

The State of Physical Security on Campuses of Tertiary Educational Institutions: The Role of the Security Guard

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Abstract

Educational institutions have the responsibility to ensure the safety and security of the increasingly large numbers of students, staff and visitors on their campuses. Ensuring security and safety on a campus requires a vibrant security guard system and this can be obtained through three basic factors: quality, responsiveness and discipline. This however has been illusive over the years and therefore accounts for the increasing rate of crime with the concomitant insecurity on campuses of educational institutions. The research sought to address the lapses leading to the problem above and therefore covers the following three cardinal areas; the qualities of a security guard, the duties and responsibilities of a security guard, and the general code of conduct for a security guard. This study is a secondary research based on literature reviews from books, journals, magazines, newspapers and internet sources, all of which have been accordingly acknowledged. It is expected to serve as a guard to security guards and also give educational administrators insight into what to look out for during recruitment of security guards for their institutions.

Keywords: Educational institutions, efficient security guard, physical security, escort duties.

Introduction

One of the most overlooked aspects of selecting a tertiary institution for admission is the consideration for safety and security on campus (Siciliano, 2010). This is because over the years societies viewed campuses of higher educational institutions as sanctuaries immune from the crimes faced by the larger society that surrounded them (Smith, 1988). This “privileged sanctuary status” began to diminish when most people pursued higher education and more institutions were established (Smith, 1988). With this mishmash of people and the walls between academy and the world outside disintegrating, inevitably the problems of the larger culture began to intrude on the former, thus making the setting more convoluted and contested than ever before (Wilson & Wilson, 2011).

The concept of campus security began when Henry Fielding developed the idea of crime prevention in 1748 (The Complete Campus Crime Prevention Manual 8, as cited in Brown, 2013). During the same period, he also started to develop a police department in London. Crime prevention started with police officers but declined because they were more involved in criminal investigations (Brown, 2003).

Campus security in general declined until the 1920s when watchmen were employed to protect college property. The institutions recruited retired police officers to run campus security. In the 1950s they tried to instill professionalism into the campus security field by the use of uniforms and professional organizations. The increase in professionalism was still unable to improve the security officers’ knowledge of how to deal with the riots, sit-ins and vandalism found on college campuses in the 1950s and 1960s (Fisher and Sloan, 1995, as cited in Brown, 2003).

The phenomenon was carried over to North America where the first Campus Security Department was established in Yale University in 1894 (Powell et al., 1994, as cited in Brown, 2003). The term was interchangeable with night-watchmen until both terms were replaced with the modern security -based titles. Security guards are sometimes regarded as fulfilling a private policing function (Perry, 2006).

The increasing complexity of crime and the subsequent media hype on campus crime (Ghanaian Times, Dec.9, 2014; Graphic Online, March 3, 2015), bring to the fore the fact that campuses can no longer be looked upon as safe havens free from the criminal acts that occur beyond the ivy and green meadows of academia (Brown, 2003). Ensuring security and safety on campuses therefore require a consistent, strategic and proactive approach. This is where the role of the security guard becomes essential, hence the prominence given the phenomenon today.

The research objectives are to review: i) the duties and responsibilities of security guards; ii) qualities of security guards; iii) the general code of conduct for security guards. This fundamentally answers the following research questions: i) what is the general state of physical security on campuses of tertiary educational institutions? ii) how can these campuses be made safe for smooth academic work to take place? iii) what are the legal and professional parameters within which this can be done?

The successes chalked in getting this work together were not without challenges. Notable among these were the intermittent power outages, difficulty in gathering relevant information due to internet fluctuations, limited access to relevant material and the cost of accessing the internet.

These challenges notwithstanding, the cumulative cost involved is worth the value of the work. This is in view of the fact that the role of educational institutions in the development of society in general cannot be valued in monetary terms.

1. Qualities of a security guard

There is a plethora of scholarly articles on the subject of campus security and safety in view of the importance attached to tertiary education in recent times. While some of these articles sought to analyze campus crime in general, others limited their discourse to how to minimize campus crime for smooth academic work through the deployment of security guards among others (Baker & Gunter, 2005; Security Guard Guide, 2012; Smith, et al., 2012; Power to Arrest Training Manuals, 2011&2015; Code of Conduct for Security Services Providers, 2003). Security guards constitute by far the most important constituent in the fight against campus crime and therefore must project an image of professionalism at all times. During the course of their duties, a security guard will often be visible to, and interact with a variety of persons including staff, students, visitors and the general public. They constitute by far the most dominant segment of every institution by their activities, and therefore their conduct is vital for the professional image of the institution as a whole (Westlake, 2015; Smith et al., 2012). This section reviews relevant literature on some general personal qualities and human relations skills required of security guards in the performance of their duties.

1.1. Alertness

Security guard's job requires the ability to stay focused and avoid distractions. A good security guard is always alert and aware of their surroundings. They pay attention to detail and use their surveillance techniques to ensure the safety of the area they oversee and protect. They must be able to remember the things they see and provide written reports. An unobservant guard might easily overlook something that could put lives in jeopardy, or miss out on witnessing a criminal or thief in action (Sandhyarani, 2013; 20 Characteristics of a Good Security guard, 2012; Baker & Gunter, 2005; Power to Arrest Training Manual, 2011& 2015).

1.2. Honesty

One of the best and most important qualities of a security guard is honesty. A good security guard must be honest and trustworthy as they provide security services for a wide variety of institutions. A security guard's job might entail securing access to office buildings, residential structures, entry/exit points etc. They work inside stores, offices and other buildings to provide protective services during the day and throughout the night. Night security guards often work alone and must be trusted to protect the property (Westlake, 2015; Ministry of the Interior, 2002).

1.3. Physical fitness

The very best security guards keep themselves within a healthy weight range and exercise regularly to be healthy and fit. They are also agile and nimble and physically reliable to be able to defend themselves and their clients. The guard needs to portray a clean professional image, with a neat uniform and shirt tucked in. A security guard should look well put together and portray themselves and the client in a positive manner (Iman, 2015; Reeves, 2015; The International Code of Conduct for Private Security Service Providers, 2013).

1.4. Good communication skills

A Security Guard must have good communication skills since they work with people of different backgrounds, beliefs and understanding. An efficient security guard must have good communication skills, otherwise they might not be able to handle queer troublesome situations. In addition, if a situation unfurls in such a way that it ends up in court, the guard should be able to testify clearly to it. A good security guard knows how to communicate effectively both verbally and in writing. Clear, courteous communication can be the deciding factor in handling a tricky situation effectively (Iman, 2015; Security Guard Test Preparation Guide, 2010).

1.5. Ability to serve client's needs

It is essential for a security guard to be detail-oriented since they have to perform a lot of tasks and remember details in serving students, staff and visitors. In addition, the guard needs to be able to follow post orders. Every duty post has its mode of operation and the security guard must follow these operation procedure to attend to the people they come into contact with (www.ExpertSecurityTips.com).

1.6. Trustworthy and responsible

The true job of a security guard hinges on how trustworthy they are in carrying out their duties to provide protection for the facilities, equipment, and personnel they are responsible for. It is not simply about watching out for trouble, but doing what is necessary to keep tight guard on the things that matter to the institution. A good security guard should go beyond the basics of watching out for trouble and do whatever is necessary to seek it out and prevent it before any damage is caused (Marsh, 2013).

1.7. High level of awareness

One core quality of a security guard is their ability to identify trouble or critical activity taking place. To do this effectively, a security guard must have a high level of awareness of their surroundings at all times to be able to spot anything that may be out of place and needs a closer examination. A good security guard should always be aware of anything that may pose as danger and take appropriate actions quickly to prevent negative situations (Security Guard Information Manual, 2008).

1.8. Courageous in the sight of danger

A security guard's job is not just about identifying criminal activity, but also preventing it. By doing so, they may potentially put themselves in a dangerous position. For the average individual, they would probably run away in the sight of difficult situations, whereas an efficient security guard should be prepared for such encounters and be brave enough to move forward in their duties to assess situations rather than run backwards (Sandhyarani, 2013).

1.9. Exude professional confidence but not arrogance

At some point in the career of a security guard, they will have to deal with persons that are belligerent or unfriendly. That is being loud, resistant, and potentially boisterous. It's during this time that what helps control the person and/or crowd partly hinges on their ability to be cool under pressure and exude confidence in their authority and ability to guide people's actions. This confidence isn't about being cocky. It's not arrogance, but a rather calm, professional confidence that people will listen and react to (Ministry of the Interior, 2002; Smith, et al. 2012).

1.10. Mental fitness

It is important for a security guard to keep themselves healthy and mentally strong to handle any possible situation that may arise while on duty. They must be sure to exercise, eat healthy, and even give their brain some mental practice through puzzles, brain games, and continue to train to help keep the mind and body at its peak (Academy Briefing No.4, 2013; Security Guard Information Manual, 2008).

1.11. Quick reflexes and rationality

Being a security guard means that one has to be alert at all times, and be able to assess what is going on around him to come up with a solution in double quick time, especially in an emergency situation. Alertness need to reflect in how quickly one is able to react to a potentially dangerous situation. Security guards should be able to analyze situations quickly to determine how to handle them. A security guard must also be able to make good judgment on whether something is a legitimate threat and its possible magnitude. Rationality relies on making sense of each aspect of the situation and being able to predict how it will play out (Smith, et al. 2012).

1.12. Value and respect for human life

An efficient security guard puts value on human life above all other things. In this type of job strong concern for others is critical, allowing the security guard to work at their best. The consistent need for physical confrontation means that one will face the issue of how much strength to exert specially when approaching a fight, or when being attacked. It is important for security guards to ensure that they make an effort to subdue offender(s) without injuring them or any onlookers. They must also be sensitive to people with special needs, different backgrounds, communities and cultures (Smith, et al. 2012).

1.13. Education and relevant training

The best security guards are those who have undergone the necessary training that will help them obtain important skills and knowledge that will be critical for the performance of their duties. They should also hold the required certification necessary for them to perform their duties. A trained and experienced security guard knows what to do, when to do it, how to do it and why it should be done (Ministry of the Interior, 2002; Security Guard Guide, 2012; Baker & Gunter, 2005).

1.14. Ability to lead and follow

Another important quality of an efficient security guard is their leadership ability. Security guards often work within a team, which means they have to know when to take charge. Where the safety of the client is at risk, the security guard must know how and when to impose the necessary practices for the common good. A security guard must also know how to abide by the rules, particularly those set up by their institution. There are instances, however, when these rules need to be modified in order to ensure that the client is kept safe within legal requirements (Smith, et al., 2012).

1.15. Common sense and good judgment

A security guard's job requires deductive reasoning and logic to make decisions on the go. They can be prone to rash judgment or reactions. Their common sense is often called upon during emergencies or altercations. Although there are certain policies and regulations to follow, they also need to use their common sense to know when and how to work around every issue, particularly if there is any element of danger or risk to the institution (Reeves, 2015; Westlake, 2015).

1.16. Impeccable attitude

Positive attitude is critically important to every security guard since a bad attitude can be a barrier to performance. Because the environment and atmosphere of each institution are vastly different, the security guard must assimilate into every situation or role within the environment. What this means is that every security guard must be acceptable for every assignment. Institutions that can do such become golden, as community members become happier with results. Institutions that cannot match guard personalities or attitudes with their environment are destined to lose public confidence. Security Guards can help this process along by being self-conscious of their attitudes and learning how to manage their attitudes in different situations (Smith, et al., 2012).

1.17. Safety awareness and First Aid

Emergency situations are things every security guard must be prepared to handle. Even in the most mundane settings, emergencies can occur. Being a first responder means learning to deal with medical emergencies or other types of emergencies such as natural disasters, shootings, or crowd control. The more skills a security guard brings to the table, the more options they have for finding solutions to emergency situations. A highly trained security guard allows institutions to considerably meet the needs of members of staff and/or visitors (Smith, et al. 2012).

1.18. Temperament

An efficient security guard must have a pleasant personality and good customer service skills since they come into contact with different people in the course of duty. A person with an even temperament who doesn't get riled easily is a good candidate for a security job. When security guards work in public places, they handle disruptions or disputes that arise. They therefore need a calm disposition to help soothe disturbed or emotional staff or visitors. A security guard must not react angrily or violently to those who cause disruptions. They must be able to keep their temper in check and maintain control of every situation (Reeves, 2015).

1.19. Clean criminal background

One of the critical qualities of an efficient and reliable security guard is clean criminal record. This is because Security services are some of the most important elements of every successful institution. Security guards are hired to help keep people and premises safe and maintain peace and

order. They also often provide escort services to individuals either to facilities or during patrols. Therefore, before hiring someone with whom to entrust the safety and security of your institution, you need to carefully examine their records to be sure they have clean records (Ministry of the Interior, 2002; Iman, 2015).

2. Methodology

The study focuses on the state of physical security on campuses in relation to the role of security guards and, in fulfilling the research objectives, sought to evaluate its effectiveness towards a sustainable conducive academic environment. A survey of literature on physical campus security was conducted from a variety of sources including books, magazines, journals, news papers and internet sources relevant to the topic. Several theoretical approaches were reviewed, and the most successful and relevant approaches together with best decisions from group discussions appropriate for ensuring safe campus environment for students, staff and visitors adapted. To study crime prevention objectives in relation to campus security, the present study reviewed available sources from previous studies and research including; Siciliano, 2010; Smith, 1988; Wilson & Wilson, 2011; Brown, 2003; Perry, 2006; Baker & Gunter, 2005; Iman, 2015; Reeves, 2015; Smith, et al. 2012; McCormack, 2014; Writing, 2012; Sandhyarani, 2013 Pratt, 2014; Lewis, 2010; Margolis Healy, 2015, among others. The methodological element adopted in the study was qualitative in nature since it is difficult to make a comprehensive interpretation of campus security by means of numerical data, and therefore there was the need to embrace various levels of approaches due to the broad range of research areas (Berg, 2001).

The article took advantage of existing sources of data and researches by employing an aggregation method in which the most relevant information was taken into account after a thorough review. Thus, the research conducted hitherto was first reviewed, then, a summary of the different studies related to the various segments of the topic produced. This was followed by conclusion on the contribution of security guards towards a sustainable conducive campus environment.

3. State of security on campuses of tertiary educational institutions.

As society becomes more and more complex and crime spreads to every facet of life, institutions of higher learning have the responsibility to provide a safe educational, working, and living environment on campuses for employees, faculty, and students alike (Wilson & Wilson, 2001). This however has been illusive over the years and therefore accounts for the increasing rate of crime on campuses of educational institutions evoking questions about whether there is any safe haven. Abundance of evidence indicate that crimes that consistently occur on campuses include; larceny, robbery, burglary, assault, sex-related offenses, bike theft, stalking, hazing, dating violence, liquor and drug related offences (Langford, n.d.; Ghanaian Times, December 9, 2014; Graphic Online, March 3, 2015; Grand Valley State University, 2013; Fordham University, 2014; Castleton State Collage, 2014; University of Baltimore Police, 2010).

Curbing these crimes, among others, remain a major challenge to educational administrators because of the cost implications and the rapidly changing nature of crime, coupled with the general attitude of academia. For instance, educational administrators offer students a variety of housing styles, secured lecture halls, well lit campuses, well designed campuses and other measures to ensure a safe environment for smooth academic work. These measures however still do not stop crime on campuses, though the rate of crime vary from one campus to the other and are generally lower than national averages

Contemporary campus law enforcement agencies therefore face multiple operational complexities and concerns, in part driven by regulatory up dates, compliance mandates and the ever-changing campus environment (McCormack, 2014). These agencies provide many of the same services,

and more, that their traditional police counterparts do, albeit in a more microcosmic community (Wilson & Wilson, 2001). Providing these services successfully requires a holistic approach to tackle the problem and this can be effective with well trained, well motivated and disciplined security guards to be complemented with the requisite technological innovations. This is the surest guarantee for a safe, secure and conducive campus environment.

4. Duties and responsibilities of a security guard/officer.

A major responsibility of a security guard is the prevention of crime to ensure the safety of life and property. There are many job descriptions for a security guard depending on the environment and equipment used, but generally the following are the basic duties and responsibilities every security guard should perform.

Security guards must remain visible as a deterrent to criminals. Thefts, damages and injuries can be thwarted when perpetrators see a security guard. By being seen, the guard may discourage anyone who might be considering theft, damage, or personal injury (Sandhyarani, 2013). Patrol the premises of the institution to prevent and detect signs of intrusion and ensure security of doors, windows, and gates. Security guards/officers provide monitoring services for property owners to provide a safe environment and prevent crime. The presence of a security guard on premises often serves as a deterrent to potential lawbreakers (Brown, 2014; Writing, 2012; Sandhyarani, 2013; Baker & Gunter, 2005; Power To Arrest Training Manual, 2011).

Security guards carry out surveillance. They monitor and adjust controls that regulate building systems such as air conditioning, furnaces, boilers, etc. Closely monitoring their assigned location allows them to spot suspicious occurrences and prevent crime. They also respond to alarms and investigate disturbances (Writing, 2012; Sandhyarani, 2013).

It is also the duty of a security guard to warn persons of rule infractions or violations, and apprehend or evict violators from premises, using force when necessary (Sandhyarani, 2013). A Security Guard, as part of his/her duties, must inspect and adjust security systems, equipment, and machinery to ensure operational use and to detect evidence of tampering (Armortechsecurity, 2013). They are to monitor and authorize the egress of staff, students and visitors to guard against theft and maintain security of premises (Smith et al, 2012; Security Training Manual, 2008).

Security guards are usually present in large gatherings on campus, such as parties, political or religious assemblies, sporting activities and even during examinations. This is to ensure safety of lives and property and also to prevent stampedes and breakdown of law and order (Sandhyarani, 2013). They are also to write reports of daily activities and irregularities, such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrence (Pratt, 2014; Lewis, 2010).

In cases where criminal charges have been laid as a result of information a security guard gave to the police, the security guard will be expected to testify in court that the evidence was legally acquired, produce and/ identify the exhibits, identify the accused, and present testimony to the court in a professional manner (Smith et al, 2012).

Requesting for help or assistance during emergencies is a cardinal duty of a security guard. During very dangerous situations such as robbery, burglary, assault with a deadly weapon, or fire outbreak, the security guard must immediately call in the appropriate agencies, such as the police, fire service or ambulance. By promptly calling for and getting help, the loss of lives and properties can be averted (Lewis, 2010; Bababusuyi, 2015; Wilson & Wilson, 2011). They are to answer telephone calls and take messages, answer questions, and provide information during non-working hours or when switchboard is closed (Smith et al, 2012).

Security guards are to operate detecting and other devices to screen people and prevent passage of prohibited individuals and/or items into restricted areas. Some of the devices which help security guards ensure this include communication devices like radios, monitoring devices like security cameras, detection devices like scanners and defensive instruments like batons. It is therefore expedient for security guards to be trained on how to operate these gadgets (Lewis, 2010; Smith et al, 2012). They also escort or drive motor bikes or vehicles to transport individuals to specified locations and provide personal protection, either from one point to the other or during patrols. Some Security Guards drive and guard vehicles to transport valuables to prevent theft and ensure safe delivery (Smith, et al, 2012).

Security guards must be vigilant and watchful for any strange or abnormal activity that may mean harm. For this reason, they must have very keen senses of sight, hearing and smelling. They should be able to smell it when a cable is burning or when a chemical is leaking from its container. They should also be able to detect strange sounds, such as someone secretly trying to open a door, and to sense when someone is cleverly trying to divert their attention from their duty, and also be able to interpret quickly whatever they see. Based on these responsibilities, someone who is short-sighted or long-sighted won't make a good security guard (Sandhyarani, 2013; Lewis, 2010).

A security guard must be able to act fast to control a potentially dangerous situation. They must always be alert to avoid being caught unawares. How a security guard responds to crisis varies with the nature of the threat. They must know how best to respond to various dangerous situations (Sandhyarani, 2013). A security guard's responsibility before an incident/offense has occurred should be prevention. However, their responsibility during or after an incident/offense has occurred should be to observe and report (Smith et al, 2012; Pratt, 2014).

Every security guard is required to enforce the rules and policies laid down by their institution. Laid down rules may required that visitors be searched before granted egress to certain facilities or that only visitors with appointments should be granted access to those facilities (Sandhyarani, 2013; Maddox, 2014). Some institutions may require their staff or students to show their ID cards before being granted entry into work premises or some restricted facilities. In such cases, security guards must check and ensure that all the rules are religiously followed (Sandhyarani, 2013; Watson, 2014). If a security guard is deployed at an entrance, he/she will double as a receptionist because he/she is usually the first to receive guests and show them their way. This additional duty requires a security guard to be very friendly, approachable, and willing to help others (Smith, et al, 2012; Watson, 2014).

A security guard is to offer safety warnings and tips as well as give precautions to his employers on how to prevent or contain security threats. They should also explain the likely consequences of ignoring these tips, as a way of convincing their employer to adhere to their advice. In addition, a security guard should do his/her best to ensure that all safety precautions are adhered to (Security Guard Test Preparation Guide, 2010; Watson, 2014). Some security guards, especially those deployed at offices or residents, may likely do more than their primary duties require most of the time. They may be saddled with additional responsibilities such as receiving phone calls, responding to text and email messages, receiving and directing visitors and running vital errands for their superiors, among other things (Smith et al, 2012).

Security Guard must have full knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process. These things are imperative for a security guard to understand, because these rules and regulations are the basis for all proper actions taken as a security guard (Armortech, Security, 2013; Security Guard Test Preparation Guide, 2010).

5. General code of ethics and professional conduct for security guards

Professional Standards set clear guidelines for the behavior, appearance, and actions of all security guards. Every institution expects its entire security staff to conduct themselves in an exemplary and professional manner reflective of the standards set by the institution (Chelss, 2014; Rowland, 2015; Smith et al, 2012). The professional standards below represent some actions, activities, and standards of behavior expected of a security guard by every institution.

A security guard must be courteous and professional when dealing with the public. They must perform their duties devoid of harsh, violent, profane, or insolent language. They must also always remain calm regardless of provocation. Upon request, they must supply their name, license and identification number (if any) and current work assignment, and when reasonable show their identification card in a courteous manner (Smith et al, 2012).

A security guard must not engage in gossip, public criticism, or ridicule of their institution, its policies and procedures by talking, writing, or expressing in any manner, where such actions or expressions are, unlawful, defamatory or profane, with reckless disregard for truth or falsity, or an impairment to the operation or interferes with the efficiency of the institution (Global Marine Security, 2012; Smith et al, 2012).

A security guard is prohibited from engaging in any of the following activities while on duty; gambling, sleeping, loafing or idling, personal activities, and/or private enterprise (Smith et al, 2012).

A security guard shall at no time be intoxicated or under the influence of any substance while on duty. Security guards who are off duty will not be intoxicated in public view to the extent it is likely to adversely affect the discipline, good order, or reputation of the institution. Also, a security guard shall not consume intoxicants while off duty to the extent that evidence of such consumption is apparent when reporting for duty (Security Guards Code of Conduct, 2014).

A security guard shall always be in proper uniform and shall always carry with him/her basic equipment such as writing notebook, pen, night stick (baton), torchlight, rain coat, etc (Security Guard Test Preparation Guide,2010; Private Security Services Act,2002; Security Guard Guide, 2012).

A security guard shall carry with him at all times during their tour of duty their license, identification card and whistle. They must also identify themselves as security guards, and show their license or identification card, if a member of the public asks them to do so. A security guard shall not use his license and other privileges, if any, to the prejudice of staff, students, visitors or the general public (Security Guard Test Preparation Guide, 2010; Private Security Services Act, 2002).

A security guard shall not engage in any unnecessary conversation with anybody except in the discharge of his duties, or sit down unless required by the nature of his work and shall at all times keep themselves alert during their tour of duty (Security Guards Code ofConduct,2014). A security guard shall refrain from reading newspaper, magazines, books, etc., during actual performance of their duties (Security Guards Code of Conduct, 2014).

A security guard shall know the location of the alarm box near their post and sound the alarm in case of fire or other dangers (Security Guards Code of Conduct, 2014). They shall know how to operate any fire extinguisher at his/her post (The Complete Guide to Becoming a Security Guard, 2015).

A security guard shall know the location of the telephone and telephone numbers of the police precincts as well as the telephone numbers of the fire stations and ambulance services in the locality (Security Guard 11 General Order, Code of Ethics and Code of Conduct, 2012).

A security guard shall immediately notify the police in case of any sign of disorders, strike, riot or any serious violations of the law on campus (Smith et al, 2012). A security guard, or group of guards, shall not participate or initiate any disorder, strike, riot, or any serious violations of the law (Security Guard 11 General Order, Code of Ethics and Code of Conduct, 2012)

A security guard shall assist the police in the preservation and maintenance of peace and order and in the protection of life and property having in mind that the nature of their responsibilities is similar to that of the latter (Security Guard 11 General Order, Code of Ethics and Code of Conduct, 2012; The Complete Guide to Becoming a Security Guard, 2015)

A security guard shall endeavor at all times to merit and be worthy of trust and confidence of the institution he/she represents and the client he/she serves (Smith et al.2012). A security guard shall always act with honesty and integrity (Smith et al, 2012)

A security guard shall always respect and use all property and equipment in accordance with the purpose for which they were issued to him/her (Security Guard 11 General Order, Code of Ethics and Code of Conduct, 2012). A security guard shall always comply with all state, municipal and institutional laws (Security Guard 11 General Order, Code of Ethics and Code of Conduct, 2012).

A security guard shall treat all persons equally, without discrimination based on a person's race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status, physical or mental status (The International Code of Conduct for Private Security Service Providers, 2013; Code of Conduct for Security Service Providers, 2003). A security guard shall always refrain from exercising unnecessary force in the course of his/her duties (The International Code of Conduct for Private Security Service Providers, 2013).

A security guard shall always respect the privacy of others by treating all information received while working as a security guard as confidential except where disclosure is required as part of such work or by law (Smith et al, 2012). A security guard shall not steal or condone stealing or conspire in any way to endanger the safety of any property of the institution, staff, students, or visitors (Smith et al, 2012).

A security guard, while on duty, shall not talk to the press except with the express permission of the head of institution or anybody acting in that capacity (Private Security Services Act, 2002). A security guard shall act in a disciplined and professional manner, even when encountering difficult people or when placed in difficult situations, and treat all people with respect and dignity. He/she shall always use a polite and intelligent approach whenever possible. Use "please" and "thank-you" and other amenities of ordinary speech, where appropriate (Smith, et al, 2012).

6. Concluding remarks

Institutions of higher education are often regarded as sanctuaries and protected environments where young people congregate to explore great ideas in a collegial atmosphere and make life-long friends. Consequently incidents of crime on campuses become shocking to the extended campus community, evoking questions about whether there is any safe haven.

This imposes a unique responsibility on campus law enforcement agencies to provide security services that meet both law enforcement and private security standards, since providing security for large numbers of students in a fluid environment is an inherently difficult task. These agencies are required to ensure a safe and secure campus environment, foster an optimal learning environment and act as deterrent to unsafe or poor behavior by patrolling campuses among other things, while interacting directly with members of the campus community in both professional and social setting.

Execution of these tasks undoubtedly requires officers with the right attitude, high integrity and the urge to achieve objectives within acceptable parameters of law, social, professional, as well as ethical conduct. It is therefore crucial that, for educational administrators to be able to obtain a conducive academic environment, factors such as quality, ability to respond to issues and general conduct be given priority when recruiting security guards for their institutions.

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