in a public place

- 49) What should a security guard refer to in order to find information regarding what evidence is admissible in court?
- Ontario and Canadian Evidence Act
  - Municipal Evidence Act
  - Labour Relations Act
  - Supreme Court Evidence Act
- 50) What is meant by paraverbal communications?
- Language, dialect, ethnic traditions
  - Tone, volume, cadence
  - Body language, eye contact
  - Use of interpreters to overcome language barriers
- 51) What system is used by property managers to monitor patrol activity of security guards?
- Magnetic swipe system at designated patrol points to create patrol log
  - Lighting systems
  - Telephone communications
  - Site log books
- 52) Magnetic key cards are primarily used for what purpose?
- Gain access to locked rooms/buildings when swiped against magnetic card swipe readers when programmed
  - Identification purposes
  - Logging hours worked by security employees
  - Gaining access to files
- 53) While escorting a group of individuals through a high risk environment, where should the security guard be positioned?
- In front of the group
  - In the middle of the group
  - Behind the group
  - It doesn't matter where the guard is positioned
- 54) What is the term most commonly used for a mass gathering by a group of individuals to protest political/social issues without the use of violence?
- Political demonstration
  - Ethical demonstration
  - Legal demonstration
  - Peaceful demonstration

- 55) What is the most common physical measure taken for access control?
- Identification cards
  - Tracing devices/GPS
  - Locks & keys
  - Metal detectors
- 56) You're conducting foot patrol and you respond to a medical situation where a woman is having a heart attack. Ambulance staff is already on scene working on the patient. What do you do?
- Secure the scene and restrict access to emergency workers only. Inform your supervisor of the incident and document all relevant information and complete an incident report
  - Notify next of kin immediately
  - Wait for information regarding the status of the patient, then notify next of kin
  - Continue your foot patrol as emergency workers are already on site
- 57) The perimeter of a facility can be defined by:
- By connecting an invisible line between the lighting towers outside of the building
  - Defined by the road ways which surround a building
  - Hedge lines
  - Exterior of the building
- 58) You're directed by the security manager to retrieve company equipment from a terminated employee's locker. What is the best course of action to take?
- Attend to the locker by yourself, cut the lock, and bring back all the locker contents to the security manager's office
  - Attend the locker with the terminated employee. Have with you a list of all the company equipment which has been requested to be turned over. Go through the contents of the locker, obtaining all the company equipment while documenting it. Have the terminated employee sign for all the equipment that has been turned over. Return all the retrieved company equipment along with an incident report signed by both you and the terminated employee
  - Inform the security manager that this task is not a duty of a security guard and refuse to do the task
  - Inform the terminated as to what equipment is to be returned, and have him go through the locker contents by himself
- 59) While working as a security guard, you personally become a victim of a crime. What should you do?
- Notify the police immediately
  - Contact your supervisor
  - Fill out an incident report then contact your supervisor
  - Search the area for the suspect and arrest them accordingly

- 60) What is the first tactical consideration in the National Use of Force model?
- a. Communication
  - b. Soft physical control
  - c. Lethal force
  - d. Officer presence

ANSWERS

- 1) D
- 2) B
- 3) A
- 4) C
- 5) C
- 6) D
- 7) A
- 8) C
- 9) C
- 10) A
- 11) D
- 12) A
- 13) D
- 14) B
- 15) B
- 16) A
- 17) D
- 18) B
- 19) D
- 20) A
- 21) D
- 22) D
- 23) C
- 24) A
- 25) C
- 26) C
- 27) A
- 28) C
- 29) A
- 30) D
- 31) A
- 32) B
- 33) B
- 34) A

- 35) B
- 36) A
- 37) C
- 38) B
- 39) D
- 40) C
- 41) A
- 42) A
- 43) B
- 44) A
- 45) D
- 46) D
- 47) C
- 48) C
- 49) A
- 50) B
- 51) A
- 52) A
- 53) A
- 54) D
- 55) C
- 56) A
- 57) D
- 58) B
- 59) A
- 60) D