

Don's Security Services, Inc. (DSS)  
Security Guard Training Academy School Number 150689  
3125 Walden Ave Suite 1  
Depew, New York 14043  
(716) 685-4265 School Director – Donald D. Panzarella  
[www.donssecurityservices.com](http://www.donssecurityservices.com)

*Don's Security Services, Inc. (DSS) developed the Security Guard Training Academy Division in 1992. This division of DSS instructs the required New York State Security Guard Licensing Courses as required by the New York State Division of Criminal Justice Services along with the New York State Department of State - State, Division of Licensing Services, Albany, New York. The Security Guard Act of 1992 **mandates** security guards applicants and/or security guards complete the following required training courses : **Eight Hour Pre-Assignment Training Course, 16 Hour On-the-Job Training Course, 47 Hour Firearms Course for armed officers, 8 Hour Annual In-Service Training Course and the 8 Hour Annual Firearms Training Course for Armed Security Guards.***

*In addition, DSS offers other **non-required training courses** for security officers who wish to seek additional training in topics such as handcuffing, pepper spray, defensive tactics, basic handgun instruction and private investigation training courses. All instructors are New York State Certified as "SECURITY GUARD INSTRUCTORS" and have over 30 years instructional experience teaching in private and law enforcement fields.*

**The following is an information catalog supplied to perspective students regarding courses, school rules, refund policy, attendance requirements and procedures to follow in the event of any complaints.**

- 1. All students **MUST** be pre-registered for ALL training courses offered by DSS.*
- 2. Payments can be made by check, money order or through PayPal using our web site at [www.donssecurityservices.com](http://www.donssecurityservices.com). Cash payments may be made in person at our office.*
- 3. Students **MUST** be present for the entire training course. Any student who misses any portion of the training class maybe offered a chance to make up that portion missed at the next scheduled training date for the same course. Otherwise, the entire course must be completed in order to obtain a certificate. Emergency situations will be reviewed to determine if in fact a true emergency existed and the student will be advised of the necessary criteria for completion.*
- 4. Cost for training may increase as time goes on so it's best to check the website for the most accurate cost associated with the training course of interest.*
- 5. Students will be entitled to a 100% refund any time prior to the start of instruction and 50% refund if the student attends one day and cancels before the second day of the 16 hour O-J-T course. **NO REFUND WILL BE ISSUED ON THE DAY CLASS TRAINING HAS STARTED.** If a student is unable to make the training class after it has started, the student may be issued a credit towards a seat in the **next** training class for the same class which the student enrolled. The student will have **60 days from the date of class which the student missed** to use this credit before it becomes invalid (void).*

6. *Students must pass written examination if it's part of the training course which the student is enrolled in. Any student who fails the examination will be offered a make-up class of **4 hours** of instruction and examination. If the student fails the makeup class, the student must take the course over again until the student passes. (Makeup cost **\$50.00**).*
7. *Students cancelling training will be entitled to a 100% refund any time prior to the start of instruction. Students attending the 47 Hour Firearms training course will be entitled to an 85% refund if the cancellation occurs after the initial deadly physical force training begins, but before instruction begins for the firearms handling safety, proficiency and qualification component of the course. A refund check within be issued one week from the date of class the student registered for. Students using PayPal will be reimbursed through the PayPal refund link which will credit the account the fee came from.*
8. *Students who have training complaint issues will need to contact the school director within 10 days of the training class attended to seek a possible resolution. Any student who feels unsatisfied with this process may contact the Division of Criminal Justice Services, Office of Public Safety in Albany, New York at (518) 457-4135. Students who have complaints regarding licensing issues should seek assistance from the New York State- Department of State, Division of Licensing Services at (518) 457-2667.*
9. *Students who attend any firearms training classes will follow all range and class room rules. Any student deemed to be unsafe, will be removed from the range and or course and no make-up or refund will be offered. Students are required to bring all necessary equipment to complete firearms training or they will not be allowed to participate.*
10. *Students must bring a form of identification to class that contains a photo and signature.*
11. *Students must adhere to a non-fragrance policy at DSS for the comfort of all students. Any odors deemed to be offensive will be grounds to have the student leave the training site. Any misconduct, loud or continued disruptive talking will also not be tolerated. No smoking is permitted in the building.*
12. *All students are expected to act professional at all times while in the training class and or building. Students who violate any laws or serious rules while at DSS will be asked to leave and not return. Students must be 18 years of age to attend. Students with special needs or disabilities must call for arrangements and accommodations in advance.*

### **Course Information;**

The following security guard training courses are required by NYS General Business Law Article 7-A, section 89-n.

#### **8 Hour Pre-Assignment Training Course for Security Guards**

This is an 8 hour course required by New York State as the first step in obtaining a security guard registration card from the New York State Department of State. The course provides the student with a general overview of the duties and responsibilities of a security guard. Topics covered in this course include the role of the security guard, legal powers and limitations, emergency situations, communications and public relations, access control, and ethics and conduct. The passing of an examination is required for successful completion of this course. **The fee for this course is \$65.00** and students will be entitled to a 100% refund any time prior to the start of instruction.

### **16 Hour On- the-Job Training Course for Security Guards**

This is a 16-hour course that must be completed within 90 days of employment as a security guard. The course provides the student with detailed information on the duties and responsibilities of a security guard. Topics covered in this course include the role of the security guard, legal powers and limitations, emergency situations, communications and public relations, access control, ethics and conduct, incident command system, and terrorism. The passing of an examination is required for successful completion of this course. **Fee for this course is \$135.00.**

### **8 Hour Annual In-Service Training Course for Security Guards**

This is an 8-hour course that must be completed within 12 calendar months from completion of the 16 Hour On-the-Job Training Course for Security Guards, and annually thereafter. The course is structured to provide the student with updated and enhanced information on the duties and responsibilities of a security guard. Topics include the role of the security guard, legal powers and limitations, emergency situations, communications and public relations, access control, and ethics and conduct. **Fee for this course is \$65.00.**

### **47 Hour Firearms Training Course for Armed Security Guards**

This is a 47-hour course required by New York State as the first step in obtaining a special armed guard registration card from the New York State Department of State. To attend the course students must possess a valid pistol license pursuant to NY Penal Law Section 400.00 and a valid NYS security guard registration card. The course consists of 7 hours of NYS Penal Law Article 35 (Use of Force/Deadly Physical Force) and 40 hours of range instruction and qualification. To successfully complete the course, the student must pass a written examination on Article 35 and qualify with a handgun. **Fee for this course is \$575.00.** Student will be entitled to an 85% refund if the cancellation occurs after the initial deadly physical force training begins, but before instruction begins for the firearms handling, safety, proficiency, and qualification component of the course. No refund is owed if the student cancels after the above cited firearms handling component instruction has begun.

### **8 Hour Annual Firearms Training Course for Armed Guards**

This is an 8-hour course that must be completed within 12 calendar months from completion of the 47 Hour Firearms Training Course for Armed Guards, and annually thereafter. To attend the course students must possess a valid pistol license pursuant to NY Penal Law Section 400.00 and a valid NYS security guard registration card. The course consists of 3 hours of NYS Penal Law Article 35 (Use of Force/Deadly Physical Force) and 5 hours of range instruction and qualification. To successfully complete the course, the student must pass a written examination on Article 35 and qualify with a handgun. **Fee for this course is \$100.00.**

A DCJS approved security guard training school cannot assess any non-refundable registration fees, cancellation fees, or deposits.

**For other courses of interest, please contact Don's Security Services, Inc. (DSS) (716) 685-4265 and request a brochure be mailed or emailed to you. Also, information can be obtained on our website at [www.donssecurityservices.com](http://www.donssecurityservices.com).**

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**Student Registration Form**

*This registration is an agreement and contract signed between the student and Don's Security Services, Inc. (DSS) (the school). The registration specifies the conditions under which Don's Security Services, Inc. (DSS) will provide instruction to the student. It also specifies the costs a student must pay in order to register in a specific training course or program.*

**\*This is a two sided form which requires a student's signature on the reverse page\***

**A copy of this completed registration agreement will be given to the student upon the students registration, attendance at class or email enrollment. Students completing this form prior to class may mail it to:**

**DSS PO Box 166, Depew, NY 14043.**

Name of Student: \_\_\_\_\_

Course Title: \_\_\_\_\_ Fee Paid \$ \_\_\_\_\_

Date of Training: \_\_\_\_\_ Method of Payment: \_\_\_\_\_

Person Paying: \_\_\_\_\_ Company to be Billed: \_\_\_\_\_

Students Address: \_\_\_\_\_

City/Zip: \_\_\_\_\_ Email address: \_\_\_\_\_

Social Security Number: \_\_\_\_\_ DOB: \_\_\_\_\_

Cell Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_ Other: \_\_\_\_\_

Company Employed by: \_\_\_\_\_

Do you have a Pistol Permit: \_\_\_\_\_

Driver's License Number: \_\_\_\_\_ State of Issuance: \_\_\_\_\_

**Please turn page over and read agreement and policy of  
Don's Security Services, Inc. (DSS)**

It is the policy of Don's Security Services, Inc. (DSS) that **NO REFUND** will be issued on the day of the training class. Students will be entitled to a **100% refund** any time prior to the start of instruction.

Students registering for the 16-hour OJT course will be entitled to a 50% refund if the student cancels before the start of the second 8-hour block of instruction.

Students registering for the 47 hour firearms course will be entitled to an 85% refund if the cancellation occurs after the initial deadly physical force training begins, but before instruction begins for the firearms handling, safety, proficiency, and qualification component of the course.

No refund is owed if the student cancels after the above cited firearms handling component instruction has begun. A DCJS approved security guard training school cannot assess any non-refundable registration fees, cancellation fees, or deposits.

Students can call (716) 685-4265 if they wish to cancel after they have been registered. All efforts will be made to conduct training classes; however, we reserve the right to cancel any class for reasons beyond our control. Most classes, which may get cancelled, will be rescheduled within a one month period, if not sooner.

By my signature, I (student) agree to the conditions of this agreement and acknowledge I have read and received a copy of the School Catalog & Student Advisory Notice.

Student Name: (print clearly) \_\_\_\_\_

Student Signature: \_\_\_\_\_

Date Signed: \_\_\_\_\_

*DSS School Agent/Employee who enrolled student*

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Comments: \_\_\_\_\_

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## Receipt of Payment

Don's Security Services, Inc. (DSS) located at 3125 Walden Ave, Suite 1, Depew, New York 14043 has received payment for the below named student who has registered for security a guard training course provided by DSS.

Student Name: \_\_\_\_\_  
*Print*

Course Title: \_\_\_\_\_

Date of Course: \_\_\_\_\_ FEE PAID: \_\_\_\_\_

Method of Payment: (Check, MO, PayPal, Square, Cash) \_\_\_\_\_

Person or Company who made payment: \_\_\_\_\_

*I have received payment from the student for the course noted above.  
Thank you.*

*Donald D. Panzarella* – Director of Security & Training & Investigations

\_\_\_\_\_  
Signature of DSS Representative

\_\_\_\_\_  
Dated:

D.S.S. Policy