

# **Non-commissioned Security Officer Level 2 Practice Test Sample Study Guide**



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## Questions

- 1. Which of the following best describes the role of effective professional language in security?**
  - A. It is used to intimidate offenders**
  - B. It aids in gaining voluntary compliance**
  - C. It is mainly for internal communication**
  - D. It has no real impact on conflict resolution**
- 2. How can security officers improve their observational skills?**
  - A. By avoiding diverse situations**
  - B. Through regular training and experience**
  - C. By focusing solely on paperwork**
  - D. By limiting their interactions with the public**
- 3. What are the guidelines for handling lost and found items?**
  - A. Ignore the item and leave it where found**
  - B. Keep the item for personal use**
  - C. Document the item and inform management**
  - D. Dispose of the item immediately**
- 4. What does the term "patrol" refer to in security operations?**
  - A. Conducting background checks on staff**
  - B. Regularly monitoring a designated area to deter and detect security breaches**
  - C. Ensuring all exits are locked**
  - D. Engaging in physical training exercises**
- 5. What should a security officer do before leaving their shift?**
  - A. Review incident reports and pass on information to the incoming officer**
  - B. Submit a resignation letter**
  - C. Get a snack to maintain energy**
  - D. Monitor personal social media**

- 6. Name one method for reporting suspicious activity.**
- A. Discussing it with coworkers over lunch**
  - B. Utilize a radio or communication device to notify a supervisor or law enforcement**
  - C. Ignoring the activity until it escalates**
  - D. Writing it down in a personal notebook**
- 7. Why is active listening important for security personnel?**
- A. It allows them to dominate conversations**
  - B. It helps in understanding employee concerns and incidents**
  - C. It reduces the need for detailed reporting**
  - D. It improves their authority over others**
- 8. What must be true for an actor not required to retreat before using deadly force?**
- A. The actor must have legal right to be present**
  - B. The actor must be armed**
  - C. The actor must have a witness present**
  - D. The actor must be provoked beforehand**
- 9. What role does documentation play in security?**
- A. It is used for training security personnel**
  - B. It provides a recorded history of incidents and actions taken, which is vital for investigations**
  - C. It serves no real purpose**
  - D. It is only necessary for serious incidents**
- 10. Which of the following is a primary goal of surveillance in security?**
- A. To gather evidence for the company**
  - B. To deter potential criminal activity**
  - C. To monitor employee productivity**
  - D. To maintain peace among staff**

## **Answers**

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- 1. B**
- 2. B**
- 3. C**
- 4. B**
- 5. A**
- 6. B**
- 7. B**
- 8. A**
- 9. B**
- 10. B**

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## **Explanations**

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**1. Which of the following best describes the role of effective professional language in security?**

- A. It is used to intimidate offenders**
- B. It aids in gaining voluntary compliance**
- C. It is mainly for internal communication**
- D. It has no real impact on conflict resolution**

The role of effective professional language in security is crucial because it significantly aids in gaining voluntary compliance from individuals. When security officers communicate clearly, respectfully, and professionally, they create an environment of trust and understanding. This professional demeanor encourages individuals to adhere to requests or instructions without the need for force or coercion. By using effective communication, security personnel can convey authority and concern simultaneously, making individuals feel more at ease and more likely to comply with directives. This becomes particularly important in tense situations where emotions may be heightened. The ability to communicate with professionalism can de-escalate potential conflicts and foster a cooperative atmosphere, leading to better outcomes for all parties involved. Other choices point to alternative concepts that do not capture the fundamental importance of communication in the security field. Intimidation can lead to resistance rather than compliance, and while internal communication is necessary, it does not address the interactions with the public. Additionally, effective language absolutely impacts conflict resolution, emphasizing the importance of professionalism in managing such situations.

**2. How can security officers improve their observational skills?**

- A. By avoiding diverse situations**
- B. Through regular training and experience**
- C. By focusing solely on paperwork**
- D. By limiting their interactions with the public**

Improving observational skills is essential for security officers as it enhances their ability to identify potential issues, recognize suspicious behavior, and respond effectively to incidents. Regular training and experience are vital components in developing these skills. Training can include mock scenarios, workshops, and courses focused on observational techniques, which teach officers to notice details they might otherwise overlook. Experience gained in real-life situations allows officers to apply what they have learned and refine their skills further. This ongoing development fosters an understanding of environment-specific cues and helps build a deeper awareness of surroundings, ultimately leading to more effective security measures. In contrast, limiting exposure to diverse situations or interactions with the public would restrict the opportunities to learn from various perspectives, thereby hindering skill development. Focusing only on paperwork detracts from the practical experience needed to enhance observational skills, as officers must engage with their environments actively. Therefore, continuous training and hands-on experience are crucial for security officers wishing to improve their observational capabilities.

### 3. What are the guidelines for handling lost and found items?

- A. Ignore the item and leave it where found
- B. Keep the item for personal use
- C. Document the item and inform management**
- D. Dispose of the item immediately

The correct approach to handling lost and found items is to document the item and inform management. This practice ensures that proper procedures are followed, which is crucial in maintaining accountability and trust. When an item is found, documenting it serves several purposes: it creates a record of what was found, where it was found, and when it was found, ensuring transparency. Informing management allows for a coordinated response to securing the item and potentially reuniting it with its rightful owner. This method also adheres to policies that many organizations have in place related to lost and found items, which might include established retention periods and proper storage methods until the rightful owner claims them. By taking these steps, security personnel help maintain a professional environment and reduce the risk of accusations of theft or mishandling. Properly managing lost and found items reinforces the importance of integrity and responsibility in security operations.

### 4. What does the term "patrol" refer to in security operations?

- A. Conducting background checks on staff
- B. Regularly monitoring a designated area to deter and detect security breaches**
- C. Ensuring all exits are locked
- D. Engaging in physical training exercises

The term "patrol" in security operations specifically refers to the practice of regularly monitoring a designated area to deter and detect security breaches. This is a critical function for security personnel, as it helps maintain a visible presence that can discourage potential illicit activities, and allows for immediate response if any incidents occur. Monitoring a specific area can include visual inspections, noting any unusual behavior, and ensuring that security measures are in place and functioning correctly. By being proactive in their presence, security officers can enhance safety and security for all individuals within that area. The other options may involve important aspects of security operations, such as background checks or ensuring safety protocols like locking exits, but they do not encapsulate the essence of what a patrol entails. Engaging in physical training, while beneficial for overall fitness and preparedness, is not directly related to the active monitoring and security oversight that defines a patrol.

**5. What should a security officer do before leaving their shift?**

- A. Review incident reports and pass on information to the incoming officer**
- B. Submit a resignation letter**
- C. Get a snack to maintain energy**
- D. Monitor personal social media**

A security officer should review incident reports and pass on information to the incoming officer before leaving their shift to ensure a seamless transition of responsibilities and to maintain the safety and security of the premises. This practice is crucial as it allows the incoming officer to be aware of any incidents or unusual activities that occurred during the previous shift. By sharing this vital information, the officer helps to prepare the next shift for potential ongoing issues or to take proactive measures if necessary. This continuity in communication is key to effective security management and allows for informed decision-making on the part of the incoming officer. The other choices do not contribute to the security responsibilities of the officer. Submitting a resignation letter is not an action taken at the end of every shift and is only relevant when an officer is leaving their position permanently. Getting a snack might be personally beneficial but is not relevant to the duties of a security officer preparing for the next shift. Monitoring personal social media is unprofessional and could distract from the seriousness of the officer's responsibilities, which are focused on security and safety during their duties.

**6. Name one method for reporting suspicious activity.**

- A. Discussing it with coworkers over lunch**
- B. Utilize a radio or communication device to notify a supervisor or law enforcement**
- C. Ignoring the activity until it escalates**
- D. Writing it down in a personal notebook**

Utilizing a radio or communication device to notify a supervisor or law enforcement is an effective method for reporting suspicious activity because it ensures that the information is communicated promptly and directly to those who are trained to respond to such situations. Immediate notification is crucial in security contexts, as it allows trained personnel to assess the situation and take appropriate actions, which could help prevent potential incidents or threats. This method also maintains a formal record of the communication, which can be critical for any required follow-up. Additionally, using official channels for reporting, such as a radio or communication device, ensures that information is conveyed securely and reaches the right individuals equipped to act on it. This process enhances the overall safety and security measures in place by encouraging timely and effective response protocols. In contrast, discussing concerns informally, ignoring them, or recording them in a personal notebook may lead to delays in addressing potential threats, leaving environments vulnerable to incidents.

**7. Why is active listening important for security personnel?**

- A. It allows them to dominate conversations**
- B. It helps in understanding employee concerns and incidents**
- C. It reduces the need for detailed reporting**
- D. It improves their authority over others**

Active listening is important for security personnel because it enables them to fully understand and address the concerns and incidents presented by employees and the public. By dedicating attention to what others are saying, security officers can gather crucial information, assess situations accurately, and respond appropriately. This understanding not only helps in resolving conflicts and ensuring safety but also fosters trust and open communication between security personnel and the individuals they serve. Effective communication through active listening can lead to better incident reporting and management, as it encourages clarity and thoroughness in understanding the context and details of a situation. The other options do not accurately reflect the key benefits of active listening in a security context. For example, dominating conversations or improving authority goes against the principles of collaborative communication, while reducing the need for detailed reporting does not align with the expected diligence required in security roles. Instead, active listening enhances the overall effectiveness of the security function.

**8. What must be true for an actor not required to retreat before using deadly force?**

- A. The actor must have legal right to be present**
- B. The actor must be armed**
- C. The actor must have a witness present**
- D. The actor must be provoked beforehand**

For an individual to be justified in using deadly force without the requirement to retreat, it is essential that they have a legal right to be present at the location where the incident occurs. This principle is grounded in self-defense laws, which state that a person may defend themselves when they are in a place where they have a right to be. If an individual is unlawfully present, they may not be able to claim self-defense if they resort to deadly force. Having a legal right to be present underscores the idea that self-defense is not applicable if someone is trespassing or engaging in illegal activity. Therefore, when a person has the legal right to be in a specific location, it strengthens the justification for their actions in protecting themselves against an imminent threat without the obligation to retreat. This aspect is critical in assessing the legality of using deadly force in self-defense situations.

**9. What role does documentation play in security?**

- A. It is used for training security personnel**
- B. It provides a recorded history of incidents and actions taken, which is vital for investigations**
- C. It serves no real purpose**
- D. It is only necessary for serious incidents**

Documentation plays a crucial role in security by providing a recorded history of incidents and actions taken, which proves vital for ongoing investigations. This recorded information allows security personnel and relevant authorities to have a clear understanding of past incidents, facilitating informed decision-making and enhancing response strategies. It serves not only as a reference for future occurrences but also as an evidentiary basis should legal action become necessary. Through proper documentation, security teams can track patterns, identify potential threats, and improve overall safety measures based on historical data. This thorough record-keeping is essential for accountability and reinforces the integrity of the security operations. While training personnel and addressing serious incidents are important aspects of security operations, they do not fully encapsulate the extensive benefits and necessity of documentation. Documentation extends far beyond training needs and serious situations, highlighting its fundamental importance in maintaining security protocols and ensuring a swift, effective response to incidents.

**10. Which of the following is a primary goal of surveillance in security?**

- A. To gather evidence for the company**
- B. To deter potential criminal activity**
- C. To monitor employee productivity**
- D. To maintain peace among staff**

The primary goal of surveillance in security is to deter potential criminal activity. This is achieved by creating an environment in which individuals know they are being observed, which significantly decreases the likelihood of unlawful actions. Surveillance serves as a preventative measure, signaling to would-be offenders that their activities are being monitored, thus fostering a safer atmosphere. Surveillance can also contribute to other objectives, such as gathering evidence or monitoring employee productivity, but deterrence is foundational to security operations. When potential intruders or criminals recognize that surveillance is present, they are less likely to engage in criminal behavior, making this deterrent effect a critical element of an effective security strategy. In addition, while maintaining peace among staff may be a secondary benefit, it is not the primary aim of surveillance as it pertains to security contexts.