

Security industry qualification portfolio

Learners' information



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Public concern and Government initiatives to create a 'safer environment' and address the security threats of terrorism have thrown the spotlight on the private security industry. The new Security Industry Authority for England and Wales (the SIA) sets out to transform the industry and its Licence to Practise are mandatory for many people working in the sector.

City & Guilds - in partnership with leading bodies including Skills for Security, the British Parking Association (BPA), BIIAB, and Maybo - offers the most comprehensive range of qualifications available in this sector. These qualifications not only support the SIA's Licence to Practise, but provide vocational pathways in many other related areas, such as Parking and Conflict Management

This guide gives details of the type and level of qualifications available from City & Guilds to allow you to find the most suitable type of qualification. Our Security portfolio is set out below to enable you to match to the most suitable qualification available to your needs.

Our portfolio covers 6 main occupational areas:

Security Guarding

Qualifications for all types of security guards - from static patrol to dog handling, cash in transit to CCTV operation.

Door Supervision

Qualifications for door supervisors - to support the SIA's Licence to Practise.

Conflict Management

Qualifications for those front-line staff dealing with the public who may encounter violent or threatening behaviour whilst at work.

Close Protection




Qualifications for workers in private close protection roles.

Security Systems

Qualifications for people working with security systems - from intruder alarms to electrical engineering, from CCTV to fire and emergency alarm systems.













Parking and Community Safety

Qualifications for the parking industry - from front-line parking attendants to clerical staff, Community Wardens and other 'accredited persons'.

Qualification title	Type	Levels	Description	City & Guilds number
Security Guarding				
Security Guards  Security Industry Authority Licence to Practise requirement	VRQ	2	With the risk of criminal attack, terrorism and emergency situations, the role of the security officer is becoming ever more important and complex, and the need for training ever more crucial. This qualification is to help both private sector and public sector security officers develop their skills and prepare for the constant challenges they will face in their role.	1902 
Providing Security Services	NVQ	3	Want to prove your competence to perform your job as a security officer? Well this qualification will be just right for you, as it allows you to demonstrate to others that you have the skills and knowledge to do the job right. It covers all the areas which are common to all security officers, while being flexible enough to cover areas specific to each individual's job role through a set of optional units in the following areas: Static and Patrol Guarding; Events Security; Retail Security; Reception Security or Providing Security Services.	1875
Knowledge of the Professional Security Officer	VRQ	2	Work or want to work as a professional Security Officer? Well this comprehensive distance learning programme has been designed to be used either within a structured company training and qualifications plan, or for self-tuition, and leads to the examination - Level 2 Certificate of Knowledge for the Professional Security Officer. This certificate can then be used to prove your knowledge and skills of the role of a retail Security Officer to current/future employer(s).	7295
Door Supervision				
Door Supervision  Security Industry Authority Licence to Practise requirement	VRQ	2	If you work as a door supervisor in England or Wales you need to hold a Licence to Practise from the SIA and in order to obtain this Licence, you will need to hold a qualification approved by the SIA. This qualification, developed jointly with BIIAB - approved by the SIA - will help you obtain your Licence.	1900

In association with:



	Qualification title	Type	Levels	Description	City & Guilds number
	Conflict Management				
In association with:  The SAFER Approach	Conflict Management	VRQ	2	In many jobs, you could find yourself faced with customers or members of the public who become aggressive or even violent. This qualification will help you recognise when a situation is becoming confrontational and take steps to diffuse and calm the situation. It is appropriate for anyone who may encounter such situations in the workplace, such as those working in the security, care, transport or education sectors.	1884 
In association with:  The SAFER Approach	Certificate for Deliverers of Conflict Management Training	VRQ	3	The SIA has specified Conflict Management training and assessment as a requirement for licensing for all security operatives who interface with the general public. Trainers who deliver Conflict Management training for the qualifications for Licensing will be required to hold an SIA endorsed and QCA accredited qualification in the delivery of scenario based Conflict Management.	1886 
	Close Protection				
 Security Industry Authority Licence to Practise requirement	Close Protection	VRQ	3	Do you want a job that's really interesting? Well, close protection is about as interesting as you can get: high-profile employers, foreign travel and real responsibility. It's not the easiest job you could choose - not by a long way - but if you have this qualification then you will have real proof of your skills.	1903 
	Security Systems				
 Security Industry Authority Licence to Practise requirement	CCTV (Personal Surveillance Systems)	VRQ	2	Do you want a job where you help keep people safe and prevent crime? If you do, then working as a CCTV operator definitely fits the bill. As the use of CCTV widens, this is a role which is becoming much more professional, so employers are looking for people with qualifications like these. This forms part of the SIA requirement.	1904 
	Providing Security and Emergency Alarm Systems	NVQ	2/3	This qualification is aimed at engineers employed in the systems engineering sector of the security industry and provides on-the-job training and assessment. The qualification is broken down into five main areas: technical support, installation, maintenance, sales/customer support, and supervision.	1882
	Knowledge of Security and Emergency Alarm Systems	VRQ	3	This qualification provides the theoretical knowledge needed by engineers in the systems engineering sector of the security industry. The qualification is broken down into four main areas (intruder alarms, access control, electrical principles and fire detection and alarms), which can be taken individually or altogether.	1852 
	Parking and Community Safety				
In association with: 	Parking Attendants	VRQ	2	This qualification, developed in association with the British Parking Association, is designed to provide coherent and consistent training for parking attendants, regardless of where they are in the country. It is suitable for both new recruits and existing attendants who may need top-up training. Assessment of the learning of this qualification is completed by one multiple choice online assessment.	1885 
In association with: 	Controlling Parking Areas	NVQ	2	This NVQ is designed for people already working as parking attendants and will help you prove you are competent in your job. It's ideal for both private or public car-parking-space attendants (eg shopping centres, hospitals) and helps you to demonstrate that you have the skills and knowledge to do the job. It covers areas such as: customer service; safely clamping and removing clamps; taking and processing payments; Health and Safety; and parking legislation.	1876
	Parking Management / Supervision	NVQ	3	This qualification is aimed at parking attendants in a supervisory role. If that is you it will cover areas such as: contribute to the control of quality and resources, provide guidance to colleagues and control risks. Achieving this qualification allows you to prove that you are competent and possess the skills and knowledge to perform this role.	1879

Qualification title	Type	Levels	Description	City & Guilds number
Parking and Community Safety...cont.				
Parking Clerical	NVQ	3	The qualification contains activities associated with receiving, processing and granting applications for special parking bays (e.g. disabled, doctors), along with technical sections such as procedural knowledge that administrative staff in the parking sector need.	1873
Community Wardens	NVQ	2	This qualification is designed for community wardens, neighbourhood wardens and street wardens and will allow you to demonstrate that you have the skills and knowledge to do the job. Areas covered by this City & Guilds NVQ are: supporting community needs; developing customer relationships; and receiving and providing information within the community.	1878
Community Safety for Accredited Persons	VRQ	2	This brand new qualification is aimed at anyone who has an interest in maintaining safety within their community and is designed for anyone who is eligible to be accredited under community safety accreditation schemes.	1905



Choosing the right type of qualification

Type	Description
NVQ	National Vocational Qualification This is a qualification for people who can demonstrate at work a level of skill and knowledge for a particular type of occupation. It suits people who prefer to learn on the job.
SVQ	Scottish Vocational Qualification SVQs (Scottish Vocational Qualifications) are the Scottish equivalent of NVQs.
VRQ	Vocationally Related Qualification This is a type of qualification for learners who complete a training programme and successfully show they have knowledge and practical skills in a particular vocational subject area. This suits learners who want to cover the underlying knowledge as well as the practical skills of a subject on a taught course - for example at a college. Courses for VRQs vary in length from short entry level courses of 60 hours to level 3 courses (advanced) of 300 hours. Many of City & Guilds' VRQs are accepted as the Technical Certificate requirement of a Modern Apprenticeship.

Choosing the right level of qualification

NVQ Level	Description
4	Managerial, Professional Complex technical or professional work with a substantial degree of personal autonomy and responsibility. May include responsibility for the work of others and allocation of resources
3	Advanced Application of knowledge in a broad range of work activities, most of which are complex and non-routine. May include supervision of others.
2	Intermediate Range of varied work activities, some of which will be complex or non-routine and would demand a degree of individual autonomy and responsibility.
1	Foundation Mainly routine or predictable activities

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Key to symbols



Qualifications marked with this symbol are SIA Licence to Practise areas. To work legally within these areas, you **must** hold a valid Licence to Practise from the SIA. To obtain a relevant licence you must achieve the relevant qualification.



Qualifications marked with this symbol are assessed in some way by GOLTA (Global on-line assessment). On-line and on-demand testing 24 hours a day, 365 days a year, worldwide. The most reliable, safe and secure e-testing.

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