

PSISA Security Guard Practice Test (Sample)

Study Guide



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Questions

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- 1. Why is it essential for security guards to document their activities?**
 - A. For personal record-keeping**
 - B. To maintain accountability and assist in investigations**
 - C. To fulfill legal requirements**
 - D. To share with friends**
- 2. Can security guards use physical force?**
 - A. No, they are not permitted to use physical force**
 - B. Yes, as much as they deem necessary**
 - C. Yes, but only within legal limits**
 - D. Yes, but only to protect themselves**
- 3. What allows for the disclosure of personal information in certain situations?**
 - A. Personal Information Protection Act**
 - B. Liquor License Act**
 - C. Criminal Code of Canada**
 - D. Access to Information Act**
- 4. What is the key difference between public and private property for security guards?**
 - A. Public property is owned by individuals; private property is owned by the government**
 - B. Public property is owned by the government; private property is owned by individuals or businesses**
 - C. Public property is accessible to everyone; private property is gated**
 - D. Private property requires special permits for entry; public property does not**
- 5. What is the primary concern during an emergency response?**
 - A. Ensuring all witnesses are safe**
 - B. Personal safety**
 - C. Securing evidence**
 - D. Calling for additional support**

- 6. How long is the validity period of a security guard's license in Ontario?**
- A. One year**
 - B. Two years**
 - C. Three years**
 - D. Five years**
- 7. What is customer service in the context of security work?**
- A. Ensuring a strict adherence to rules only**
 - B. Assisting the public and ensuring a safe, welcoming environment**
 - C. Only handling complaints**
 - D. Checking identification of all visitors**
- 8. Criminal activity documentation is essential for which of the following reasons?**
- A. To justify high salaries**
 - B. To prepare for litigation potential**
 - C. To impress colleagues**
 - D. To enhance workplace relationships**
- 9. What term describes a large group gathering that occurs without violence?**
- A. Mass Gathering**
 - B. Protest**
 - C. Dissent**
 - D. Riot**
- 10. Under what conditions can security guards use restraints on individuals?**
- A. If trained in proper techniques**
 - B. Whenever they feel threatened**
 - C. At their supervisor's discretion**
 - D. When a crime is suspected**

Answers

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

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Explanations

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1. Why is it essential for security guards to document their activities?

- A. For personal record-keeping**
- B. To maintain accountability and assist in investigations**
- C. To fulfill legal requirements**
- D. To share with friends**

Documenting activities is fundamental for security guards primarily because it ensures accountability and aids in investigations. When security personnel meticulously record their observations and actions, it creates an official and reliable account of events that can be crucial in case of incidents such as theft, vandalism, or any other criminal activities. This documentation serves not only as a reference for the guards themselves but also as evidence if the situation escalates and requires law enforcement intervention or civil action. When an investigation is needed, having clear, factual records helps to establish a timeline and provides context, which can significantly impact the outcomes of an inquiry. This practice can also protect the security guard and their employer by demonstrating that the guard acted appropriately during an incident. Additionally, well-maintained documentation can identify patterns of recurring issues, allowing for proactive measures to be taken to enhance security protocols. While personal record-keeping, fulfilling legal requirements, and sharing information might hold some importance, they do not encompass the core reason for effective documentation in a security context. The primary goal remains ensuring accountability and supporting investigative processes.

2. Can security guards use physical force?

- A. No, they are not permitted to use physical force**
- B. Yes, as much as they deem necessary**
- C. Yes, but only within legal limits**
- D. Yes, but only to protect themselves**

Security guards can use physical force, but it must be within legal limits. This principle is rooted in the laws governing self-defense and the use of force, which require that any physical action taken must be reasonable and justifiable based on the situation at hand. Security personnel are trained to assess threats and respond appropriately, ensuring that their actions comply with the law and their organization's policies. The use of excessive force can lead to legal consequences and liability issues for both the individual guard and the security company. Thus, the notion that guards can only use force within legal parameters is fundamental, ensuring they act responsibly while maintaining order and safety.

3. What allows for the disclosure of personal information in certain situations?

A. Personal Information Protection Act

B. Liquor License Act

C. Criminal Code of Canada

D. Access to Information Act

The Personal Information Protection Act (PIPEDA) is designed to safeguard personal information and establish how organizations can collect, use, and disclose that information. However, PIPEDA also outlines specific exceptions where disclosure of personal information is permitted. These exceptions can include situations such as compliance with a subpoena, legal proceedings, or where the disclosure is necessary to prevent a crime or to protect public safety. This balance between protecting individual privacy and allowing for certain disclosures under specific circumstances is crucial for maintaining both individual rights and societal safety. Understanding PIPEDA is essential for anyone working in security or dealing with personal data, as it governs how you should handle sensitive information in compliance with legal standards.

4. What is the key difference between public and private property for security guards?

A. Public property is owned by individuals; private property is owned by the government

B. Public property is owned by the government; private property is owned by individuals or businesses

C. Public property is accessible to everyone; private property is gated

D. Private property requires special permits for entry; public property does not

The key difference between public and private property lies in their ownership. Public property is owned by the government, which includes areas such as parks, streets, and government buildings that are available for public use. This means that the general public has a right to access and use these spaces, often with few restrictions or requirements. On the other hand, private property is owned by individuals or businesses, and access to this property is typically restricted. Owners have the right to determine who can enter their property and under what conditions. This distinction is crucial for security guards, who must understand their authority and responsibilities in relation to these types of properties. For instance, security guards on private property enforce the owner's rules, which may include restricting access to certain individuals, while on public property, their role may focus more on maintaining order and ensuring safety in a more open environment.

5. What is the primary concern during an emergency response?

- A. Ensuring all witnesses are safe**
- B. Personal safety**
- C. Securing evidence**
- D. Calling for additional support**

The primary concern during an emergency response is personal safety. This is critical because, in any emergency situation, ensuring the safety of oneself allows a security guard or first responder to effectively assist others. If an individual's safety is compromised, they may not be able to provide support or aid to victims or manage the situation efficiently. Prioritizing personal safety involves assessing the environment to avoid further danger, such as fire, violence, or unstable structures, and taking necessary precautions to remain unharmed. Once personal safety is established, responders can then focus on aiding others, securing evidence, and calling for additional support as needed. This foundational principle underlines the effectiveness of the response process and helps avoid additional casualties.

6. How long is the validity period of a security guard's license in Ontario?

- A. One year**
- B. Two years**
- C. Three years**
- D. Five years**

In Ontario, a security guard's license is valid for a period of two years. This timeframe is established to ensure that security personnel remain up-to-date with relevant laws, regulations, and industry practices. The two-year validity period requires security guards to renew their licenses periodically, which may involve completing retraining or continuing education. This requirement is crucial in maintaining standards within the security sector and ensuring that guards are adequately prepared to handle their responsibilities effectively. The other options reflect longer or shorter time frames that do not align with the legal standards set forth for security licenses in Ontario. Understanding the validity period is essential for security professionals to ensure compliance with licensing regulations and maintain their ability to operate legally within the field.

7. What is customer service in the context of security work?

- A. Ensuring a strict adherence to rules only**
- B. Assisting the public and ensuring a safe, welcoming environment**
- C. Only handling complaints**
- D. Checking identification of all visitors**

In the context of security work, customer service encompasses assisting the public and ensuring a safe, welcoming environment. This means that security personnel not only focus on enforcing rules and maintaining safety but also engage positively with individuals they encounter. By providing support, answering questions, and being approachable, security guards can foster an atmosphere where the public feels secure and valued. This commitment to creating a welcoming environment can lead to better communication between security staff and the public, encouraging individuals to feel comfortable voicing concerns or seeking assistance. Such proactive engagement is critical in security roles as it enhances the overall experience for visitors and helps build trust between the security team and the community they serve. Understanding that customer service in this field is more than mere compliance with regulations or solely addressing problems reinforces the role of security personnel as guardians of both safety and customer satisfaction.

8. Criminal activity documentation is essential for which of the following reasons?

- A. To justify high salaries**
- B. To prepare for litigation potential**
- C. To impress colleagues**
- D. To enhance workplace relationships**

Documenting criminal activity plays a critical role in preparing for potential litigation. This process involves meticulously recording details such as the nature of the incident, the individuals involved, and the context in which the crime occurred. By maintaining comprehensive records, security professionals can create a factual basis that may be necessary for legal actions that could arise from the incident, whether it involves prosecution of offenders or civil proceedings against entities for negligence. Furthermore, proper documentation serves as an official account that can be referenced during investigations or court cases, ensuring that all pertinent details are available to support claims or defenses. This is particularly important because accurate documentation may influence the outcomes of legal cases, thus not only safeguarding the interests of the organization but also ensuring justice is pursued effectively. In contrast, the other reasons do not significantly align with the core purpose of documenting criminal activity. Justifying high salaries or impressing colleagues relates more to workplace dynamics and personal recognition rather than legal preparedness. Similarly, enhancing workplace relationships does not directly connect to the necessity of documentation in relation to criminal activity; instead, it primarily focuses on interpersonal interactions.

9. What term describes a large group gathering that occurs without violence?

A. Mass Gathering

B. Protest

C. Dissent

D. Riot

A large group gathering that occurs without violence is best described as a mass gathering. This term encompasses various types of assemblies, such as festivals, concerts, sporting events, and community gatherings, where individuals come together for a common purpose or enjoyment, typically characterized by peaceful interaction among participants. In contrast, terms like protest, dissent, and riot imply conflict, opposition, or violence. Protests involve expressing objection to certain policies or actions, often with the potential for unrest. Dissent refers to the expression of disagreement or opposition, which can occur vocally or through action, and could lead to conflict depending on the situation. A riot specifically involves violent public disturbances. Therefore, a mass gathering clearly sets itself apart as a peaceful assembly, fitting the definition of a large group coming together without the presence of violence.

10. Under what conditions can security guards use restraints on individuals?

A. If trained in proper techniques

B. Whenever they feel threatened

C. At their supervisor's discretion

D. When a crime is suspected

Security guards are permitted to use restraints on individuals only if they are trained in proper techniques. This ensures that any use of restraint is executed safely and effectively, minimizing the risk of injury to both the individual being restrained and the security guard themselves. Proper training encompasses understanding the legal implications, ethical considerations, and physical skills necessary to apply restraints appropriately. It helps guards distinguish situations where restraint may be necessary versus those where it is not warranted. The necessity of training emphasizes the importance of following established protocols and ensures that the use of restraints adheres to legal and organizational policies. Guards who are trained are better equipped to handle confrontational situations while maintaining a focus on de-escalation and the proper application of force when absolutely necessary. Proper training also provides guards with knowledge about the specific types of restraints that can be safely used and the situations that justify their application.