

Licence to Practise in the Private Security Sector (1892-01/02/03)



Qualification handbook for centres

Level 2 Award in Security Guarding (500/7937/2)

Level 2 Award in CCTV Operations (Public Space Surveillance)
(500/7990/6)

Level 2 Award in Door Supervision (500/9534/1)

Level 2 Award for Upskilling Door Supervisors
(600/6116/9)

Level 3 Certificate in Close Protection (500/8076/3)

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Level 2 Award in Security Guarding	1892/01	500/7937/2
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Level 3 Certificate in Close Protection	1892-02	500/8076/3

Version and date	Change detail	Section
1.3 Dec 2011	Assessment methods amended to match Walled Garden	4.1
1.4 Mar 2012	Correction on Unit number – changed from 007 to 014	Units
2.0 Jun 2012	New single unit qualification added titled Level 2 Award for Upskilling Door Supervisors	Front page Insert page Section 1
3.0 June 2012	New qualification entry	Throughout handbook
4.0 January 2013	Centre requirements from the SIA Unit aim SIA centre and licence requirements	Centre requirements Unit 014 aim Created new Appendix
5.0 February 2013	Practical assessments removed and put into separate Assessment pack	4.2

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Contents

1	Introduction to the qualification	5
2	Centre requirements	8
3	Units	11
Unit 001	Working in the private security industry	12
Unit 002	Working as a security officer	20
Unit 003	Working as a CCTV operator	29
Unit 004	Conflict Management for the Private Security Industry	36
Unit 005	Working as a Door Supervisor	42
Unit 006	Practical Operation of CCTV Equipment	51
Unit 014	Physical Intervention Skills for the Private Security Industry	54
Unit 008	Working as a Close Protection Operative	61
Unit 201	Safety Awareness for Door Supervisors	82
4	Assessments	86
4.1	Summary of assessment methods	86
5	Assessments	88
5.1	Test specifications	88
5.2	Initial assessment and induction	92
5.3	Recommended delivery strategies	93
Appendix 1	SIA centre approval and licence requirements	94
Appendix 2	Sources of general information	97

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1 Introduction to the qualification

This document contains the information that centres need to offer the following qualifications:

Qualification title(s) and level(s)	City & Guilds qualification number(s)	Ofqual accreditation number	Last registration date	Last certification date
Level 2 Award in Security Guarding	1892-01	500/7937/2	31/12/2013	31/12/2015
Level 2 Award in CCTV Operations (Public Space Surveillance)	1892-01	500/7990/6	31/12/2013	31/12/2015
Level 2 Award in Door Supervision	1892-01	500/9534/1	31/12/2013	31/12/2015
Level 2 Award for Upskilling Door Supervisors	1892-03	600/6116/9	31/12/2013	31/12/2015
Level 3 Certificate in Close Protection	1892-02	500/8076/3	31/12/2013	31/03/2014
Level 2 Award for Upskilling Door Supervisors	1892-03	900/6116-9	31/12/2013	31/12/2015

This qualification is intended for candidates who work or want to work as CCTV Operators, Security Officers or Close Protections Operatives in the private security industry and require an SIA licence to practice. It replaces the City & Guilds Level 2 Certificate in CCTV 1904, Level 2 in Security Guarding 1902, and Level 3 Certificate in Close Protection 1903 and Level 2 National Certificate for Door Supervisors 1900.

This qualification was developed in association with SIA, BIIAB, City & Guilds, EDEXCEL, EDI and NOCN.

Qualification structure

Level 2 Award in Security Guarding

To achieve the Level 2 Award in Security Guarding, candidates must achieve 3 credits from the following 3 mandatory units

Accreditation unit reference	City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	Credit value
M/600/5174	001	Working in the private security industry	Mandatory	1

L/600/6705	002	Working as a security officer	Mandatory	1
K/600/6310	004	Conflict management for the private security industry	Mandatory	1

Level 2 Award in CCTV operations (Public Space Surveillance)

To achieve the Level 2 Award in CCTV Operations (Public Space Surveillance), candidates must achieve 4 credits from the following 3 mandatory units

Accreditation unit reference	City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	Credit value
M/600/5174	001	Working in the private security industry	Mandatory	1
A/600/7381	003	Working as a CCTV operator	Mandatory	2
M/600/7388	006	Practical operation of CCTV equipment	Mandatory	1

Level 2 Award in Door Supervision

To achieve the Level 2 Award in Door Supervision, candidates must achieve 4 credits from the following 4 mandatory units

Accreditation unit reference	City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	Credit value
M/600/5174	001	Working in the private security industry	Mandatory	1
K/600/6310	004	Conflict management for the private security industry	Mandatory	1
K/600/6307	005	Working as a Door Supervisor	Mandatory	1
R/600/6303	014	Physical Intervention Skills for the Private Security Industry	Mandatory	1

Level 2 Award for Upskilling Door Supervisors

To achieve the Level 2 Award for Upskilling Door Supervisors, candidates must achieve 1 credit from the mandatory unit in the table below

Accreditation unit reference	City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	Credit value
J/504/0678	201	Safety awareness for door supervisors	Mandatory	1

Level 3 Certificate in Close Protection

To achieve the Level 3 Certificate in Close Protection, candidates must achieve 16 credits from the following mandatory units.

Accreditation unit reference	City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	Credit value
Y/600/7565	008	Working as a close protection operative	Mandatory	16
Y/600/7565	108	Level 3 Working as a Close Protection Operative (Practical)	Mandatory	0

Results or Centre Assessed entries can be ordered via the Walled Garden, by using EDI, or by completing a Form S. When ordering using Form S, tick the transaction type 'Results'.

Opportunities for progression

There are a wide variety of qualifications which learners can undertake after completing this qualification. For further information please visit the City & Guilds website at www.cityandguilds.com

Level 2 Award for Upskilling Door Supervisors

To achieve the Level 2 Award for Upskilling Door Supervisors, candidates must achieve 2 credits from the following 2 mandatory units

Accreditation unit reference	City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	Credit value
J/504/0678	201	Level 2 Award for Upskilling Door Supervisors	Mandatory	1
R/600/6303	014	Physical Intervention Skills for the Private Security Industry	Additional	1

2 Centre requirements

This section outlines the approval processes for Centres to offer these qualifications and any resources that Centres will need in place to offer the qualifications including qualification-specific requirements for Centre staff.

Centres already offering City & Guilds qualifications in this subject area

Centres approved to offer the following qualifications

1902 Level 2 Certificate for Security Guards
1903 Level 3 Certificate in Close Protection
1904 Level 2 Certificate for CCTV Operators

will receive automatic approval on City & Guilds systems to offer the following qualifications

1892-01 Level 2 Award in Security Guarding
1892-02 Level 2 Award in CCTV Operations (Public Space Surveillance)
1892-02 Level 3 Certificate in Close Protection
1892-03 Level 2 Award for Upskilling Door Supervisors

Due to the changes in trainer requirements for Physical Intervention centres wishing to offer the 1892-01 Level 2 Award in Door Supervision will need to go through additional approval.

Centre and scheme approval

Centres not already offering the above qualifications will have to use the standard qualification approval process. New centres must apply for centre and scheme approval.

Full details of the process for both centre and scheme approval are given in Providing City & Guilds qualifications – a guide to centre and scheme approval, which is available from the City & Guilds website at www.cityandguilds.com

Approved centres must only offer approved training programmes in physical intervention and approval for training materials must be sought from an SIA endorsed awarding organisation.

In addition to programme requirements the SIA require centres who deliver Physical Intervention to have specific insurance as follows

Employers Liability
Public Liability
Professional Indemnity

In order to ensure that the insurance cover is 'fit for task', it should specify inclusion of the activities carried out. In this case under 'business activity' on the insurance documentation it **must** state cover for 'training physical intervention'.

Trainer Requirements

The following trainer requirements relate to

Level 2 Award in Security Guarding
Level 2 Award in CCTV Operations (Public Space Surveillance)
Level 3 Certificate in Close Protection

All trainers delivering SIA licence-linked qualifications are required to hold the 'Preparing to Teach in the Lifelong Learning Sector' (PTLLS) or a recognised equivalent and/or higher level teaching qualification.

All trainers delivering scenario-based conflict management training for the SIA licence-linked qualifications are required to hold an NQF or QCF Level 3 qualification in the delivery of conflict management training. These include:

- Edexcel Level 3 BTEC Certificate in Conflict Management Training
- City & Guilds Level 3 Certificate for Deliverers of Conflict Management Training

Physical Intervention trainers

Trainers wishing to deliver the Physical Intervention Skills for the Private Security Industry will also need to hold a valid and current form of certification that qualifies them to deliver non-pain compliant escorting and disengagement skills as stated within the qualification and the SIA document 'Specification for Learning and Qualifications for Physical Intervention. More information can be found on the SIA website. www.sia.homeoffice.gov.uk

Venue requirements

Training venues must be risk assessed for suitability for physical intervention training. Venues will need to be assessed for each training episode. Approved centres are responsible for maintaining and updating assessment documentation.

Centres are required to have in place a policy and procedures in relation to risk assessment.

Physical skills training must take place in safe conditions, as regards:

- size and suitability of training rooms
- **ratio of trainers to learners (1 trainer to 12 learners)**

For full details see Appendix 1.

Centre profile for on-line assessment system (e-volve)

Centres will also be required to set up a profile to become a user of the on-line assessment system (Evolve). This is a simple process which has to be done only once. Centres will then be able to add additional scheme to the profile as required.

Full details of requirements and the procedures are contained in the publication Centre Guide to Global On-line Assessment and on our website www.cityandguilds.com

Course design

Teachers/assessors should familiarise themselves with the structure and content of the award before designing and appropriate course.

City & Guilds does not itself provide course of instruction. As long as the requirements for the award are met, teachers/assessors may design courses of study in any way that they feel best meets the needs and capability of the candidates. Centres may wish to introduce other topics as

part of the programme, which will not be assessed through the qualification e.g. to meet local or organisational needs

It is recommended that centres cover the following in the delivery of the course, where appropriate

- Health and Safety considerations, in particular the need to impress to candidates that they must preserve the health and safety of others as well as themselves
- Key Skills/Core Skills (such as Communication, Application of Number, Information Technology)
- Environmental education, related European issues
- Spiritual, moral, ethical, social and cultural issues

Programme Approval

Centres approved to deliver Door Supervision and specifically the Physical Intervention unit can **only** use/deliver an Awarding Body Approved Training Programme. An application form is attached for those centres who wish to gain approval to deliver their own Physical Intervention programme. These forms should be completed and returned to your regional office.

Those centres that do not have or do not wish to use their own programme **must** purchase one from the list of approved organisations on the SIA website **www.sia.homeoffice.gov.uk**

Applying for licenses

For SIA license requirements please visit **<http://www.sia.homeoffice.gov.uk/Pages/training-ds.aspx>** for full details see Appendix 1.

To request Candidate Information forms please email **centresupport@cityandguilds.com**

Candidate entry requirements

No specific prior qualifications, learning or experience are required for candidates undertaking this qualification. However due to the nature of the learning and assessment for this qualification it is essential that candidates possess basic literacy and numeracy skills.

Age restrictions

This qualification is not suitable for candidates under the age of 18.

3 Units

Availability of units

The units for this qualification follow.

The learning outcomes and assessment criteria are also viewable on the National Database of Accredited Qualifications (NDAQ) www.accreditedqualifications.org.uk

Structure of units

The units in this qualification are written in a standard format and comprise the following:

- City & Guilds reference number
- title
- level
- credit value
- unit aim
- learning outcomes
- Guided learning hours
- relationship to NOS, other qualifications and frameworks
- endorsement by a sector or other appropriate body
- Key skills
- notes for guidance
- assessment

Unit 001

Working in the private security industry

Level: 2

Credit value: 1

Unit aim

This unit is intended for people who want to work in the private security industry and who require a Security Industry Authority (SIA) licence to practise. It covers those areas of content that are common across different sub-sectors at Level 2: door supervision; security guarding, CCTV operations; vehicle immobilisation; and cash and valuable in transit.

Learning outcomes

There are **six** learning outcomes in this unit. The candidate will:

- 1 Know the purpose and main features of the private security industry
- 2 Understand the legislation that is relevant to people working in the private security industry
- 3 Understand relevant aspects of health and safety in the workplace
- 4 Know how to apply the principles of fire safety
- 5 Know how to deal with non-fire related workplace emergencies
- 6 Understand the principles of effective communication and customer care in the private security industry

Guided learning hours

It is recommended that **10** hours should be allocated for this unit. This may be on a full-time or part-time basis.

Details of the relationship between the unit and relevant national occupational standards

This unit provides full coverage of the Security Industry Authority (SIA) document 'Specification for Learning and Qualifications for Common Security Industry Knowledge'. It therefore meets the SIA requirement to contribute to a licence-linked qualification.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Security.

Key Skills

This unit may help candidates to gain confidence in, and possibly generate portfolio evidence for, the following Key Skills:

- Application of Number
- Communication
- Information and Communication Technology
- Improving Own Learning and Performance
- Problem Solving
- Working with Others

Assessment

This unit will be assessed by:

- Multiple choice examination

Unit 001

Working in the private security industry

Outcome 1

Know the purpose and main features of the private security industry

Assessment criteria

The learner can:

- 1.1. Define the main purposes of the private security industry
- 1.2. Identify different sectors and career opportunities within the private security industry
- 1.3. State the main aims of the Private Security Industry Act
- 1.4. Identify the main functions of the Security Industry Authority and other key bodies within the private security industry
- 1.5. Describe the main qualities required by security industry operatives

Current legislation

Employment law, National laws, Human Rights Act, Data Protection Act, The Disability Discrimination Act

Legal framework

Disclosure, insurance, codes of ethics, medical ethics, moral and ethical conduct, licensing

Unit 001

Working in the private security industry

Outcome 2

Understand the legislation that is relevant to people working in the private security industry

Assessment criteria

The learner can:

- 2.1. Identify the differences between civil and criminal law
- 2.2. Identify aspects of human rights legislation that are relevant to the private security industry
- 2.3. State the data protection principles outlined in data protection legislation
- 2.4. Describe types of discrimination that can occur in the workplace
- 2.5. Identify how equal opportunities legislation applies in the workplace

Current legislation

Employment law, National laws, Human Rights Act, Data Protection Act, The Disability Discrimination Act

Legal framework

Disclosure, insurance, codes of ethics, medical ethics, moral and ethical conduct, licensing

Unit 001

Working in the private security industry

Outcome 3

Understand relevant aspects of health and safety in the workplace

Assessment criteria

The learner can:

- 3.1. Outline the importance of health and safety in the workplace
- 3.2. Identify the main responsibilities of employees, employers and the self employed under health and safety legislation
- 3.3. Identify ways of minimising risk to personal safety and security
- 3.4. Identify typical hazards in the workplace
- 3.5. Describe safe methods of manual handling
- 3.6. Identify commonly used safety signs
- 3.7. Describe appropriate reporting procedures for accidents and injuries

Unit 001

Working in the private security industry

Outcome 4

Know how to apply the principles of fire safety

Assessment criteria

The learner can:

- 4.1. Identify the three components that must be present for fire to exist
- 4.2. Describe how fire can be prevented
- 4.3. Identify fires by their classification
- 4.4. Identify the types and use of fire extinguishers and fire fighting equipment
- 4.5. State appropriate responses on discovering a fire.
- 4.6. Explain the importance of understanding fire evacuation procedures

Unit 001

Working in the private security industry

Outcome 5

Know how to deal with non-fire related workplace emergencies

Assessment criteria

The learner can:

- 5.1. Define the term 'emergency' when used in the workplace
- 5.2. Identify types of workplace emergencies
- 5.3. Identify appropriate responses to workplace emergencies
- 5.4. Outline the procedures for dealing with bomb threat warning calls
- 5.5. Identify appropriate responses to situations requiring first aid.

Unit 001

Working in the private security industry

Outcome 6

Understand the principles of effective communication and customer care in the private security industry

Assessment criteria

The learner can:

- 6.1. Describe the elements of the communication process
- 6.2. Identify methods of verbal and non-verbal communication
- 6.3. Identify common barriers to communication
- 6.4. State the importance of effective communication in the workplace
- 6.5. Identify different types of customers and how their needs can vary.
- 6.6. Describe the principles of customer care

Unit 002

Working as a security officer

Level: 2

Credit value: 1

Unit aim

This unit is intended for people who want to work in the private security industry and who require a Security Industry Authority (SIA) licence to practise. It covers the knowledge and understanding for areas that are relevant to the role of a security officer.

Learning outcomes

There are **seven** learning outcomes in this unit. The candidate will:

- 1 Understand the role of a security officer within the private security industry
- 2 Understand the importance of, and reasons for, patrolling
- 3 Understand how to control access to and egress from a site
- 4 Understand basic search procedures
- 5 Understand the purpose and function of different types of technology, security and monitoring systems in the security environment
- 6 Understand the law and its relevance to the role of a security officer
- 7 Understand the importance and purpose of reporting and record keeping

Guided learning hours

It is recommended that **8** hours should be allocated for this unit. This may be on a full-time or part-time basis.

Details of the relationship between the unit and relevant national occupational standards

This unit provides full coverage of the Security Industry Authority (SIA) document 'Specification for Core Learning and Qualifications for Security Guarding'. It therefore meets the SIA requirement to contribute to a Licence-linked qualification.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Security.

Key Skills

This unit may help candidates to gain confidence in, and possibly generate portfolio evidence for, the following Key Skills:

- Application of Number
- Communication
- Information and Communication Technology
- Improving Own Learning and Performance
- Problem Solving
- Working with Others

Assessment

This unit will be assessed by:

- Multiple choice examination

Unit 002

Working as a security officer

Outcome 1

Understand the role of a security officer within the private security industry

Assessment criteria

The learner can:

- 1.1. Identify the main responsibilities of a security officer
- 1.2. Identify the purposes of assignment instructions
- 1.3. List items of equipment needed when on duty
- 1.4. Explain the term 'confidentiality' within the context of a security officer's responsibilities
- 1.5. Identify the purposes of control rooms

Unit 002

Working as a security officer

Outcome 2

Understand the importance of, and reasons for, patrolling

Assessment criteria

The learner can:

- 2.1. Identify the types and purposes of different patrols
- 2.2. Identify actions that should be taken before starting a patrol
- 2.3. Describe patrolling procedures and techniques
- 2.4. State the equipment required for patrolling
- 2.5. Explain the importance of vigilance and using local and site knowledge when patrolling

Unit 002

Working as a security officer

Outcome 3

Understand how to control access and egress to a site

Assessment criteria

The learner can:

- 3.1 Identify the purposes of access and egress control
- 3.2 Identify duties of a security officer when using different methods of access and egress control
- 3.3 State the powers and identification requirements of statutory agencies

Current legislation

Employment law, National laws, Human Rights Act, Data Protection Act, The Disability Discrimination Act

Legal framework

Disclosure, insurance, codes of ethics, medical ethics, moral and ethical conduct, licensing

Unit 002

Working as a security officer

Outcome 4

Understand basic search procedures

Assessment criteria

The learner can:

- 4.1. List the conditions that have to be in place before searching can be carried out
- 4.2. Identify the different types of search
- 4.3. State the correct procedures for carrying out personal and vehicle searches
- 4.4. State actions to be taken in the event of a refusal to be searched
- 4.5. State the information to be recorded in search documentation

Unit 002

Working as a security officer

Outcome 5

Understand the purpose and function of different types of technology, security and monitoring systems in the security environment

Assessment criteria

The learner can:

- 5.1. Identify the types and main purposes of security and monitoring technology
- 5.2. Identify the main features of security, monitoring and emergency systems
- 5.3. Identify alarm system operator controls and indicators
- 5.4. List actions to be taken in response to alarm activations
- 5.5. State the meaning of the term 'false alarm'

Unit 002

Working as a security officer

Outcome 6

Understand the law and its relevance to the role of a security officer

Assessment criteria

The learner can:

- 6.1. Identify relevant legislation
- 6.2. State the correct procedure to be used when dealing with a trespasser
- 6.3. Identify arrest procedures
- 6.4. Identify what is meant by the reasonable use of force
- 6.5. List the different types of evidence
- 6.6. State the actions to be taken when preserving evidence
- 6.7. Identify reporting procedures following a crime

Current legislation

Employment law, National laws, Human Rights Act, Data Protection Act, The Disability Discrimination Act

Legal framework

Disclosure, insurance, codes of ethics, medical ethics, moral and ethical conduct, licensing

Unit 002

Working as a security officer

Outcome 7

Understand the importance and purpose of reporting and record keeping

Assessment criteria

The learner can:

- 7.1. List the different types of records relevant to the role of a security officer
- 7.2. Identify the do's and don'ts of report writing
- 7.3. State the importance of an incident report
- 7.4. Identify the information to be recorded in an incident report
- 7.5. identify the do's and don'ts of keeping a notebook
- 7.6. use the NATO phonetic alphabet

Unit 003

Working as a CCTV operator

Level: 2

Credit value: 2

Unit aim

This unit is intended for people who want to work in the private security industry and who require an SIA licence to practice. It covers the knowledge and understanding areas that are relevant to the role of a CCTV operator.

Learning outcomes

There are **six** learning outcomes in this unit. The candidate will:

- 1 Understand CCTV Codes of Practice, Operational Procedures and Guidelines
- 2 Understand relevant legislation and how it impacts on CCTV operations
- 3 Understand the roles and responsibilities of the CCTV operator and other CCTV staff
- 4 Understand the characteristics of a CCTV system
- 5 Understand how to make effective use of CCTV equipment
- 6 Understand emergency procedures in the CCTV control room

Guided learning hours

It is recommended that **14** hours should be allocated for this unit. This may be on a full-time or part-time basis.

Details of the relationship between the unit and relevant national occupational standards

This unit provides full coverage of the Security Industry Authority (SIA) document 'Specification for Core Learning and Qualifications for CCTV Control Room Operators (PSS)'. It therefore meets the SIA requirement to contribute to a licence-linked qualification.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SIA and Skills for Security.

Key Skills

This unit may help candidates to gain confidence in, and possibly generate portfolio evidence for, the following Key Skills:

- Application of Number
- Communication
- Information and Communication Technology
- Improving Own Learning and Performance
- Problem Solving
- Working with Others

Assessment

This unit will be assessed by:

- Multiple choice examination

Unit 003

Working as a CCTV operator

Outcome 1

Understand CCTV codes of practice, operational procedures and guidelines

Assessment criteria

The learner can:

- 1.1 Identify the purpose of codes of practice, operational procedures and guidelines
- 1.2 Identify the impact of codes of practice, operational procedures and guidelines on CCTV operations
- 1.3 Identify the value of codes of practice, operational procedures and guidelines to partners, agencies and public
- 1.4 Explain the term “confidentiality” as it applies to the role of a CCTV operator
- 1.5 State why the control room is kept as a secure environment
- 1.6 Identify the key features of access control systems
- 1.7 State the requirements for dealing with authorised and unauthorised visitors to the CCTV control room
- 1.8 Describe the operator’s responsibilities within the SIA Standards of Behaviour for CCTV Operators

Current legislation

Employment law, National laws, Human Rights Act, Data Protection Act, The Disability Discrimination Act

Legal framework

Disclosure, insurance, codes of ethics, medical ethics, moral and ethical conduct, licensing

Unit 003

Working as a CCTV operator

Outcome 2

Understand relevant legislation and how it impacts on CCTV operations

Assessment criteria

The learner can:

- 2.1 Identify how Data Protection legislation impacts on the role of the CCTV operator
- 2.2 Identify how Human Rights legislation impacts on the role of the CCTV operator
- 2.3 State how the main provisions of Regulation of Investigatory Powers legislation impact on CCTV operations
- 2.4 Identify the different types of surveillance described by the Regulation of Investigatory Powers legislation
- 2.5 Identify authorisation levels required for surveillance operations under the Regulation of Investigatory Powers legislation
- 2.6 Explain the main provisions of Freedom of Information legislation
- 2.7 State how Freedom of Information legislation differs from Data Protection legislation
- 2.8 Identify how Display Screen Regulations impact on the role of the CCTV operator
- 2.9 Identify the sources, key indicators and means of alleviating stress

Current legislation

Employment law, National laws, Human Rights Act, Data Protection Act, The Disability Discrimination Act

Legal framework

Disclosure, insurance, codes of ethics, medical ethics, moral and ethical conduct, licensing

Unit 003

Working as a CCTV operator

Outcome 3

Understand the roles and responsibilities of the CCTV operator and other CCTV staff

Assessment criteria

The learner can:

- 3.1 Describe the purpose of a CCTV system
- 3.2 Identify the main roles and responsibilities within a typical CCTV control room team
- 3.3 State the importance of accurate and timely communication up and down the reporting chain
- 3.4 Explain the importance of the passage of information between the team and other agencies
- 3.5 Explain the importance of the continuity of evidence
- 3.6 Identify the responsibilities of the operator to produce statements and give evidence in court
- 3.7 State the importance of accurate and detailed note taking and record keeping

Unit 003

Working as a CCTV operator

Outcome 4

Understand the characteristics of a CCTV system

Assessment criteria

The learner can:

- 4.1 Identify the main components of the CCTV system
- 4.2 Describe the main types of CCTV cameras and mountings
- 4.3 Describe how technologies such as ANPR, Biometrics, Visual Recognition, Digital Recording are used with CCTV equipment
- 4.4 Explain the importance of dedicated communication links with third parties

Current legislation

Employment law, National laws, Human Rights Act, Data Protection Act, The Disability Discrimination Act

Legal framework

Disclosure, insurance, codes of ethics, medical ethics, moral and ethical conduct, licensing

Unit 003

Working as a CCTV operator

Outcome 5

Understand how to make effective use of CCTV equipment

Assessment criteria

The learner can:

- 5.1 Identify the main types of incidents that a CCTV operator may assist with
- 5.2 Identify typical crime hot spot locations
- 5.3 Describe how local crime and disorder issues affect CCTV operations
- 5.4 Explain how CCTV operators interact with third parties during an incident
- 5.5 Identify the appropriate options available to the CCTV operator when the law is broken
- 5.6 Identify typical ways in which the CCTV operator can assist the statutory enforcement agencies
- 5.7 Describe how to recognise an Improvised Explosive Device (IED)
- 5.8 Explain how CCTV can assist external agencies during a bomb alert
- 5.9 Explain the reasons for and methods of target selection including equality issues

Unit 003

Working as a CCTV operator

Outcome 6

Understand emergency procedures in the CCTV control room

Assessment criteria

The learner can:

- 6.1 State actions to be taken in the event of an access control systems failure
- 6.2 State the actions to be carried out following receipt of a telephone call warning of a bomb in the CCTV control room
- 6.3 State the actions to be taken if a suspicious object is found in the CCTV control room
- 6.4 State the actions to be carried out if an evacuation is ordered
- 6.5 State the procedures to be followed on re-occupying the CCTV control room after an evacuation

Unit 004

Conflict Management for the Private Security Industry

Level: 2

Credit value: 1

Unit aim

This unit is intended for people who want to work in the private security industry and who require an SIA licence to practise. It covers the knowledge and understanding for areas that are relevant to front line roles.

Learning outcomes

There are **five** learning outcomes in this unit. The candidate will:

- 1 Understand the principles of conflict management appropriate to their role
- 2 Understand how to recognise, assess and reduce risk in conflict situations
- 3 Understand how to communicate effectively in emotive situations and de-escalate conflict
- 4 Understand how to develop and use problem solving strategies for resolving
- 5 Understand good practice to follow after conflict situations

Guided learning hours

It is recommended that **8** hours should be allocated for this unit. This may be on a full-time or part-time basis.

Details of the relationship between the unit and relevant national occupational standards

This unit provides full coverage of the Security Industry Authority (SIA) document 'Specification for Core Learning and Qualifications for Conflict Management'. It therefore meets the SIA requirement to contribute to a licence-linked qualification.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Security.

Key Skills

This unit may help candidates to gain confidence in, and possibly generate portfolio evidence for, the following Key Skills:

- Application of Number
- Communication
- Information and Communication Technology
- Improving Own Learning and Performance
- Problem Solving
- Working with Others

Assessment

This unit will be assessed by:

- Multiple choice examination

Unit 004

Conflict Management for the Private Security Industry

Outcome 1

Understand the principles of conflict management appropriate to their role

Assessment criteria

The learner can:

- 1.1 State the importance of positive and constructive communication to avoid conflict
- 1.2 Identify the importance of employer policies, guidance and procedures relating to workplace violence
- 1.3 Identify factors that can trigger an angry response in others
- 1.4 Identify factors that can inhibit an angry response in others.
- 1.5 identify how managing customer expectations can reduce the risk of conflict
- 1.6 identify human responses to emotional and threatening situations

Unit 004

Conflict Management for the Private Security Industry

Outcome 2

Understand how to recognise, assess and reduce risk in conflict situations

Assessment criteria

The learner can:

- 2.1 Identify the stages of escalation in conflict situations
- 2.2 Explain how to apply dynamic risk assessment to a conflict situation

Unit 004

Conflict Management for the Private Security Industry

Outcome 3

Understand how to communicate effectively in emotive situations and de-escalate conflict

Assessment criteria

The learner can:

- 3.1 State how to use non-verbal communication in emotive situations
- 3.2 Identify how to overcome communication barriers
- 3.3 Identify the differences between assertiveness and aggression
- 3.4 Identify ways of defusing emotive conflict situations
- 3.5 Identify appropriate approaches to take when confronting unacceptable behaviour
- 3.6 Identify how to work with colleagues to de-escalate conflict situations
- 3.7 State the importance of positioning and exit routes

Unit 004

Conflict Management for the Private Security Industry

Outcome 4

Understand how to develop and use problem solving strategies for resolving conflict

Assessment criteria

The learner can:

- 4.1 State the importance of viewing the situation from the customer's perspective
- 4.2 Identify strategies for solving problems
- 4.3 Identify win-win approaches to conflict situations

Unit 004

Conflict Management for the Private Security Industry

Outcome 5

Understand good practice to follow after conflict situations

Assessment criteria

The learner can:

- 5.1 State the importance of accessing help and support following an incident
- 5.2 State the importance of reflecting on and learning from conflict situations
- 5.3 Identify the importance of sharing good practice
- 5.4 State the importance of contributing to solutions to re-occurring problems

Unit 005

Working as a Door Supervisor

Level: 2

Credit value: 1

Unit aim

This unit is intended for people who want to work in the private security industry and who require an SIA licence to practice. It covers the skills for areas that are relevant to the role of a Door Supervisor.

Learning outcomes

There are **five** learning outcomes in this unit. The candidate will:

- 1 Understand the behaviours appropriate for individual door supervisors, as defined by the Security Industry Authority's SIA Standards of behaviour
- 2 Understand the elements of civil and criminal law relevant to door supervisors
- 3 understand search procedures and the reasons for having them
- 4 understand the powers of arrest and related procedures
- 5 understand relevant drug legislation and its relevance to the role of the door supervisor

Guided learning hours

It is recommended that 10 hours should be allocated for this unit. This may be on a full-time or part-time basis.

Details of the relationship between the unit and relevant national occupational standards

This unit provides full coverage of the Security Industry Authority (SIA) document 'Learning and Qualification specification for Door supervisors'. It therefore meets the SIA requirement to contribute to a licence-linked qualification

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Security.

Key Skills

This unit may help candidates to gain confidence in, and possibly generate portfolio evidence for, the following Key Skills:

- Application of Number
- Communication
- Information and Communication Technology
- Improving Own Learning and Performance
- Problem Solving
- Working with Others

Assessment

This unit will be assessed by:

- Multiple choice examination

Unit 005

Working as a Door Supervisor

Outcome 1

Understand the behaviours appropriate for individual door supervisors, as defined by the Security Industry Authority's SIA Standards of behaviour

Assessment criteria

The learner can:

- 1.1 Identify the key elements of the SIA's Standards of Behaviour for door supervisors
- 1.2 State the reasons why standards of behaviour are required
- 1.3 Identify the requirements specifically relating to SIA licensing
- 1.4 Define the role and objectives of the door supervisor
- 1.5 Identify the key qualities of a door supervisor

Current legislation

Employment law, National laws, Human Rights Act, Data Protection Act, The Disability Discrimination Act

Legal framework

Disclosure, insurance, codes of ethics, medical ethics, moral and ethical conduct, licensing

Unit 005

Outcome 2

Working as a Door Supervisor

Understand the elements of civil and criminal law relevant to door supervisors

Assessment criteria

The learner can:

- 2.1 State the law relating to use of force
- 2.2 Identify the different types of assault as defined by law
- 2.3 List offences against property that a door supervisor may come across
- 2.4 State the options available to a door supervisor when the law is broken

Unit 005

Working as a Door Supervisor

Outcome 3

Understand search procedures and the reasons for having them

Assessment criteria

The learner can:

- 3.1 State the importance of an admissions policy
- 3.2 Identify common areas that can be included in an admissions policy
- 3.3 Identify the reasons for searching premises
- 3.4 State how to search people and their property
- 3.5 State the differences between general, random and specific searches
- 3.6 Identify the hazards involved with conducting searches and appropriate precautions that can be taken
- 3.7 State the definitions of offensive weapons
- 3.8 Outline the procedures for handling and recording articles, including drugs, seized during a search

Unit 005

Outcome 4

Working as a Door Supervisor

Understand the powers of arrest and related procedures

Assessment criteria

The learner can:

- 4.1 Identify indictable offences
- 4.2 Identify factors to consider when deciding whether to make a citizen's arrest
- 4.3 Outline the procedures for making a citizen's arrest
- 4.4 Outline the procedures to be followed after a citizen's arrest

Current legislation

Employment law, National laws, Human Rights Act, Data Protection Act, The Disability Discrimination Act

Legal framework

Disclosure, insurance, codes of ethics, medical ethics, moral and ethical conduct, licensing

Unit 005

Outcome 5

Working as a Door Supervisor

Understand relevant drug legislation and its relevance to the role of the door supervisor

Assessment criteria

The learner can:

- 5.1 Identify aspects of current drugs legislation that apply to the role of the door supervisor
- 5.2 State the common indicators of drug misuse
- 5.3 Identify common types of illegal drugs
- 5.4 State how to recognise signs of drug dealing
- 5.5 Outline the procedure for dealing with customers found to be in possession of drugs
- 5.6 State how to safely dispose of drug related litter and waste

Current legislation

Employment law, National laws, Human Rights Act, Data Protection Act, The Disability Discrimination Act

Legal framework

Disclosure, insurance, codes of ethics, medical ethics, moral and ethical conduct, licensing

Unit 005

Working as a Door Supervisor

Outcome 6

Understand incident recording and crime scene preservation

Assessment criteria

The learner can:

- 6.1 Identify the types of, and reasons for, records needed to be kept by a door supervisor
- 6.2 Identify incidents which need to be recorded and when the police are to be called
- 6.3 State the procedures for record keeping
- 6.4 Identify the different types of evidence
- 6.5 Outline the rules to be followed to appropriately preserve evidence and crime scenes

Unit 005
Outcome 7

Working as a Door Supervisor
Understand licensing law and social responsibility

Assessment criteria

The learner can:

- 7.1 State the licensing objectives under current alcohol licensing legislation
- 7.2 State the different types of licences issued and the activities they allow
- 7.3 State circumstances under which customers can be ejected
- 7.4 State police powers with regard to licensed premises
- 7.5 State the powers of entry of authorised persons
- 7.6 Outline the rights and duties of licensees and door supervisors as their representatives
- 7.7 Outline relevant legislation regarding children and young people
- 7.8 Identify activities considered unlawful under licensing, gaming and sexual offences legislation

Current legislation

Employment law, National laws, Human Rights Act, Data Protection Act, The Disability Discrimination Act

Legal framework

Disclosure, insurance, codes of ethics, medical ethics, moral and ethical conduct, licensing

Unit 005

Working as a Door Supervisor

Outcome 8

Understand and be able to follow procedures for emergency situations

Assessment criteria

The learner can:

- 8.1 Identify common human responses in an emergency situation
- 8.2 State the reasons for having fire risk assessments and maximum occupancy figures
- 8.3 Identify behaviours that could indicate unusual and suspicious activity
- 8.4 Identify current counter terrorism issues and procedures as they relate to the role of a door supervisor
- 8.5 Identify common situations requiring first aid that occur in licensed premises
- 8.6 State how to safely dispose of contaminated waste

Level: 2

Credit value: 1

Unit aim

This unit is intended for people who want to work in the private security industry and who require an SIA licence to practice. It covers the skills for areas that are relevant to the role of a CCTV operator.

Learning outcomes

There are **two** learning outcomes in this unit. The candidate will:

- 1 Be able to operate CCTV equipment
- 2 Be able to demonstrate operational use of a CCTV System

Guided learning hours

It is recommended that **8** hours should be allocated for this unit. This may be on a full-time or part-time basis.

Details of the relationship between the unit and relevant national occupational standards

This unit provides full coverage of the Security Industry Authority (SIA) document 'Specification for Core Learning and Qualifications for CCTV Control Room Operators (PSS)'. It therefore meets the SIA requirement to contribute to a licence-linked qualification

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Security.

Key Skills

This unit may help candidates to gain confidence in, and possibly generate portfolio evidence for, the following Key Skills:

- Application of Number
- Communication
- Information and Communication Technology
- Improving Own Learning and Performance
- Problem Solving
- Working with Others

Assessment

This unit will be assessed by:

- Practical skills assessment

Unit 006

Practical Operation of CCTV Equipment

Outcome 1

Be able to operate CCTV equipment

Assessment criteria

The learner can:

- 1.1 Carry out functional checks of the CCTV system
- 1.2 Explain equipment fault reporting procedures
- 1.3 Demonstrate appropriate use of keypads and joysticks to operate cameras, monitors and associated equipment
- 1.4 Demonstrate how to overcome poor weather, lighting and positioning
- 1.5 Produce images of sufficient quality for evidential purposes
- 1.6 Record images onto storage media in an evidentially sound manner
- 1.7 Complete relevant documentation associated with an incident

Unit 006

Outcome 2

Practical Operation of CCTV Equipment

Be able to demonstrate operational use of a CCTV system

Assessment criteria

The learner can:

- 2.1 Demonstrate correct radio procedures with a third party
- 2.2 Explain how to work with the control room team to deal with multiple incidents
- 2.3 Identify body language and behaviours that could indicate unusual or suspicious activity
- 2.4 Give clear and accurate descriptions of people, vehicles and events
- 2.5 Locate and track a suspect on foot or in a vehicle
- 2.6 Use cameras to view a suspect entering or leaving an area
- 2.7 Carry out lost contact drills
- 2.8 Use cameras to search the outside of buildings, streets and open spaces for suspected IEDs

Unit 014

Physical Intervention Skills for the Private Security Industry

Level: 2

Credit value: 1

Unit aim

This unit is intended for people who want to work in the private security industry and who require an SIA licence to practice. It covers the skills for areas that are relevant to the role of a CCTV operator.

This unit can only be delivered as part of the licence to practice qualification in relation to Door Supervision or as an optional unit for other security functions, it can only be delivered by approved centres of an SIA endorsed awarding body.

Learning outcomes

There are **five** learning outcomes in this unit. The candidate will:

- 1 Understand physical interventions and the legal and professional implications of their use
- 2 Understand how to reduce the risk of harm when physical intervention skills are used
- 3 Be able to use non-pain related physical skills to protect yourself and others from assault
- 4 Be able to use non-pain related standing holding and escorting techniques, including non-restrictive and restrictive skills
- 5 Understand good practice to follow after physical interventions

Guided learning hours

It is recommended that **10** hours should be allocated for this unit. This may be on a full-time or part-time basis.

Details of the relationship between the unit and relevant national occupational standards

This unit provides full coverage of the Security Industry Authority (SIA) document 'Specification for Core Learning and Qualifications for Physical Intervention Skills, non-pain related'. It therefore meets the SIA requirement to contribute to a licence-linked qualification.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Security.

Key Skills

This unit may help candidates to gain confidence in, and possibly generate portfolio evidence for, the following Key Skills:

- Communication
- Information and Communication Technology
- Improving Own Learning and Performance
- Problem Solving
- Working with Others

Assessment

This unit will be assessed by:

- Practical assessment
- Short-answer questions

Unit 014 Physical Intervention Skills for the Private Security Industry

Outcome 1 Understand physical interventions and the legal and professional implication of their use

Assessment criteria

The learner can:

- 1.1 Identify the differences between defensive physical skills and physical interventions
- 1.2 Identify the differences between non-restrictive and restrictive interventions
- 1.3 Identify positive alternatives to physical intervention
- 1.4 State the importance of only using physical intervention skills as a last resort
- 1.5 State legal implications relating to the use of physical interventions

Unit 014 Physical Intervention Skills for the Private Security Industry

Outcome 2 Understand how to reduce the risk of harm when physical intervention skills are used

Assessment criteria

The learner can:

- 2.1 State the importance of dynamic risk assessment in situations where physical intervention skills are used
- 2.2 Identify the risk factors involved with the use of physical interventions
- 2.3 Identify ways of reducing the risk of harm during physical interventions
- 2.4 State responsibilities immediately following physical interventions
- 2.5 State the importance of keeping physical intervention knowledge and skills current

Unit 014 **Physical Intervention Skills for the Private Security Industry**

Outcome 3 Be able to use non-pain related physical skills to protect yourself and others from assault

Assessment criteria

The learner can:

- 3.1 Demonstrate non-aggressive stance and positioning skills
- 3.2 Demonstrate non-aggressive skills used to evade and protect against blows
- 3.3 Demonstrate non-aggressive methods of disengagement from grabs and holds
- 3.4 Demonstrate non-aggressive methods to stop one person assaulting another
- 3.5 Demonstrate non-aggressive team methods to separate persons fighting
- 3.6 Communicate professionally with the subject of physical intervention, colleagues and other customers while protecting yourself and others from assault

Unit 014 Physical Intervention Skills for the Private Security Industry

Outcome 4 Be able to use non-pain related standing holding and escorting techniques, including non-restrictive and restrictive skills

Assessment criteria

The learner can:

- 4.1 Demonstrate the use of a method for physically prompting a person
- 4.2 Demonstrate the use of a non-restrictive method of escorting a person
- 4.3 Demonstrate the use of a one-person low level restrictive standing hold that can be used as an escort
- 4.4 Demonstrate the use of a two-person restrictive standing hold that can be used as an escort
- 4.5 Demonstrate how to provide support to colleagues during a physical intervention
- 4.6 Demonstrate how to de-escalate and disengage a physical intervention ensuring safety for both parties
- 4.7 Communicate professionally with the subject of physical intervention, other customers and colleagues, while using prompting, holding and escorting techniques

Unit 014

Physical Intervention Skills for the Private Security Industry

Outcome 5

Understand good practice to follow after physical interventions

Assessment criteria

The learner can:

- 5.1 State the importance of accessing help and support following an incident
- 5.2 State the importance of reflecting on and learning from physical intervention situations
- 5.3 Identify additional factors when reporting and accounting for use of force

Unit 008

Working as a Close Protection Operative

Level: 3

Credit value: 16

Unit aim

This unit covers the practical skills and underpinning knowledge required for a close protection operative working within close protection environment.

The skills developed by the learner include: threats and risk assessment, surveillance, operational planning, teamwork, reconnaissance, foot drills, journey management, searches, venue security, communication and conflict management.

Learning outcomes

There are fourteen learning outcomes in this unit. The candidate will:

- 1 Understand the legislation that is relevant to people working in the close protection industry
- 2 Understand the roles and responsibilities of the Close Protection Operative
- 3 Know the importance of threat assessment and risk management
- 4 Know surveillance techniques
- 5 Understand venue security operations
- 6 Know how to design and demonstrate operational planning
- 7 Know the importance of interpersonal skills
- 8 Know the importance of teamwork
- 9 Know the importance of reconnaissance
- 10 Know how to conduct close protection foot drills
- 11 Know the importance of planning and selecting routes
- 12 Know vehicle movement tactics and operations
- 13 Know the search techniques and procedures for close protection operations
- 14 Know how to apply conflict management techniques while providing close protection

Guided learning hours

It is recommended that **140** hours should be allocated for this unit. This may be on a full-time or part-time basis.

Details of the relationship between the unit and relevant national occupational standards

This unit provides full coverage of the Security Industry Authority (SIA) document 'Learning and Qualification specification for Close Protection Operatives'. It therefore meets the SIA requirement to contribute to a licence-linked qualification.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Security.

Key Skills

This unit may help candidates to gain confidence in, and possibly generate portfolio evidence for, the following Key Skills:

- Application of Number
- Communication
- Information and Communication Technology
- Improving Own Learning and Performance
- Problem Solving
- Working with Others

Assessment

This unit will be assessed by:

- Multiple choice examination

Unit 008

Working as a Close Protection Operative

Outcome 1

Understand the legislation that is relevant to people working in the close protection industry

Assessment criteria

The learner can:

- 1.1 Identify the differences between civil, common and criminal law
- 1.2 State the main aims of the Private Security Industry Act
- 1.3 Identify the main functions of the Security Industry Authority and other **key bodies** within the private security industry
- 1.4 Identify aspects of human rights legislation that are relevant to the private security industry
- 1.5 State the data protection principles outlined in data protection legislation
- 1.6 Describe types of **discrimination** that can occur in the workplace
- 1.7 Identify how **equal opportunities** legislation applies in the workplace

Range

- 1.3 **Key bodies:**
ACPO, Home Office, Skills for Security
- 1.6 **Discrimination:**
The Equalities Act 2006
- 1.7 **Equal opportunities:**
The Equalities Act 2006

Current legislation

Employment law, National laws, Human Rights Act, Data Protection Act, The Disability Discrimination Act

Legal framework

Disclosure, insurance, codes of ethics, medical ethics, moral and ethical conduct, licensing

Unit 008

Working as a Close Protection Operative

Outcome 2

Understand the roles and responsibilities of the Close Protection operative

Assessment criteria

The learner can:

- 2.1 Explain the **purpose** of close protection
- 2.2 Describe the **attributes** required of a close protection operative
- 2.3 Explain the different **roles** and responsibilities within a close protection team
- 2.4 Explain the difference between a client and a principal
- 2.5 Identify the different types of principal in the close protection environment
- 2.6 Explain the importance of personal security within a close protection environment
- 2.7 Explain the need for **situational** awareness within different working environments
- 2.8 Explain the need for close protection training and continuous professional development (CPD)

Range

- 2.1 **Purpose:**
protect: principal, family, lifestyle, business, image
- 2.2 **Attributes**
honesty, integrity, intelligent, discreet, excellent communicator, calm, modest
- 2.3 **Roles:**
Team Leader, CPO, PPO, Security Advance Party, Driver, Medic, Support Team, RST, PES
- 2.7 **Situational:**
urban, rural, time of day, weather, current affairs, lone working

Current legislation

Employment law, National laws, Common bye-laws, Case law, Human Rights Act, Employers Liability, Social Services Act, The Fire Precautions Act, Trade Description Act, The Sale and Supply of Goods Act, VAT Act, Reporting Injuries, Diseases and Dangerous Occurrences (RIDDOR), The Disability Discrimination Act, Sex Offenders Act

Legal framework

Disclosure, insurance, treatment of minors, treatment of those with special needs or disabilities, codes of ethics, medical ethics, moral and ethical conduct, licensing, voluntary registration, codes of conduct, consent, taxation responsibilities, business records, local authority licensing, National laws, local bye laws, record keeping, taxable expenses, personal pensions, tax returns, national insurance contributions, PAYE, VAT

Confidential information

Data Protection Act, confidentiality, other staff, making and storing case notes, patient access to their own notes, disclosure of confidential information

Unit 008

Working as a Close Protection Operative

Outcome 3

Know the importance of threat assessment and risk management

Assessment criteria

The learner can:

- 3.1 Carry out a **threat and risk** assessment
- 3.2 Explain the purpose of threat and risk assessments
- 3.3 Describe threat and risk assessment **techniques**
- 3.4 Explain the main **threats** to a principal within the close protection environment
- 3.5 Describe how threat assessment and risk management can vary when a principal is arriving at or leaving a destination
- 3.6 Explain the importance of dynamic assessment, response and contingency plans
- 3.7 Describe the **threat categories**
- 3.8 Explain how Close Protection Operatives within the UK gather operational intelligence

Range

- 3.2 **Threat and risk:**
people, venues, environment
- 3.3 **Techniques:**
threat profiling
- 3.4 **Threats:**
unwanted attention, unintentional injury, intentional injury or attack
- 3.7 **Threat categories:**
low, medium, high

Current legislation

Employment law, National laws, Common bye-laws, Case law, Human Rights Act, Employers Liability, Social Services Act, The Fire Precautions Act, Trade Description Act, The Sale and Supply of Goods Act, VAT Act, Reporting Injuries, Diseases and Dangerous Occurrences (RIDDOR), The Disability Discrimination Act, Sex Offenders Act

Legal framework

Disclosure, insurance, treatment of minors, treatment of those with special needs or disabilities, codes of ethics, medical ethics, moral and ethical conduct, licensing, voluntary registration, codes of conduct, consent, taxation responsibilities, business records, local authority licensing, National laws, local bye laws, record keeping, taxable expenses, personal pensions, tax returns, national insurance contributions, PAYE, VAT

Confidential information

Data Protection Act, confidentiality, other staff, making and storing case notes, patient access to their own notes, disclosure of confidential information

Unit 008

Outcome 4

Working as a Close Protection Operative

Know surveillance techniques

Assessment criteria

The learner can:

- 4.1 Demonstrate surveillance techniques
- 4.2 Describe the types of **people or organisations** who might be carrying out surveillance on your principal
- 4.3 Describe surveillance **techniques**
- 4.4 Identify **equipment** used to assist in surveillance
- 4.5 Explain the limitations and capabilities of a range of equipment used to assist in surveillance

Range

4.2 People or organisations:

known criminals, media, stalkers, fixated persons, groups (e.g. protest groups)

4.3 Techniques:

covert, overt, foot, mobile, static, urban, rural

4.4 Equipment:

radios, mobiles, static CCTV, camcorder, optical support, listening devices, tracking devices

Current legislation

Employment law, National laws, Common bye-laws, Case law, Human Rights Act, Employers Liability, Social Services Act, The Fire Precautions Act, Trade Description Act, The Sale and Supply of Goods Act, VAT Act, Reporting Injuries, Diseases and Dangerous Occurrences (RIDDOR), The Disability Discrimination Act, Sex Offenders Act

Legal framework

Disclosure, insurance, treatment of minors, treatment of those with special needs or disabilities, codes of ethics, medical ethics, moral and ethical conduct, licensing, voluntary registration, codes of conduct, consent, taxation responsibilities, business records, local authority licensing, National laws, local bye laws, record keeping, taxable expenses, personal pensions, tax returns, national insurance contributions, PAYE, VAT

Confidential information

Data Protection Act, confidentiality, other staff, making and storing case notes, patient access to their own notes, disclosure of confidential information

Unit 008

Outcome 5

Working as a Close Protection Operative

Understand venue security operations

Assessment criteria

The learner can:

- 5.1 Produce a plan for venue security
- 5.2 Identify venue related security **operations**
- 5.3 Explain the importance of **liaison** with venue security
- 5.4 Identify **factors** that influence operational plans at various venues
- 5.5 Explain the use of communication equipment and other technology used in venue-based close protection operations
- 5.6 Describe **contingencies** used in venue-based close protection operations
- 5.7 Describe **countermeasures** used in venue-based close protection operations

Range

5.2 Operations:

Venue type access, embus, debus, in-house security, emergency procedures

5.3 Liaison:

hosts, staff, others

5.4 Factors:

emergency services, evacuation drills, safe rooms, car parking, embus, debus, venue security arrangements, size

5.6 Contingencies:

alarms, emergency procedures, local protocols

5.7 Countermeasures:

patrolling, CCTV, SAP, access control

Current legislation

Employment law, National laws, Common bye-laws, Case law, Human Rights Act, Employers Liability, Social Services Act, The Fire Precautions Act, Trade Description Act, The Sale and Supply of Goods Act, VAT Act, Reporting Injuries, Diseases and Dangerous Occurrences (RIDDOR), The Disability Discrimination Act, Sex Offenders Act

Legal framework

Disclosure, insurance, treatment of minors, treatment of those with special needs or disabilities, codes of ethics, medical ethics, moral and ethical conduct, licensing, voluntary registration, codes of conduct, consent, taxation responsibilities, business records, local authority licensing, National laws, local bye laws, record keeping, taxable expenses, personal pensions, tax returns, national insurance contributions, PAYE, VAT

Statutory regulatory bodies

Criminal Records Bureau (CRB), General Osteopathy Council (GOsC), General Chiropractic Council (GCC), General Medical Council (GMC), Health Professions Council (HPC), Nursing and Midwifery Council (NMC)

Confidential information

Data Protection Act, confidentiality, other staff, making and storing case notes, patient access to their own notes, disclosure of confidential information

Unit 008

Working as a Close Protection Operative

Outcome 6

Know how to design and demonstrate operational planning

Assessment criteria

The learner can:

- 6.1 Design and implement an **operational plan**
- 6.2 Conduct a team briefing
- 6.3 Explain the purpose of operational planning
- 6.4 Explain how threat and risk assessments affect operational planning
- 6.5 Explain the importance of **briefing and de-briefing**
- 6.6 Explain the importance of time and resource management
- 6.7 Identify **agencies** that may need to be contacted in the course of operational planning

Range

6.1 Operational plan

working alone, working as part of a team

6.5 Briefing and de-briefing

principal, team, others

6.7 Agencies

statutory, non-statutory

Current legislation

Employment law, National laws, Common bye-laws, Case law, Human Rights Act, Employers Liability, Social Services Act, The Fire Precautions Act, Trade Description Act, The Sale and Supply of Goods Act, VAT Act, Reporting Injuries, Diseases and Dangerous Occurrences (RIDDOR), The Disability Discrimination Act, Sex Offenders Act

Legal framework

Disclosure, insurance, treatment of minors, treatment of those with special needs or disabilities, codes of ethics, medical ethics, moral and ethical conduct, licensing, voluntary registration, codes of conduct, consent, taxation responsibilities, business records, local authority licensing, National laws, local bye laws, record keeping, taxable expenses, personal pensions, tax returns, national insurance contributions, PAYE, VAT

Statutory regulatory bodies

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Confidential information

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Unit 008

Outcome 7

Working as a Close Protection Operative

Know the importance of interpersonal skills

Assessment criteria

The learner can:

- 7.1 Demonstrate effective negotiation skills
- 7.2 Describe the **interpersonal skills** that are required of a Close Protection Operative
- 7.3 Explain the importance of effective communication within the close protection environment
- 7.4 Explain the need for clear decision making and direction
- 7.5 Explain the importance of etiquette and protocol when dealing with principals

Range

7.2 Interpersonal skills:

proactive, assertive, listening skills, confidentiality, negotiation skills, problem solving skills

Current legislation

Employment law, National laws, Common bye-laws, Case law, Human Rights Act, Employers Liability, Social Services Act, The Fire Precautions Act, Trade Description Act, The Sale and Supply of Goods Act, VAT Act, Reporting Injuries, Diseases and Dangerous Occurrences (RIDDOR), The Disability Discrimination Act, Sex Offenders Act

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Confidential information

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Unit 008

Outcome 8

Working as a Close Protection Operative

Know the importance of teamwork

Assessment criteria

The learner can:

- 8.1 Demonstrate team working skills
- 8.2 Describe the attributes of an effective close protection team
- 8.3 Explain the importance of personal and team **preparation**
- 8.4 State why Standard Operating Procedures (SOPs) are important for effective teamwork

Range

8.3 Preparation:

individual, team

Current legislation

Employment law, National laws, Common bye-laws, Case law, Human Rights Act, Employers Liability, Social Services Act, The Fire Precautions Act, Trade Description Act, The Sale and Supply of Goods Act, VAT Act, Reporting Injuries, Diseases and Dangerous Occurrences (RIDDOR), The Disability Discrimination Act, Sex Offenders Act

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Confidential information

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Unit 008

Outcome 9

Working as a Close Protection Operative

Know the importance of reconnaissance

Assessment criteria

The learner can:

- 9.1 Conduct a reconnaissance
- 9.2 Explain the purpose of reconnaissance
- 9.3 Describe **factors** to be considered when conducting a reconnaissance
- 9.4 Describe the role of the Security Advance Party (SAP)
- 9.5 Explain the difference between covert and overt reconnaissance

Range

9.3 Factors:

different terrains, location type

Current legislation

Employment law, National laws, Common bye-laws, Case law, Human Rights Act, Employers Liability, Social Services Act, The Fire Precautions Act, Trade Description Act, The Sale and Supply of Goods Act, VAT Act, Reporting Injuries, Diseases and Dangerous Occurrences (RIDDOR), The Disability Discrimination Act, Sex Offenders Act

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Unit 008

Working as a Close Protection Operative

Outcome 10

Know how to conduct close protection foot drills

Assessment criteria

The learner can:

- 10.1 Demonstrate close protection foot formations
- 10.2 Demonstrate body protection of a principal
- 10.3 Demonstrate foot evacuation of a principal
- 10.4 Describe the individual **roles** within a close protection team on foot
- 10.5 Describe the responsibilities of a close protection operative on foot
- 10.6 Explain the need to adopt a flexible approach on foot
- 10.7 Identify the range of **communication** used on foot

Range

10.4 Roles:

team leader, other positions in formations, roles

10.7 Communication:

oral, non-verbal

Current legislation

Employment law, National laws, Common bye-laws, Case law, Human Rights Act, Employers Liability, Social Services Act, The Fire Precautions Act, Trade Description Act, The Sale and Supply of Goods Act, VAT Act, Reporting Injuries, Diseases and Dangerous Occurrences (RIDDOR), The Disability Discrimination Act, Sex Offenders Act

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Unit 008

Outcome 11

Working as a Close Protection Operative

Know the importance of planning and selecting routes

Assessment criteria

The learner can:

- 11.1 Interpret information from maps
- 11.2 Produce primary and secondary route plans
- 11.3 Explain the need for route selection and contingency planning
- 11.4 Explain the **factors** that need to be considered when carrying out route selection
- 11.5 Describe the range of **technological tools** used in route planning

Range

11.4 Factors:

threat, timings, route plan, distance, traffic state, road state, published information, means of transport, emergency response

11.5 Technological tools:

sat nav, OS Maps, GPS, compass, mobiles, radios, internet, radio

Current legislation

Employment law, National laws, Common bye-laws, Case law, Human Rights Act, Employers Liability, Social Services Act, The Fire Precautions Act, Trade Description Act, The Sale and Supply of Goods Act, VAT Act, Reporting Injuries, Diseases and Dangerous Occurrences (RIDDOR), The Disability Discrimination Act, Sex Offenders Act

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Unit 008

Working as a Close Protection Operative

Outcome 12

Know vehicle movement tactics and operations

Assessment criteria

The learner can:

- 12.1 Carry out embus and debus drills
- 12.2 Carry out convoy drills
- 12.3 Carry out anti ambush drills
- 12.4 Carry out a basic evacuation procedure with a vehicle
- 12.5 Explain the safety and security checks to be taken to ensure **vehicle security** before, during and after journeys
- 12.6 Describe the **factors** involved in choosing a vehicle
- 12.7 Explain the need for alternative transport plans
- 12.8 Explain protocol for vehicle use
- 12.9 Explain how road traffic **legislation** affects the use of vehicles by close protection operatives
- 12.10 Describe the variety of **vehicle and driving arrangements** which impact on the role of the close protection operative and team

Range

12.5 Vehicle security:

secure parking, sterile environment, road worthy, location, RST, CCTV, initial and pre op searches, first aid equipment

12.6 Factors:

threat, target, terrain, location, vehicle type, numbers on team

12.9 Legislation:

The Road Traffic Act 1988, The Road Traffic Act 1991.

12.10 Vehicle and driving arrangements:

chauffeurs, self-drive, people accompanying the principal, solo CPO, vehicle type, locations accessed

Current legislation

Employment law, National laws, Common bye-laws, Case law, Human Rights Act, Employers Liability, Social Services Act, The Fire Precautions Act, Trade Description Act, The Sale and Supply of Goods Act, VAT Act, Reporting Injuries, Diseases and Dangerous Occurrences (RIDDOR), The Disability Discrimination Act, Sex Offenders Act

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Unit 008

Working as a Close Protection Operative

Outcome 13

Know the search techniques and procedures for close protection operations

Assessment criteria

The learner can:

- 13.1 Demonstrate **search techniques**
- 13.2 Explain the procedures for searching and the implications under UK legislation
- 13.3 Explain the legal and access implications if someone refuses to be searched at a point of entry
- 13.4 Explain the importance of post search security
- 13.5 Describe the **technology and support** available to assist in a search
- 13.6 Describe how to deal with unauthorised/ dangerous objects and apply emergency procedures.

Range

13.1 Search techniques:

buildings, vehicles, people, public venues

13.5 Technology and support:

wands, scanners, X-ray, thermal, Infra Red (IR), torches, specialist search teams, dog, team members, search mirrors

Current legislation

Employment law, National laws, Common bye-laws, Case law, Human Rights Act, Employers Liability, Social Services Act, The Fire Precautions Act, Trade Description Act, The Sale and Supply of Goods Act, VAT Act, Reporting Injuries, Diseases and Dangerous Occurrences (RIDDOR), The Disability Discrimination Act, Sex Offenders Act

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Unit 008

Working as a Close Protection Operative

Outcome 14

Know how to apply conflict management techniques while providing close protection

Assessment criteria

The learner can:

- 14.1 Demonstrate techniques used to avoid and defuse conflict situations
- 14.2 Describe potential **conflict situations** that could arise in the close protection context
- 14.3 Describe the different levels of threat in potential and actual conflict situations
- 14.4 Describe **human responses** to emotional and threatening situations
- 14.5 Identify common **triggers and inhibitors**
- 14.6 Explain the basic elements of **communication**
- 14.7 Explain the importance of non-verbal communication in conflict situations
- 14.8 Explain the importance of adopting an appropriate initial response in a conflict situation
- 14.9 Describe the attitude/behaviour cycle and how to prevent escalation of conflict

Range

14.2 Conflict situations:

life threatening, non-life threatening, not directly related to the principal, foreseeable, non-foreseeable

14.4 Human responses:

fight & flight, emotional, rational, types of behaviour (e.g. passive, aggressive & assertive)

14.5 Triggers & inhibitors:

conditions and behaviours, role play

14.6 Communication:

verbal, non verbal, eye contact, body language etc

Current legislation

Employment law, National laws, Common bye-laws, Case law, Human Rights Act, Employers Liability, Social Services Act, The Fire Precautions Act, Trade Description Act, The Sale and Supply of Goods Act, VAT Act, Reporting Injuries, Diseases and Dangerous Occurrences (RIDDOR), The Disability Discrimination Act, Sex Offenders Act

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Statutory regulatory bodies

Criminal Records Bureau (CRB), General Osteopathy Council (GOSc), General Chiropractic Council (GCC), General Medical Council (GMC), Health Professions Council (HPC), Nursing and Midwifery Council (NMC)

Confidential information

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Level: 2

Credit value: 1

Unit aim

This unit is intended for people who want to work in the private security industry and who require an SIA licence to practice. It covers the skills for areas that are relevant to the role of a CCTV operator.

Learning outcomes

There are **three** learning outcomes in this unit. The candidate will:

- 1 Understand counter terrorism issues relevant to Door Supervisors
- 2 Know the role of the Door Supervisor when first aid situations occur in licensed premises
- 3 Know legislation and requirements regarding children and young people relevant to Door Supervisors

Guided learning hours

It is recommended that **2** hours should be allocated for this unit. This may be on a full-time or part-time basis.

Details of the relationship between the unit and relevant national occupational standards

This unit provides full coverage of the Security Industry Authority (SIA) document 'Specification for Core Learning and Qualifications for Physical Intervention Skills, non-pain related'. It therefore meets the SIA requirement to contribute to a licence-linked qualification.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Security.

Key Skills

This unit may help candidates to gain confidence in, and possibly generate portfolio evidence for, the following Key Skills:

- Communication
- Information and Communication Technology
- Improving Own Learning and Performance
- Problem Solving
- Working with Others

Assessment

This unit will be assessed by:

- Practical assessment

Unit 201

Outcome 1

Safety Awareness for Door Supervisors

Understand counter terrorism issues relevant to Door Supervisors

Assessment criteria

The learner can:

- 1.1 Identify behaviours that could indicate suspicious or terrorist activity
- 1.2 State effective deterrents to terrorist activity
- 1.3 Identify the UK government terrorism threat levels
- 1.4 State counter terrorism procedures as they relate to door supervisors

Unit 201

Safety Awareness for Door Supervisors

Outcome 2

Know the role of the Door Supervisor when first aid situations occur in licensed premises

Assessment criteria

The learner can:

- 2.1 Identify common situations requiring first aid that occur in licensed premises
- 2.2 Identify appropriate responses to situations requiring first aid

Unit 201

Safety Awareness for Door Supervisors

Outcome 3

Know the role of the Door Supervisor when first aid situations occur in licensed premises

Assessment criteria

The learner can:

- 3.1 Identify how to comply with relevant licensing legislation when dealing with children and young people
- 3.2 State duty of care requirements when dealing with children and young people
- 3.3 State searching requirements when dealing with children and young people

4 Assessments

4.1 Summary of assessment methods

The assessment requirements for these qualifications are listed below

Level 2 Award in Security Guarding

Unit No.	Title	Assessment Method	Where to obtain assessment materials
001	Working in the private security industry (or)	Multiple choice paper (Evolve) (or)	Walled Garden
009	Working in the private security industry	Multiple choice paper (paper version)	Walled Garden
002	Working as a security officer (or)	Multiple choice paper (Evolve) (or)	Walled Garden
010	Working as a security officer	Multiple choice paper (paper version)	Walled Garden
004	Conflict management for the private security industry (or)	Multiple choice paper (Evolve) (or)	Walled Garden
013	Conflict management for the private security industry	Multiple choice paper (paper version)	Walled Garden

Level 2 Award in CCTV operations (Public Space Surveillance)

Unit No.	Title	Assessment Method	Where to obtain assessment materials
001	Working in the private security industry (or)	Multiple choice paper (Evolve) (or)	Walled Garden
009	Working in the private security industry	Multiple choice paper (paper version)	Walled Garden
003	Working as a CCTV operator (or)	Multiple choice paper (Evolve) (or)	Walled Garden
011	Working as a CCTV operator	Multiple choice paper (paper version)	Walled Garden
006	Practical operation of CCTV equipment	Practical assessment	Assessment pack (Website)

Level 2 Award in Door Supervision

To achieve the Level 2 Award in Door Supervision, candidates must achieve 4 credits from the following 4 mandatory units

Unit No.	Title	Assessment Method	Where to obtain assessment materials
001	Working in the private security industry (or)	Multiple choice paper (Evolve) (or)	Walled Garden
009	Working in the private security industry	Multiple choice paper (paper version)	Walled Garden
005	Working as a Door Supervisor	Multiple choice paper (Evolve) (or)	Walled Garden
012	Working as a Door Supervisor	Multiple choice paper (paper version)	Walled Garden
004	Conflict management for the private security industry (or)	Multiple choice paper (Evolve) (or)	Walled Garden
013	Conflict management for the private security industry	Multiple choice paper (paper version)	Walled Garden
014	Physical intervention skills for the Private security industry	Practical assessment Short-answer test	Assessment pack (Website)

Level 3 Certificate in Close Protection

To achieve the Level 3 Certificate in Close Protection, candidates must achieve 3 credits from the following 3 mandatory units

Unit No.	Title	Assessment Method	Where to obtain assessment materials
008	Working as a close protection operative	Multiple choice paper (Evolve)	Walled Garden
108	Working as a close protection operative	Practical assessment	Assessment pack (Website)

5 Assessments

5.1 Test specifications

Paper 1892-002 or 010 Level 2 Award in working as security officer

Grading: Pass/Fail

Duration: 1 hour

Syllabus topic	Percentage	Questions
01 Understand the role of a security officer within the private security industry	12	5
02 Understand the importance of, and reasons for, patrolling	12	5
03 Understand how to control access and egress from a site	8	3
04 Understand basic search procedures	15	6
05 Understand the purpose and functions of different types of technology, security and monitoring systems in the security environment	10	4
06 Understand the law and its relevance to the role of a security officer	25	10
07 Understand the importance and purpose of reporting and record keeping	18	7
Total	100	40

1892-008 Working as a close protection operative**Grading: Pass/Fail****Duration: 1 hour**

Syllabus topic	Percentage	Questions
01 Understand the legislation that is relevant to people working in the close protection industry	6	4
02 Understand the roles and responsibilities of the close protection operative	9	6
03 Know the importance of threat assessment and risk management	11	7
04 Know surveillance techniques	6	4
05 Understand venue security operations	6	4
06 Know how to design and demonstrate operational planning	6	4
07 Know the importance of interpersonal skills	6	4
08 Know the importance of teamwork	5	3
09 Know the importance of reconnaissance	5	3
10 Know how to conduct close protection foot drills	5	3
11 Know the importance of planning and selecting routes	3	2
12 Know vehicles movement tactics and operations	9	6
13 Know the search techniques and procedures for close protection operations	8	5
14 Know how to apply conflict management techniques while providing close protection	15	10
Total	100	65

Paper 1892-001 or 009 Working in the private security industry**Grading: Pass/Fail****Duration: 1 hour**

Syllabus topic	Percentage	Questions
01 Know the purpose and main features of the private security industry	12	3
02 Understand the legislation that is relevant to people working in the private security industry	16	4
03 Understand relevant aspects of health and safety in the workplace	28	7
04 Know how to apply the principles of fire safety	16	4
05 Know how to deal with non-fire related workplace emergencies	16	4
06 Understand the principles of effective communication and customer care in the private security industry	12	3
Total	100	25

1892-003 or 011 Working as a CCTV operative (Public Space Surveillance)**Grading: Pass/Fail****Duration: 1 hour**

Syllabus topic	Percentage	Questions
01 Understand CCTV codes of practice, operational procedures and guidelines	19	8
02 Understand relevant legislation and how it impacts on CCTV operations	21	9
03 Understand the roles and responsibilities of the CCTV operator and other CCTV staff	21	9
04 Understand the characteristics of a CCTV system	9	4
05 Understand how to make effective use of CCTV equipment	23	10
06 Understand emergency procedures in the CCTV control room	7	3
Total	100	43

Paper 1892-004 or 013**Level 2 Conflict Management for the private security sector****Grading: Pass/Fail****Duration: 1 hour**

Syllabus topic	Percentage	Questions
01 Understand the principles of conflict management appropriate to their role	27	8
02 Understand how to recognise, assess and reduce risk in conflict situations	10	3
03 Understand how to communicate effectively in emotive situations and de-escalate conflict	33	10
04 Understand how to develop and use problem solving strategies for resolving conflict	17	5
05 Understand good practice to follow after conflict situations	13	4
Total	100	30

Paper 1892-005 or 012**Level Working as a Door Supervisor****Grading : Pass/Fail****Duration: 1 hour**

Syllabus topic	Percentage	Questions
01 Understand the behaviour appropriate for individual door supervisors, as defined by the Security Industry Authority's (SIA) Standards of Behaviour	7.5	3
02 Understand the elements of civil and criminal law relevant to door supervisors	10	4
03 Understand search procedures and the reasons for having them	17.5	7
04 Understand the powers of arrest and related procedures	10	4
05 Understand relevant drug legislation and its relevance to the role of the door supervisor	12.5	5
06 Understand incident recording and crime scene preservation	10	4
07 Understand licensing law and social responsibility	17.5	7
08 Understand and be able to follow procedures for emergency situations	15	6
Total	100	40

5 Assessments

5.2 Initial assessment and induction

Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify:

- any specific training needs the candidate has, and the support and guidance they may require when working towards their qualification. This is sometimes referred to as diagnostic testing.
- any units the candidate has already completed, or credit they have accumulated which is relevant to the qualification they are about to begin.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualification they will work towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

Further guidance about initial assessment and induction, as well as a learning contract that centres may use, are available on the City & Guilds website at **www.cityandguilds.com**

5 Assessments

5.3 Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before designing a course programme.

Centres may design course programmes of study in any way which:

- best meets the needs and capabilities of their candidates
- satisfies the requirements of the qualification.

In particular, staff should consider the skills and knowledge related to the national occupational standards.

City & Guilds recommends that centres address the wider curriculum, where appropriate, when designing and delivering the course. Centres should also consider links to the National Occupational Standards, Key/Core Skills and other related qualifications.

Centres may wish to include topics as part of the course programme which will not be assessed through the qualification.

For further information to assist with the planning and development of the programme, please refer to the following:

Appendix 1 SIA centre approval and licence requirements

APPROVED CENTRE REQUIREMENTS FOR THE DELIVERY OF PHYSICAL INTERVENTION SKILLS FOR THE PRIVATE SECURITY INDUSTRY AND DELIVERING PHYSICAL INTERVENTION TRAINING

Introduction

This unit can only be delivered as part of the licence to practice qualification in relation to Door Supervision or as an optional unit for other security functions.

Physical Intervention Skills for the Private Security Sector Industry can only be delivered by approved centres of an SIA endorsed awarding body.

Approved centres must only offer Approved Training Programmes in physical intervention. Approval for training materials must be sought from an SIA endorsed awarding organisation.

Additional requirements are in place for existing and potential centres in order to deliver the Physical Intervention unit. These include:

Insurance requirements

Such insurance is normal business practice and is generally standard in tenders and contract for business. In line with general insurance requirements, the minimum for an approved centre offering this unit of qualification is:

Employers Liability
Public Liability
Professional Indemnity

Sole traders that do not employ other trainers are exempt from this requirement.

In order to ensure that the insurance cover is 'fit for task', it should actively specify inclusion of the activities being carried out. In this case under 'Business activity' on the insurance documentation it must state cover for 'training in physical intervention'.

Insurance details must be evidenced to the awarding body by the centre prior to approval being granted. This level of insurance cover is mandatory for approved centres and individual trainers delivering physical intervention training at the approved centre. Where the individual tutor does not hold their own cover the approved centre must ensure its insurer is aware of this and extended cover secured where necessary. Documentation should clearly detail the cover for trainers.

Tutor Requirements

Tutor Qualifications/Requirements

- 1 Tutors are required to hold a teaching or training qualification equivalent to PTLLS accredited by Ofqual, SQA or endorsed by the HE Academy, (list here names of qualifications)
- 2 Tutors are required to hold a Level 3 or above qualification in the delivery of conflict management training eg
 - a. Edexcel Level 3 BTEC Award in the Delivery of Conflict Management Training
 - b. City & Guilds Level 3 Certificate for Deliverers of Conflict Management Training
 - c. EDI Level 3 Award in the Delivery of Conflict Management Training
 - d. HABC Level 3 Award in the Delivery of Conflict Management Training
- 3 Tutors will be required to hold a Level 3 qualification Delivering Physical Intervention Training.
- 4 Trainers must be authorised to deliver the physical intervention skills training approved programme being used by the approved centre.

Venue requirements

Training venues must be risk assessed for suitability for physical intervention training. Venues will need to be assessed for each training episode. Approved centres are responsible for maintaining and updating assessment documentation.

Centres are required to have in place a policy and procedures in relation to risk assessment.

Physical skills training must take place in safe conditions, as regards:

- size and suitability of training rooms
- **ratio of trainers to learners (1 trainer to 12 learners)**

Centres must have a first aid policy which must include:

- Access to staff with first-aid-at work qualifications during physical skills training
- First aid equipment available during physical skills training
- Access to water and a telephone in an emergency

The Centre must furnish candidates with safety information prior to attendance that includes:

- Informing them that physical activity will be involved and that this carries risk
- What is expected from them in terms of behaviour
- What they should wear
- What they should do if they have any concerns about their health or fitness to participate in this training

Door Supervisor Training

In order to obtain an SIA licence you will need to show that you are trained to the right level. This applies to front-line staff only.

To get one of the qualifications linked to door supervisor licensing, you will need to attend and take four training modules and pass three exams. The course may be delivered over 38 guided learning hours, 30 hours of which should be contact hours (as detailed below).

Training leading to the licence-linked door supervision qualifications must be delivered over a minimum of FOUR days. Awarding organisations offering these qualifications will monitor training providers to ensure that their courses meet this requirement.

Course content

Core Learning for Common Security Industry Knowledge (10 hours of which 5 hours must be contact time)

- Session 1: Awareness of the Law in the Private Security Industry
- Session 2: Health and Safety for the Private Security Operative
- Session 3: Fire Safety Awareness
- Session 4: Emergency Procedures
- Session 5: The Private Security Industry
- Session 6: Communication Skills and Customer Care

Door Supervisor Specialist Module (10 hours of which all must be contact time)

- Session 1: Behavioural Standards
- Session 2: Civil and Criminal Law
- Session 3: Searching
- Session 4: Arrest
- Session 5: Drugs Awareness
- Session 6: Recording Incidents and Crime Preservation
- Session 7: Licensing Law
- Session 8: Emergency Procedures

Conflict Management Module (8 hours of which 7 ½ hours must be contact time)

- Session 1: Avoiding Conflict and Reducing Personal Risk
- Session 2: Defusing Conflict
- Session 3: Resolving and Learning from Conflict
- Session 4b: Application of Communication Skills and Conflict Management for Door Supervisors

Physical Intervention Skills Module (10 hours of which 7 ½ hours must be contact time)

- Session 1: Introduction to Physical Skills
- Session 2: Disengagement Techniques
- Session 3: Escorting Techniques

<http://www.sia.homeoffice.gov.uk/Pages/training-ds.aspx>

Appendix 2 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on www.cityandguilds.com.

Centre Guide – Delivering International Qualifications contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve ‘approved centre’ status, or to offer a particular qualification. Specifically, the document includes sections on:

- The centre and qualification approval process and forms
- Assessment, verification and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

Providing City & Guilds qualifications – a guide to centre and qualification approval contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve ‘approved centre’ status, or to offer a particular qualification. Specifically, the document includes sections on:

- The centre and qualification approval process and forms
- Assessment, verification and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

Ensuring quality contains updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document contains information on:

- Management systems
- Maintaining records
- Assessment
- Internal verification and quality assurance
- External verification.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- **Walled Garden**
Find out how to register and certificate candidates on line
- **Qualifications and Credit Framework (QCF)**
Contains general guidance about the QCF and how qualifications will change, as well as information on the IT systems needed and FAQs
- **Events**
Contains dates and information on the latest Centre events
- **Online assessment**
Contains information on how to register for Evolve assessments.

Useful contacts

Type	Contact	Query
UK learners	T: +44 (0)20 7294 2800 E: learnersupport@cityandguilds.com	<ul style="list-style-type: none"> • General qualification information
International learners	T: +44 (0)20 7294 2885 F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com	<ul style="list-style-type: none"> • General qualification information
Centres	T: +44 (0)20 7294 2787 F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com	<ul style="list-style-type: none"> • Exam entries • Registrations/enrolment • Certificates • Invoices • Missing or late exam materials • Nominal roll reports • Results
Single subject qualifications	T: +44 (0)20 7294 8080 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: singlesubjects@cityandguilds.com	<ul style="list-style-type: none"> • Exam entries • Results • Certification • Missing or late exam materials • Incorrect exam papers • Forms request (BB, results entry) • Exam date and time change
International awards	T: +44 (0)20 7294 2885 F: +44 (0)20 7294 2413 E: intops@cityandguilds.com	<ul style="list-style-type: none"> • Results • Entries • Enrolments • Invoices • Missing or late exam materials • Nominal roll reports
Walled Garden	T: +44 (0)20 7294 2840 F: +44 (0)20 7294 2405 E: walledgarden@cityandguilds.com	<ul style="list-style-type: none"> • Re-issue of password or username • Technical problems • Entries • Results • Evolve • Navigation • User/menu option problems
Employer	T: +44 (0)121 503 8993 E: business_unit@cityandguilds.com	<ul style="list-style-type: none"> • Employer solutions • Mapping • Accreditation • Development Skills • Consultancy

Publications T: +44 (0)20 7294 2850
 F: +44 (0)20 7294 3387

- Logbooks
 - Centre documents
 - Forms
 - Free literature
-

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: **feedbackandcomplaints@cityandguilds.com**

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