



2026 EDITION

PPO TOOLBOX

A compliance and operations reference for
California's Private Patrol Operators.

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BSIS LICENSING AND COMPLIANCE

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES (BSIS)

The BSIS is the state agency that regulates, licenses, and enforces California's private security industry. Governed by the Department of Consumer Affairs (DCA), the BSIS has worked with CALSAGA over the years to increase professionalism and standardization throughout the industry. Many of CALSAGA's successes are due largely in part to the close working relationship the organization enjoys with past bureau chiefs and current bureau Chief, Lynne Jensen, and her dedicated staff.

CONTACT INFORMATION FOR BSIS

Phone (916) 322-4000 · (800) 952-5210

Email bsis@dca.ca.gov

Web bsis.ca.gov

BreEZe breeze.ca.gov

Mail P.O. Box 989002, West Sacramento, CA 95798-9002 · Office: 2420 Del Paso Rd., Ste. 270, Sacramento, CA 95834

Tip: messaging is the most effective way to reach BSIS. Phone calls are rerouted to a general Department of Consumer Affairs call center. Select "[Message the Bureau](#)" then "Applicant Questions" or the appropriate topic for a direct response.

[BSIS Fact Sheet: Licensing Requirements, Guard Card Applications, and Renewals](#)

BEFORE YOU STAFF A POST

Officers can only be put to work once their Guard Card has actually been issued, not simply applied for. While waiting on the physical card, use the [BSIS Verify a License tool](#) to confirm status, and have the officer carry a printout of their guard card information at all times while working. Before applying, the officer must have completed the 8-hour Power to Arrest / Appropriate Use of Force course and have a LiveScan on file.

SECURITY OFFICER TRAINING REQUIREMENTS

BSIS states: "The course of skills training for registered security guards shall follow the standards prescribed by section 7583.6(b) of the Business and Professions Code," and that "for each course, or series of courses, the institution or company providing the training shall issue a Certificate of Completion to the individual completing the course. The certificate shall identify the course(s) taken, the number of hours of training provided, identification of the issuing entity, name of the individual and instructor and a date, and state that the course(s) comply with the Department of Consumer Affairs' Skills Training Course for Security Guards. The certificate shall be serially numbered for tracking."

[Full List of the BSIS Security Officer Training Requirements](#)

YOUR FIRST-YEAR TRAINING TIMELINE

8

HRS

PRIOR TO APPLYING FOR THE GUARD CARD

Power to Arrest / Appropriate Use of Force, completed through a licensed PPO, TFF, or TFB.

16

HRS

WITHIN 30 DAYS OF GUARD CARD ISSUANCE

8 hours of mandatory courses, choosing two of the four required topics (II.A, II.B, II.C, or II.D), plus 8 hours of elective courses (III. prefixed).

16

HRS

WITHIN 6 MONTHS OF GUARD CARD ISSUANCE

8 hours of mandatory courses, covering the two required topics not completed in the 30 day window, plus 8 hours of electives.

8

HRS

ANNUAL CONTINUING EDUCATION

Due each year on the officer's guard card issuance date; must include 2 hours reviewing Appropriate Use of Force topics.

LEGISLATIVE WATCH: [SB 1203](#)

Senate Bill 1203, if passed, would raise California's current 32-hour initial training requirement to 42 hours and add stricter in-person and de-escalation requirements. Most provisions would not take effect until July 1, 2028 if the bill is signed into law.

CALSAGA TRAINING DATABASE AND CERTIFICATES

All CALSAGA members have access to our CALSAGA Training Database (which creates BSIS-compliant certificates) free of charge. [Learn more about the CALSAGA Training Database](#)

Remember that you are required to have a compliant training certificate for all officer training. This is one of the main items that will be checked should you ever be audited by BSIS. If the officer received training elsewhere and has no certificate (and is not able to obtain one), you are best to repeat the training. They can ask their previous employer for a copy, or you can search the CALSAGA training database system to see if there is any training on file for that officer as well.

COMPLIANCE ALERT

The BSIS has begun issuing citations for firearms re-qualification certificates that do not state the officer is proficient in the use of specified caliber(s), as required by Business and Professions Code §7583.2(e). If you are not using the CALSAGA database, audit your certificates now to confirm they are in compliance before BSIS does it for you.

OFFICER TRAINING FILE SETUP

This is one of the first things BSIS checks in an audit. Set up a file for every officer before they take their first post.

☐ Section 1 — Front of Folder

Employee basics (name, hire date, position) top left. All current BSIS licenses on the right.

☐ Section 3 — Training Certificates

All BSIS-compliant training certificates in chronological order, including Powers to Arrest / Appropriate Use of Force.

☐ Section 2 — Licensing

Current BSIS license printout for the officer. Update every 90 days. Training certificates filed on the right.

☐ Section 4 — Supporting Documents

All additional documentation filed behind the relevant section (LiveScan confirmation, I-9, W-4, etc.).

SAMPLE TRAINING CERTIFICATE



Order training materials: [CALSAGA Security Officer Training Materials](#)

TRAINING MATERIALS

CALSAGA offers security officer training materials that satisfy the requirements of AB 2880, as well as School Security Training materials that satisfy the requirements of SB 1626 and SB 390. CALSAGA's approved Training Facility ID is 2670.

MEAL AND REST BREAKS

CALIFORNIA REST BREAKS

A rest period is a 10 minute paid break.

HOURS WORKED	REST BREAKS
0 – 3:29	0
3:30 – 6:00	1
6:01 – 10:00	2
10:01 – 14:00	3
14:01 – 18:00	4
18:01 – 22:00	5

Source: State of California Department of Industrial Relations

CALIFORNIA MEAL BREAKS

A meal break is a 30 minute uninterrupted unpaid break.

HOURS WORKED	MEAL BREAKS
0 – 5:00	0
5:01 – 10:00	1
10:01 – 15:00	2
15:01 – 20:00	3
20:01+	4

The 5-hour and 10-hour triggers are set by [California Labor Code Section 512](#). Break counts for shifts beyond 15 hours reflect a suggested schedule applying the same 5-hour interval and are offered as a compliance best practice, not a codified requirement.

REST BREAK

10 min
PAID

Cannot be waived. Officer must be relieved of all duties.

MEAL BREAK

30 min
UNPAID

Must be uninterrupted. Officer must be free to leave the premises.

WEEKLY PAY REMINDER

Jaimee Wellerstein, Esq., Bradley + Wellerstein, CALSAGA Legal Advisor

According to [Labor Code Section 201.3](#), you are a "temporary services employer" if you contract with clients/customers to supply workers to perform services for the clients/customers, and:

- 01 Negotiate with clients/customers for matters such as the time and place where the services are to be provided, the type of work, the working conditions, and the quality and price of the services; and

- 02 Determine assignments or reassignments of workers, even if workers retain the right to refuse specific assignments; and

- 03 Retain the authority to assign or reassign a worker to another client or customer when the worker is determined unacceptable by a specific client or customer; and

- 04 Assign or reassign workers to perform services for clients or customers; and

- 05 Set the rate of pay of workers, whether through negotiation; and

- 06 Pay workers from your own account or accounts; and

- 07 Retain the right to hire and terminate workers.

WEEKLY PAY, CONTINUED

In almost every instance, Private Patrol Operators are "temporary service employers." To make matters worse, [Labor Code Section 201.3](#) was amended specifically singling out this industry. It requires that security guards who are working for Private Patrol Operators be paid weekly, regardless of when their assignment ends. Failure to pay security guards accordingly could expose the PPO to serious damages, including Private Attorneys General Act (PAGA) civil penalties.

\$10,300

MAXIMUM PAGA PENALTY EXPOSURE — PER EMPLOYEE, PER YEAR

This reflects maximum exposure before reductions. Under the 2024 PAGA reform (AB 2288), PPOs that are already paying employees weekly may qualify for a 50% penalty reduction. All the more reason to get compliant now.

LESSON LEARNED

If you are not paying your California PPO employees on a weekly payroll system, you are exposing your company to unnecessary liability.

ESSENTIAL CONTRACT TERMS FOR YOUR SECURITY SERVICES AGREEMENTS

Barry A. Bradley, Esq., Bradley + Wellerstein, CALSAGA Legal Advisor

These are just a few of the necessary provisions that should be addressed in any of your service contracts. There are additional areas that can protect your business, but at a minimum, you should make sure you have these basics.

GENERAL STATEMENT OF DUTIES (SCOPE)

Are your duties clear and defined both as to location, post responsibilities, hours, expectations, and especially limitations? Are your officers to use force? Are they just required to observe and report?

TERM OF CONTRACT

When does your service agreement expire? Will it automatically renew? Is termination addressed?

PRICE AND PAYMENT TERMS

Are all service hours defined and invoicing defined?

ATTORNEY'S FEES

If a dispute arises between you and your client (for example, for non-payment), does the prevailing party have a right to recover its reasonable attorney's fees?

DISCLAIMERS

Are you making promises you should not?

INDEMNIFICATION

This is perhaps one of the most vital areas of your agreement. Is it in your favor, or are you giving up the farm?

INSURANCE REQUIREMENTS

Are you providing appropriate insurance coverage? Are you required to name your client as an Additional Insured? Are there exclusions that might apply for which you might not have coverage?

HOW DISPUTES ARE RESOLVED

In the event of a legal dispute with your client, where and how will it be addressed?

SEXUAL HARASSMENT TRAINING REQUIREMENTS

In an effort to assist our CALSAGA membership stay compliant with laws and requirements, CALSAGA developed an interactive, video-on-demand sexual harassment training for both employees (1 hour) and supervisors (2 hours) with CALSAGA's Network Partner, [The Works Consulting](#). The CALSAGA training meets all the requirements of the California legislation. A Training Certificate will be provided to everyone who completes the training and will be emailed to the purchaser of the training upon participant completion.

SB 1343 requires all employers in California with 5 or more employees to provide sexual harassment prevention training to all employees and supervisors. Employers must provide:

2 HRS

SUPERVISORY EMPLOYEES, EVERY 2 YEARS

1 HR

NONSUPERVISORY EMPLOYEES, EVERY 2 YEARS

Newly hired employees must receive the training within 30 days of hire or within their first 100 hours of work, whichever comes first.

SEXUAL HARASSMENT TRAINING, CONTINUED

Sexual Harassment Training is not transferrable between companies, even with a certificate of completion. You are responsible for training all staff as per the guidelines above. Once purchased, the purchaser will immediately receive an email including a link to each training session purchased. One link per employee can be forwarded to those who will complete the training. Once they are finished with the program in its entirety, a certificate will be emailed back to the purchaser, along with a full report on all training purchased, including which keys have been activated and/or completed.

Volume discounts and discounts for CALSAGA members are available. Training can be completed on computer, tablet, or smartphone. Google Chrome is recommended.

CURRENT PRICING

EMPLOYEES	EMPLOYEE (1 HR) MEMBER	EMPLOYEE (1 HR) NON-MEMBER	SUPERVISOR (2 HRS) MEMBER	SUPERVISOR (2 HRS) NON-MEMBER
1–4	\$23/person	\$25/person	\$40/person	\$45/person
5–9	\$22/person	\$24/person	\$35/person	\$40/person
10–49	\$21/person	\$23/person	\$30/person	\$35/person
50+	\$19/person	\$21/person	\$25/person	\$30/person

PURCHASE SEXUAL HARASSMENT TRAINING

THE CALIFORNIAN: THE QUARTERLY NEWSLETTER OF CALSAGA

Need more information like this? The Californian is a high-quality digital quarterly newsletter distributed in February, May, August, and November. [Review all past editions of The Californian](#)

OTHER HELPFUL RESOURCES

Forms, Guides, and Compliance Tools

- [Find out which labor notices you must post](#)
- [Check the status of a LiveScan](#)
- [Print the I-9 form](#)
- [Print the W-4 form](#)
- [Print the Notice to Employee template](#)
- [Guide to Developing Your Workplace Injury & Illness Prevention Program](#)
- [Private Patrol Operator & Qualified Manager Fact Sheet](#)
- [Private Patrol Operator FAQ \(BSIS\)](#)
- [Powers to Arrest and Appropriate Use of Force Manual](#)
- [Active Shooter Preparedness for Security Professionals](#)
- [California Overtime FAQ — Department of Industrial Relations](#)

FOR MANAGEMENT: ONBOARDING NEW HIRES

Effective May 15, 2026, CALSAGA does not process officer certificate requests directly. Let new hires know they should request copies of their training certificates from the entity that trained them. If your company is a CALSAGA member, you can also pull certificates on their behalf through the CALSAGA database. Encourage officers to save their certificates somewhere safe, they'll need them repeatedly throughout their security career.

REFERRALS AND NETWORK PARTNERS

NETWORK PARTNERS PROGRAM

CALSAGA's Network Partners are companies that provide security-specific goods and services to our members to help improve your bottom line. Each Network Partner has pledged their support to the private security industry, demonstrating a commitment to delivering value to members, building relationships with security professionals, and contributing to the growth of the industry.

[Learn more about the CALSAGA Network Partner Program](#) · Interested in becoming a Network Partner?

Contact staff@calsaga.org.



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**FINANCIAL SERVICES
THE POLICE CREDIT UNION**

thepolicecu.org



**SEXUAL HARASSMENT TRAINING
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MEMBER REFERRALS

Referred to members as trusted resources for insurance and legal counsel in the private security industry.

PREFERRED BROKER



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LEGAL ADVISOR



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ABOUT CALSAGA

CALSAGA is the only industry association in California dedicated to advocating on behalf of the security industry in the Legislature and at the Bureau of Security & Investigative Services (BSIS) to make sure your voice is heard. The organization, which was originally started in 1994, has led efforts over the past several years to bring greater accountability in licensing, training, and background screening standards that has made California a national leader in security. From small firms to some of the largest private security companies in the world, our legislative successes are due largely in part to our strength in numbers.

MISSION STATEMENT

"Raise and improve the quality of service and public perception of the security industry by promoting industry growth and providing information, education, improved standards, legislative and regulatory agency advocacy, money-saving benefits, and personal development."

As a membership service association, CALSAGA is dedicated to improving the services of the security industry, representing the professional and business interest of Private Patrol Operators, Proprietary Private Security Employers, Private Security Training Facilities, Private Security Trainers, and their employees.

CALSAGA MEMBERSHIP APPLICATION