TridentAwards

QUALIFICATION SPECIFICATION

Level 2 Award for Door Supervisors in the Private Security Industry



Trident Awards

Trident Awards is the brand used by Laser Learning Awards unique to its work in the security industry sector.

LASER supports its approved centres to develop flexible and responsive credit based courses. This includes those that widen access to lifelong learning, and address exclusion and participation. The structure of our qualifications enables learners to be recognised for their achievement, to accumulate credit, and use this to access further qualifications and learning over time.

LASER makes sure:

- quality assurance underpins all provision.
- only centres that meet national standards are approved (for course and qualification delivery and quality assurance).

LASER staff:

- have a wide experience of centre, course and qualification approval.
- support centres to make sure awards are valid and valued.

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Summary of Changes

VERSION	PUBLICATION DATE	SUMMARY OF CHANGES
V1.2	October 2026	Review date extended to 31st March 2028 pending outcome of Security Industry Authority (SIA) consultation and review. Section 4: Assessment. New guidance added regarding Practical Assessment Methods. See footnote page 19 *Practical assessment must be visually recorded for each learner.
V1.1	June 2025	Review Date extended to 31st March 2027. X logo removed throughout. Section 3.1.3 Delivery updated with clarification of English Language requirements.

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1. Qualification Overview

OFQUAL QUALIFICATION NUMBERS	
603/5511/6	LASER Level 2 Award for Door Supervisors in the Private Security Industry

Laser Learning Awards is an awarding organisation regulated by Ofqual, the regulator of qualifications, examinations and assessments in England.

PURPOSE AND AIM OF QUALIFICATIONS	Pre-requisite for those seeking to work as a door supervisor in the private security industry.
WHO IS IT FOR?	New entrants to the sector without a previous award/qualification conferring full or partial exemption.
ENTRY REQUIREMENTS	Minimum age 18. Learners must be able to communicate effectively in English (speaking, listening, reading and writing) and centres must have procedures in place for establishing the learners' competence in the use of the English language. Learners should as a minimum have English language skills equivalent to: • a B2 level qualification on the Home Office's list of recognised English tests and qualifications • B2 Common European Framework of Reference for Language (CEFR) • an ESOL qualification at (Level 1) on the Ofqual register taken in England, Wales or Northern Ireland • an ESOL qualification at Scottish Credit and Qualifications Framework Level 5 awarded by the Scottish Qualifications Authority (SQA) and taken in Scotland • Functional Skills Level 1 in English • SQA Core Skills in Communication at Scottish Credit and Qualifications Framework Level 5 • Essential Skills Wales Communication Level 1 Learners must hold a current and valid First Aid or Emergency First Aid at Work certificate. This must meet the requirements of the Health and Safety (First Aid) Regulations 1981.
TOTAL QUALIFICATION TIME (TQT)	The Total Qualification Time for this qualification is 61. Total Qualification Time represents the total time a learner may take to achieve the qualification, including both guided learning and all other learning.
UNITS	To achieve the qualification, the learner must achieve all of the following four units: • Principles Of Working In The Private Security Industry • Principles Of Working As A Door Supervisor In The Private Security Industry • Application Of Conflict Management In The Private Security Industry • Application Of Physical Intervention Skills In The Private Security Industry
ASSESSMENT	Assessment is by multiple choice examination, practical demonstration, oral question and answer/ discussion and trainer observations.
DATES	Operational Start Date: 1st April 2021 Qualification Review Date: 31st March 2028
TO DELIVER	Centres must meet SIA/Trident Awards' requirements for centre recognition and qualification approval. Requirements include those around teaching and learning resources, staffing, course and examination venues, record keeping, delivery, assessment, and quality assurance.

2. About the Qualification

A Level 2 Award for Door Supervisors in the Private Security Industry is a pre-requisite for those seeking to work as a door supervisor in the private security industry (PSI).

Under the terms of the Private Security Industry Act (2001) individuals working in specific sectors of the private security industry must be licensed by the Security Industry Authority (SIA). One criterion for obtaining a licence is the achievement of a licence-linked qualification. The LASER Level 2 Award for Door Supervisors in the Private Security Industry provides full coverage of the competences specified by the SIA and therefore meets its requirements for a licence-linked qualification.

A Door Supervisor licence is required if manned guarding activities are undertaken in relation to licensed premises, except where the activity only involves the use of CCTV equipment or falls within the definition of cash and valuables in transit or close protection. Licensed premises are those open to the public at times when alcohol is being supplied for consumption, or regulated entertainment is being provided.

The LASER Level 2 Award for Door Supervisors in the Private Security Industry qualification is suitable for any new entrant to the sector without a previous award/qualification.

Successful learners will:

- Know the main characteristics and purposes of the Private Security Industry
- Understand legislation as it applies to a security operative
- Understand arrest procedures relevant to security operatives
- Understand the importance of safe working practices
- Understand fire procedures in the workplace
- Understand emergencies and the importance of emergency procedures
- Understand how to communicate effectively as a security operative
- Understand record keeping relevant to the role of the security operative
- Understand terror threats and the role of the security operative in the event of a threat
- Understand how to keep vulnerable people safe
- Understand good practice for post-incident management
- Understand crimes relevant to door supervision
- Know how to conduct effective search procedures
- Understand drug misuse legislation, issues and procedures relevant to the role of a door supervisor
- Understand preservation of evidence relevant to the role of a door supervisor
- Understand licensing law relevant to the role of a door supervisor
- Understand queue management and venue capacity responsibilities relevant to a door supervisor
- Know how to use equipment relevant to a door supervisor
- Understand physical interventions and the implications of their use
- Understand the risks associated with physical intervention
- Understand how to reduce the risks associated with physical intervention
- Be able to use physical skills to protect yourself and others
- Be able to use non-pain compliant standing, holding and escorting techniques

- Understand the principles of conflict management appropriate to the role
- Understand how to recognise, assess and reduce risk in conflict situations
- Understand the use of problem-solving techniques when resolving conflict
- Be able to communicate to de-escalate conflict.

The qualification is mapped to the SIA Specification for Learning and Qualifications for Door Supervisors.

Please note that the legal systems and laws of Scotland and Northern Ireland differ from those of England and Wales. If delivering in Scotland or Northern Ireland, both local law and English law must be delivered.

Trident Awards and the SIA advises that operatives and their employers are responsible for familiarising themselves with the laws and legal systems relating to the area in which they will be working.

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3. Offering the Qualification

It is important that this specification is read in conjunction with the Trident Awards Centre Handbook[1] which supports centres to implement Trident Awards' processes for use with Security Industry Authority (SIA) licence-linked qualifications.

3.1 REQUIREMENTS FOR CENTRES

To offer this qualification through Trident Awards, a centre must be:

- an Approved Trident Awards or LASER centre (with all trainers and assessors, Internal Quality Assurers (IQAs) and venues approved);
- appropriately insured including:
  - Employer's liability - £5million.
  - Public liability.
  - Professional indemnity.

  Insurance must 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'.
- approved to offer the LASER Level 2 Award for Door Supervisors in the Private Security Industry;
- prepared to allow representatives from the SIA, Ofqual, Trident Awards and if necessary, other authorities, to inspect and/or audit training venues, delivery, and/or assessment, in order to ensure consistent quality of delivery.

3.1.1 THE QUALIFICATION APPROVAL PROCESS

Centres must have successfully completed the qualification approval process to allow them to offer the LASER Level 2 Award for Door Supervisors in the Private Security Industry qualification.

Approved Trident Awards or LASER centres can seek approval at any time to offer the LASER Level 2 Award for Door Supervisors in the Private Security Industry qualification by completing forms[1]:

[1] Once approved as a LASER Centre you can access this within the Document section of the Quartz web portal.

CR1 Trainer Application Form, CR8 IQA Application Form and CR2 Room Approval Form. A CR5 Self-Study Approval Form must be completed to seek approval if any part of the qualification is to be delivered as self-study. [1]

The Qualification Approval Process seeks to establish that centres have in place:

- experienced and qualified trainers and assessors and IQAs that meet the regulatory bodies' requirements.
- training and examination venues that meet the regulatory bodies' requirements.
- arrangements for establishing learners' competence in the use of all areas of the English language (speaking, listening, reading and writing).
- suitable teaching and learning resources.

3.1.2 TEACHING AND LEARNING RESOURCES

The centre should have access to an appropriate range of teaching/learning resources, including:

- a course programme including an Approved Physical Intervention programme.
- tutor briefing notes.
- student hand-outs, including the taught techniques for Physical Intervention Skills.
- visual aids.

A PDF copy of each unit within this qualification is available free of charge on the Trident Awards **website** and the Indicative Content is also available to approved centres via the Quartz web portal [1]. This represents the **basic** content which must, as a minimum, be taught to learners, but this **must** be expanded by tutors and further, more detailed content delivered.

3.1.3 DELIVERY

This qualification must be delivered and assessed exclusively in English or British Sign Language (BSL). No other languages may be used for course delivery or assessment purposes.

3.1.3.a Order of delivery of units

It is a requirement that learners undertaking the Level 2 Award for Door Supervisors in the Private Security Industry are trained in the Application of Conflict Management in the Private Security Industry before;

- The practical (searching and use of communications) assessment for unit Principle of Working as a Door Supervisor in the Private Security Industry.
- The practical scenario assessment for unit Application of Conflict Management in the Private Security Industry
- The delivery and assessment of unit Application of Physical Intervention Skills in the Private Security Industry.

The assessment of the Application of Conflict Management in the Private Security Industry unit can be completed after the physical intervention training has been delivered.

[1] Once approved as a LASER Centre you can access this within the Document section of the Quartz web portal.

3.1.3.b Delivery hours

A Minimum Contact Hours (MCH) value is stipulated by the SIA for each unit. These values are specified in the table below. The SIA defines the minimum contact hours as time where the learner is in the same room as the tutor and receiving training or undertaking assessment. This time does not include:

- Course induction including registration, checking ID and other centre and course administration.
- English initial assessment and feedback to learners.
- Self-study assessment and feedback to learners.
- Breaks in the delivery of the course.

Each day should not exceed eight hours of learning.

UNIT NUMBER	UNIT NAME	MINIMUM CONTACT HOURS	SIA MAX PERMITTED SELF-STUDY HOURS*	SIA TOTAL LEARNING AND ASSESSMENT HOURS
R/617/9674	Principles Of Working In The Private Security Industry	7	10	17
J/617/9672	Principles Of Working As A Door Supervisor In the Private Security Industry	11	Not permitted	11
A/617/9667	Application Of Conflict Management In The Private Security Industry	11	Not permitted	11
F/617/9668	Application Of Physical Intervention Skills In The Private Security Industry	13	Not permitted	13
		42 (6 days)	-	**52 (7 days)**

* see 3.1.3.c. Self-study

The SIA stipulates that face to face delivery must be a **minimum** of seven days when self-study materials are **not** used. Where self-study **is used** the number of days face to face is six.

It is a requirement that centres can demonstrate that they are providing the MCH as required by SIA and that the SIA Total Learning Hours are also met. Centres are required to provide Trident Awards with detailed timetables evidencing how course hours will be met.

3.1.3.c Virtual Learning

A virtual classroom is an online platform which enables synchronous learning (live) and interactive delivery of training. This learning environment means that the tutors and learners can communicate (sound and visual) and interact with each other in an online group setting. Also called remote delivery training and online classroom. All centres must seek approval with Trident Awards to deliver via this method. For further details please see **Appendix 1**.

3.1.3.d Self-study

Self-study may be used for up to 10 hours of learning for the unit Principles Of Working In The Private Security Industry (PWPSI) .

LEARNING OUTCOME	DESCRIPTION	SELF-STUDY HOURS
1	Know the main characteristics and purposes of the private security industry	2 hours
2	Understand legislation as it applies to a security operative	2 hours
4	Understand the importance of safe working practices	2 hours
5	Understand fire procedures in the workplace	1 hour
9	Understand terror threats and the role of the security operative in the event of a terror threat.*	2 hours
11	Understand good practice for post-incident management	1 hour

* ACT Awareness and Act Security is the only permitted self-study method for this learning outcome

It is important the self-study materials used clearly show learners how many hours learning they are expected to undertake and that they are given sufficient time to complete it before their course begins.

Centres must have mechanisms in place to ensure that effective, appropriate self-study has taken place pre-course. This will be quality assured through the external quality assurance process.

Suitable methods of self-study include prepared, high quality:

- Online learning materials or courses that the learner must navigate
- Workbooks that the learner must work through and complete
- Learning materials that the learner can use to cover specific areas of content

Self-study is a delivery option that is available to centres, it is not compulsory. All centres using self-study as a delivery method **must** gain prior approval from Trident Awards before commencing delivery, including approval of the materials to be used.

A **copy** of all completed self-study materials must be retained by the centre for a minimum of three years.

3.1.3.e Additional Requirements for Application of Physical Intervention Skills unit

Only those physical intervention programmes that appear on the SIA website on the list '**Physical Intervention Skills: Trainer Training**' can be used to train and assess learners in the techniques required to achieve the licence-linked physical intervention skills unit.

All trainers, assessors, training programme, and venues used to deliver and assess this unit must be approved by Trident Awards.

During the delivery of physical intervention skills training, there must be access to:

- BS 8599-1:2019 approved first aid kit.
- ice packs.
- drinking water.
- an emergency telephone.

Learners must be provided with safety information prior to attending physical intervention training. This must include:

- 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.
- centres must ensure that learners sign a declaration that they are fit to participate in practical skills training.

To ensure that the Public Liability and Professional Indemnity 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'. Evidence of insurance details must be available to representatives from Trident Awards prior to approval being granted. It is the centre's responsibility to ensure that their insurance remains valid and current. This level of insurance cover is mandatory for centres and individual trainers delivering physical intervention training. Where the individual tutor does not hold their own cover, the centre must ensure its insurer is aware of this and extend cover secured where necessary. Documentation should clearly detail the cover for trainers.

3.1.3.f Delivering Application of Physical Intervention Skills in the Private Security Industry as a standalone unit

SIA regulations state that only centres who are approved to offer the full Level 2 Award for Door Supervisors in the Private Security Industry qualification may offer the Application Of Physical Intervention Skills In The Private Security Industry unit as a standalone unit. Centres must ensure the learners completing the standalone unit meet at least one of the following conditions:

- They hold a current SIA licence in one of the following: door supervision (for refresher training only), security guarding, vehicle immobilising or close protection.
- They have the relevant SIA licence-linked qualification which is under three years old in one of the following: door supervision, security guarding, vehicle immobilising or close protection.
- They are a current SIA licence holder who has chosen to complete this as part of their continuing professional development (CPD) (voluntary upskilling/refresher).
- They are a current SIA licence holder who has had conditions added to their licence and must re-take this training as part of the requirement to have this suspension lifted/condition removed.
- They complete the associated Conflict Management unit beforehand, where they do not have to hold a current SIA licence or have a valid SIA qualifiction and should be for in-house training purposes only

It is the centre's responsibility to ensure that **all** learners undertaking this as a standalone unit meet one of these conditions. Centres must keep relevant records of the delivery of all standalone physical intervention training and retain these records for a minimum of three years from the completion of the training.

See also Additional Criteria for Trainers Delivering Physical Intervention Skills Training (3.1.4 below), and Additional Venue Criteria for Delivery of Physical Intervention Skills Training (3.1.5 below).

3.1.4 TRAINER AND ASSESSOR REQUIREMENTS

All trainers delivering learning leading to this qualification must either have achieved as a minimum Level 3 Award in Education and Training (QCF/RQF) (Level 6 SCQF) or a teaching or training qualification at Level 3 (QCF/RQF) (Level 6 SCQF) or equivalent or above, which has been accredited by SQA/QCA/Ofqual or validated by HEI, or equivalent such as:

- Level 4 Award in Education and Training (QCF/RQF)
- Certificate in Education
- Post Graduate Certificate in Education (PGCE)
- SVQ/NVQ Levels 3 and 4 in Learning and Development
- Scottish Training qualification for Further Education (TQFE)
- PTLLS, CTLLS or DTLLS
- Masters in Education

All Assessors must hold any of the following qualifications.

- Level 3 Award in Understanding the Principles and Practices of Assessment (RQF)
- Level 3 Award in Assessing Competence in the Work Environment (RQF)
- Level 3 Award in Assessing Vocationally Related Achievement (RQF)
- A1 Assessing Learners Using a Range of Methods
- D32 Assess Learner Performance
- D33 Assess Learner Using Different sources of Evidence
- Level 5 Diploma in Education*
- Certificate of Education*
- Post Graduate Certificate in Education*

* must include a unit/module covering assessment.

Or the following unit from the Level 3 Award in Understanding the Principles and Practices of Assessment:

- Unit 1 Understanding the Principles and Practices of Assessment

Or the following units from a Teaching qualification.

- Understanding Assessment in Education and Training unit from a Level 3 Award in Education and Training.
- Understand the Principles and Practices of Assessment from a 12 credit Preparing to Teach in the Lifelong Learning Sector.
- Principles of Assessment in Lifelong Learning from a 12 credit Preparing to Teach in the Lifelong Learning Sector.
- Understanding the Principles and Practices of Assessment from a Level 3 Certificate/Level 4 Diploma in Learning and Development.
- Assess Occupational Competence in the Work Environment from a Level 3 Certificate/Level 4

Diploma in Learning and Development

- Assess Vocational Skills, Knowledge and Understanding from a Level 3 Certificate/Level 4 Diploma in Learning and Development.

Trainers/assessors new to licence-linked delivery/assessment have six months from approval to achieve an assessor unit/qualification. After that time, training delivery may continue, however all assessment decisions must be counter-signed by an approved (qualified) assessor until such time an assessor qualification is achieved.

In addition to the above, all trainers/assessors must have completed the National Counter Terrorism Security Office (NaCTSO) / SIA endorsed counter terrorism programme ACT (Action Counters Terrorism) Awareness training and ACT Security training.

All trainers/assessors **must**:

- be approved to deliver the Level 2 Award for Door Supervisors in the Private Security Industry qualification, according to the Trident Awards Quality Approval Process.
- have achieved the Level 2 Award for Door Supervisors in the Private Security Industry or its predecessor Level 2 Award for Working as a Door Supervisor within the Private Security Industry
- be fully competent in training/facilitation skills.
- demonstrate that they have the necessary experience, knowledge and understanding of the sector in which they are providing training. Experience may be drawn from:
  - Armed services
  - Police service
  - Security industry
  - Prison service
- demonstrate evidence of continuing professional development (CPD) in the sector which should include the equivalent of at least forty hours every year spent in a combination of training, increasing professional knowledge through other means, or working in the industry. This evidence must be retained for a minimum of three years for audit purposes. Evidence must include annual completion of the SIA ACT (Action Counters Terrorism) awareness training and ACT security training.

Trainers/assessors new to the sector (i.e. in their first role as a trainer/assessor in the security sector) must:

- be approved to deliver the Level 2 Award for Door Supervisors in the Private Security Industry qualification, according to the Trident Awards Quality Approval Process.
- have two years' (24 months') front-line operational experience in the past five years in the UK, relevant to the qualifications that they are delivering. Note this experience should have been gained in the UK and must be a role within the private security industry or a specific role that can be mapped to the requirements of the private security industry. Evidence of this relevant, operational experience can be achieved from full time, part time or weekend employment and in blocks of employment, as long as it meets a minimum of 24 months in the past five years.

Additional Criteria for Trainers Delivering Conflict Management Training

All trainers delivering the Application Of Conflict Management In The Private Security Industry unit must:

- have received relevant conflict management training.

- hold a qualification at or above NQF/QCF/RQF Level 3 Deliverers of Conflict Management Training.

Additional Criteria for the Delivery of Physical Intervention Skills Training

Trainer Requirements

All trainers delivering and assessing physical intervention skills training must hold all of the following:

- a suitable Level 3 teaching/training qualification.
- a suitable Level 3 or above assessors qualification (see 3.1.4).
- a suitable Level 3 or above qualification in conflict management training.
- the Level 3 Award for Deliverers of Physical Intervention Training within the Private Security Industry, OR the Level 3 Award for Physical Intervention Trainers in the Private Security Industry.
- a current certificate (updated annually) from an **SIA approved** physical intervention skills programme provider that confirms the trainer's ability to deliver the skills in that approved Level 2 programme. It is the responsibility of the trainer to submit this certificate to the centre and Trident Awards annually to maintain trainer approval.

Staffing numbers

- The ratio of trainers to learners for the delivery and assessment of the physical intervention practical skills is 1 trainer to a maximum of 12 learners. (Note: this is not a requirement for the delivery and assessment of the knowledge element of the unit)
- A minimum of three participants are required for each course, in order to deliver the practical skills for physical interventions effectively.
- A qualified first aider must be available at all times during the delivery and assessment of the physical skills and conflict management units.
- Trident Awards recommend that all trainers/assessors delivering physical skills obtain a 3-day First Aid at Work Qualification.
- The assessor should not act as a participant whilst assessing learners. This is to ensure that they can assess all learners effectively and monitor safety

Important Note: There must be one trainer to a maximum of 12 learners for delivery of practical physical intervention skills therefore for a course of 13 learners two appropriately qualified and approved trainers would be required.

3.1.5 TRAINING VENUES

Training and assessment must be undertaken in a suitable training and assessment environment, which has been quality assured and approved by Trident Awards as suitable for conducting training/examinations. The environment must be adequately equipped for training, conducive to effective learning and must comply with current health and safety requirements. Equipment for practical activities must be readily available and fit for purpose. Further details and guidance on risk assessments can be found in the Trident Awards Centre

Handbook [1].

Additional Venue Criteria for Delivery of Physical Intervention Skills Training and Assessment

Centres must carry out a risk assessment for each course to ensure that learners have space to demonstrate physical intervention techniques safely. An unobstructed area of a minimum of 2 metres x 2 metres per person when practising or being assessed (this includes 2m x 2m for the trainer) provides the necessary room for movement and activity. Centres must abide by all health and safety requirements that apply at the time of training delviery.

A minimum of three stairs (fixed or portable) must be available at the venue to allow for practice, demonstration and assessment in escorting an individual up and down stairs. All stairs used for the assessment must be fully risk assessed and fit for purpose.. If using a public venue such as a hotel, permission must be obtained to use the staircase for this purpose. The centre's insurance cover must adequately cover this activity. Failure to comply with this requirement will mean that the training is invalid, and sanctions could be imposed, and candidates' certificates and SIA licences may be withdrawn.

There must be access to the following items during the physical skills training delivery and assessment:

- BS 8599-1:2019 approved first aid kit.
- ice packs.
- drinking water.
- an emergency telephone.

3.1.6 EXAMINATION VENUES

It is expected that centres will work to the Joint Council for Qualifications (JCQ) standards as best practice. **IMPORTANT:** refer to Trident Awards' Centre Handbook[1] for full details of requirements.

Centres are required to maintain records of how examination venues meet these criteria, which must be made available to Trident Awards on request. False or misleading statements by centres in respect of examination venues may result in immediate suspension or withdrawal of centre recognition, and examination papers may be declared void.

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3.2 ENTRY REQUIREMENTS FOR LEARNERS

The minimum age for access to the qualification is 18 years (the minimum age for an SIA licence is also 18).

First Aid Qualification (See also SIA Get Training)

Learners will need to show that they hold a current and valid First Aid or Emergency First Aid certificate that meets the requirements of the Health and Safety (First Aid) Regulations 1981. It is an SIA requirement that training centres must confirm that each learner is sufficiently qualified in First Aid or Emergency First Aid.

Learners should, as a minimum, have achieved an Emergency First Aid at Work qualification covering the following outcomes.

- understand the role of the first aider, including reference to:

[1] Once approved as a Trident Centre you can access this within the Document section of the Quartz web portal.

- the importance of preventing cross-infection
- the need for recording incidents and actions
- use of available equipment
- assess the situation and circumstances in order to act safely, promptly and effectively in an emergency
- administer first aid to a casualty who is unconscious (including seizure)
- administer cardiopulmonary resuscitation and use of an automated external defibrillator
- administer first aid to a casualty who is choking
- administer first aid to a casualty who is wounded and bleeding
- administer first aid to a casualty who is suffering from shock
- provide appropriate first aid for minor injuries (including small cuts, grazes and bruises, minor burns and scalds, small splinters).

Learners should present their First Aid or Emergency First Aid certificate* to their training provider before they start training. This certificate* must be valid for at least 12 months from course start date.

It is the centre's responsibility to check the learner's First Aid certificate and maintain relevant records of how a learner meets this requirement.

Training centres must retain this information for a minimum of three years in line with retention of assessment evidence requirements.

Training centres are permitted to deliver suitable First Aid qualifications together with security qualifications as part of a training package. The knowledge component of the First Aid course can be delivered alongside the knowledge component of the security course by self-study or virtual learning, but the First Aid qualification must be fully achieved before the practical security training is delivered.

English Language Requirements

It is an SIA requirement that learners must be able to communicate effectively in English (speaking, listening, reading and writing). Centres must have robust, auditable procedures in place to ensure that all learners:

- have English language skills equivalent to:
  - a B2 Level qualification on the Home Office's list of recognised English tests and qualifications
  - a B2 Common European Framework of Reference for Languages (CEFR)
  - an ESOL qualification at (Level 1) on the Ofqual register taken in England, Wales, or Northern Ireland
  - an ESOL qualification at Scottish Credit and Qualifications Framework Level 5 awarded by the Scottish Qualifications Authority (SQA) and taken in Scotland
  - Functional Skills Level 1 in English
  - SQA Core Skills in Communication at Scottish Credit and Qualifications Framework Level 5
  - Essential Skills Wales Communication Level 1
- read and/or interpret given tasks.
- produce answers that are clear, logical and understandable.
- organise relevant information clearly and coherently.

- make decisions based on underpinning knowledge.

If a learner does not already hold a formal qualification confirming their language skills as outlined above, the centre must:

- conduct an assessment in English with the learner. The learner must be able to demonstrate their ability to read, write, speak, listen in English.
- be able to confirm that the learner registered to take the course, is the same learner taking the language assessment.
- ensure that the language assessment is marked, and the learner passes the assessment, before the learner is accepted onto the course
- ensure that they have effective measures in place to ensure that the English language requirement has been met.

Approved centres must have their English language assessment materials approved with their awarding organisation (AO) as part of their centre approval. Approved centres must retain this information for all learners against all four competencies. It should be kept for a minimum of 3 years.

Where learners do not meet the English language requirement, centres should have a clear procedure for providing feedback and guidance to the learner which signposts them to appropriate sources of support.

Centres must ensure that all learners have sufficient reading, writing, speaking and listening language skills before putting learners forward for training and assessment. English language assessments used by training centres must be agreed with Trident Awards as part of their approval.

3.3 IDENTITY REQUIREMENTS

3.3.1 Identification Checking

Centres must check the learner's identity prior to starting the course and keep a record of the SIA group A and group B identity documents they review and accept for each learner. These records must be kept for a minimum of 3 years and must be made available for audit purposes. Centres should make sure they store all data in a way that meets current data protection legislation.

Acceptable forms of learner ID can be found here on our website this list reflects the SIA list of acceptable group A and group B ID documents available at **https://www.gov.uk/guidance/apply-for-an-sia-licence#check-you-have-the-right-document**.

Centres must check the learner's identity before assessing them. This means that learners must provide an original photo ID from the SIA Group A list of acceptable ID documents before they can sit the knowledge assessments. Centres must keep a record of the identity document they review and accept for each learner. If the Group A document provided does not include a photograph of the learner, then an additional identity document which does include a photograph of the learner must also be provided so the centre can confirm the identity of the person sitting the assessment

[1] Once approved as a LASER or Trident Centre you can access this within the Document section of the Quartz web portal.

A learner who is unable to produce the correct documents to satisfy the SIA ID requirements will not be able to take any assessments therefore will not be able to complete the qualification. A learner in this situation may write to the SIA with an explanation of why they do not possess the required documents, and details of the documents that they do have. The SIA will assess this evidence on a case by case basis.

3.3.2 Sign In Sheets

A Trident Sign in Sheet[1] must be completed for all learners attending for each and every day of all training courses. Each learner must sign their own name and record the time they joined and left each session. The form must be countersigned and dated by the trainer(s). This should be available for inspection by the Quality and Curriculum Reviewer (QCR) during visits and by Trident Awards wider quality team on demand. If a learner is late for a session a note must be made on the Trident Sign in Sheet[1] showing how the time missed was made up so that the SIA Total Learning and Assessment Hours were met. Centres must retain these detailed registers for a minimum of three years for audit purposes.

3.4 RULES OF COMBINATION

To be awarded the LASER Level 2 Award for Door Supervisors in the Private Security Industry the learner must achieve **all** four units, **totalling six credits**. Unit content is located at the end of this document.

UNIT NUMBER	UNIT NAME	LEVEL	CREDIT
K/616/0273	Working within the Private Security Industry	2	1
J/616/0944	Working as a Door Supervisor within the Private Security Industry	2	1
Y/506/7125	Conflict Management within the Private Security Industry	2	1
Y/616/0978	Physical Intervention Skills within the Private Security Industry	2	2

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4. Assessment

4.1 ASSESSMENT METHODS

This qualification is partly assessed through multiple choice tests, partly through practical demonstrations and the completion of practical activities. All multiple choice tests are externally set and marked by Trident Awards. Assessments are set against the requirements detailed in the assessment criteria for each unit. Indicative content is provided for each unit and lists its scope. The folowing table summarises the assessment methodology for each unit.

[1] Once approved as a LASER Centre you can access this within the Document section of the Quartz web portal.

UNIT	ASSESSMENT METHOD	NUMBER OF QUESTIONS	DURATION	ACHIEVEMENT REQUIRED
Principles Of Working In The Private Security Industry	**Knowledge:** Externally set and marked MCQ exam	72	110 minutes	70%
	Practical: Externally set, internally assessed activity based on the completion of an evidential statement/incident report.	Not Applicable	Recommended duration 15 minutes	100%
Principles Of Working As A Door Supervisor In The Private Security Industry	**Knowledge:** Externally set and marked MCQ exam.	50	75 minutes	70%
	Practical*: Externally set, internally assessed observation of searching and use of communication equipment	Not Applicable	Recommended duration 15 minutes	100%
Application Of Conflict Management In The Private Security Industry	**Knowledge:** Externally set and marked MCQ exam.	20	30 minutes	70%
	Practical*: Externally set, internally assessed practical scenario with observation sheet.	Not Applicable	Recommended duration 15 minutes	100%
Application Of Physical Intervention Skills In The Private Security Industry	**Knowledge:** Externally set and marked MCQ exam.	30	45 minutes	80%
	Practical*: Externally set, internally assessed observation of each learner performing every technique with observation sheet **plus**	Not Applicable	Recommended duration 15 minutes	100%
	Question and Answer session to cover critical areas of PI knowledge: • 2.1 Identify the risk factors involved with the use of physical intervention • 2.2 Recognise the signs and symptoms associated with acute behavioural disturbance (ABD) and psychosis • 2.3 State the specific risks associated with positional asphyxia • 2.4 State the specific risks associated with prolonged physical interventions • 3.2 Identify how to deal with physical interventions on the ground appropriately • 3.5 State how to manage and monitor a person's safety during physical intervention	As appropriate to ensure the candidate is fully aware of critical knowledge areas of Physical Intervention.		

*Practical assessment must be visually recorded for each learner.

Examinations must take place at a venue that meets the requirements of 'examination venue criteria' detailed in **Section 3.1.6**, using the assessments set by Trident Awards, and must be carried out in accordance with the policy, standards and regulations specified by the SIA in its document '**Get Training**' , Trident Awards Centre Handbook and this qualification specification.

All completed Candidate Response Sheets[1] are submitted by the centre to Trident Awards for marking. Confirmation of practical assessment achievements must be submitted to Trident Awards on completion of the course and evidence of achievement must be retained by the centre for a period of three years and must be available for

inspection when requested by Trident Awards.

Assessment results are issued by Trident Awards to the approved centre.

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4.2 ASSESSMENT REQUIREMENTS

A ratio of one trainer to a maximum of 12 learners applies to units which include an assessment of practical skills. Each learner **must** be assessed individually when undertaking practical demonstrations.

Knowledge

The knowledge elements of the units are assessed via externally set and marked multiple choice examination, plus oral question and answer where required (see table above). Additionally, knowledge of critical areas of the Application Of Physical Intervention Skills In The Private Security Industry unit are assessed using a centre devised, internally assessed face to face question and answer session.

Practical Skills

The practical elements of units are assessed using externally set, internally assessed, observation of each learner performing the required tasks.

For the unit Principles of Working in the Private Security Industry, a/c 8.4 Demonstrate the accurate completion of an evidential statement/incident report, learners are required to produce a hand-written statement, based on a centre devised scenario. An exemplar statement has been produced for centres to use to help prepare learners for their summative assessment. Reports submitted for assessment must be the learner's own work.

For the unit Principles of Working as a Door Supervisor in the Private Security Industry, a/c 2.7 Demonstrate how to search people, and their property, and a/c 7.5 Demonstrate effective use of communication devices,each learner is required to carry out a person search, and use communication equipment (eg. radios, walkie/talkies) based on a given scenario. This assessment task will require a second participant to take on the role of the subject of the search.

For the unit Application of Conflict Management in the Private Security Industry learners will be provided with a typical scenario and assessed using conflict management skills relating to communication techniques; communication barriers; behaviour types; how to de-escalate situations; working with colleages. Learners will also be required to answer three questions to demonstrate their understanding of different behaviour types, communication techniques and conflict barriers demonstrated in the practical assessment.

Centres must use assessment documentation provided by Trident Awards.

For each practical assessment each learner must introduce themselves and state the date. Additionally, for the Application Of Physical Intervention Skills In The Private Security unit learners' must also state the techniques that they are demonstrating. The recordings must be retained and catalogued by the centre, in a format which allows them to be shared with, and viewed by, Trident Awards and SIA as required. Guidance on acceptable referencing methods can be found in the Trident Centre Handbook[1]. Centres must ensure that they comply with current data protection legislation at all times. The trainer will only confirm a learner's

[1] Once approved as a LASER Centre you can access this within the Document section of the Quartz web portal.

achievement when **all** aspects of each practical assessment have been completed successfully.

For the Application Of Physical Intervention Skills In The Private Security Industry unit each candidate must be assessed performing each of the techniques for LOs 4 and 5 and will be asked questions covering six critical knowledge areas from LOs 2 and 3. Candidates will only pass the practical assessment if **all** of the techniques have been demonstrated successfully and **all** questions are satisfactorily answered. All questions relating to the critical knowledge areas must be asked by the assessor and verbally answered by the candidate.

The practical assessments and question and answer assessments for each learner must be visually recorded. The video recording must capture the candidate:

- introducing themselves and stating their full name.
- stating the date.
- for the Application Of Physical Intervention Skills In The Private Security Industry unit, confirming that they will be demonstrating the techniques taught during the physical intervention element of the course.

It is good practice to video learners making a "fit to participate" statement both before and after the physical intervention training and assessment sessions.

Video evidence must be kept securely to allow Trident Awards' QCRs to quality review the evidence. All assessment and verification records, including the video evidence and Practical Assessment Forms Sheets[1] must be retained by the Centre for a period of three years (one year only for **video** evidence) after the certificate has been issued

Who Can Assess the Physical Intervention Practical Skills?

It is acceptable for learners to be assessed by the person who has delivered the training, providing this trainer/assessor has been approved by Trident Awards to deliver the Application Of Physical Intervention Skills In The Private Security Industry unit.

Timing of the Practical Assessment

The course timetable should reflect the timing of the practical assessments, to ensure that sufficient time is allowed per learner. Each assessment is recommended to take approximately 15 minutes per learner.

Learner Briefing for the Practical Assessment

Prior to the start of the assessment learners should be briefed and advised of the requirements of the on-going practical skills assessment (assessors may, if they wish, provide learners with a copy of the relevant Practical Assessment Form[1]). The assessor should clearly explain to the learner that all the practical skills must be demonstrated to the required standard, and that the practical assessment will be visually recorded.

Results for the Practical Assessment

The assessor will be required to use their professional judgement in deciding whether each of the practical skills have been demonstrated to the required standard and should refer to the assessment criteria detailed on the relevant Practical Assessment Form[1].

[1] Once approved as a LASER Centre you can access this within the Document section of the Quartz web portal.

Learners can be marked as having achieved the required standard if the assessor considers that the activity was demonstrated to such a standard that it could be carried out unsupervised. It is not acceptable for the assessor to make assumptions that although the skill was not demonstrated to the required standard on this occasion, the learner could do it in the future under non-assessed conditions.

The assessor must indicate, in the box next to each skill, whether the learner has passed or failed each of the criteria listed on the Practical Assessment Form[1]. Failure to do so will result in the learner not achieving the entire unit.

Feedback

Once the practical skills assessment is complete the assessor must inform the learner of the result of the assessment. Both the assessor and the learner must sign the Practical Assessment Form[1]. This should be done after the assessor feedback/comments section has been completed by the assessor, and the learner has had the opportunity to read the assessor's comments and add their own if required.

Practical assessments are subject to internal and external quality assurance.

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4.3 SPECIAL ARRANGEMENTS FOR LEARNERS WITH PARTICULAR REQUIREMENT

Please see the Trident Awards '**Access to Fair Assessment Policy and Procedure**', which can be found **here**.

If a centre wishes to provide a reasonable adjustment for any learner, they must submit a Reasonable Adjustments' Form[1] with supporting evidence, for approval by Trident Awards, prior to the learner undertaking any assessment. The SIA document **Working in the Private Security Industry: A guide for disabled people** is a useful document and gives information about the different roles in private security.

4.4 EXAMINATION INVIGILATION

Please see also the Trident Awards Centre Handbook[1] (available on the QuartzWeb Portal). The requirements within this section apply to all units within this qualification:

Who Can Invigilate?

Approved centres must ensure that invigilation is carried out by a person who has not prepared the learners for the examination. This means that the trainer must not act as the examination invigilator for the subject they have delivered and must not be present in the examination room. One invigilator may oversee a maximum of up to 30 candidates. For invigilator responsibilities please refer to the Trident Awards Centre Handbook[1].

Role of Invigilators

Invigilators have a key role in upholding the integrity of the examination process. The exam invigilator is the person in the examination room with the responsibility for conducting the examination. All invigilators must

undergo a detailed induction. Full details of invigilator responsibilities can be found in the Trident Awards Centre Handbook[1], which all invigilators must read prior to undertaking invigilation duties.

Examination Management

The Trident Awards Centre Handbook[1] (available from the Trident Awards QuartzWeb Portal) provides detailed guidance for centres on the following areas of examination management:

- examination papers' and Candidate Response Sheets'[1] security.
- the safe transportation of examination papers to all delivery sites.
- examination room preparation including candidate seating arrangements/plans, materials to be displayed, clock(s), providing candidate information.
- checking identities.
- starting the examination.
- during the examination.
- summoning help during an examination.
- learners who arrive late.
- leaving the examination room.
- ending the examination.
- completing the documentation.
- malpractice.
- emergencies.

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5. Quality Assurance

All centres wishing to deliver this qualification, or units of the qualification, will need to demonstrate the ability to manage and deliver the units and/or the qualification, including adherence to quality assurance regulations.

Trident Awards will provide guidance and give support to centres delivering the qualification. Trident Awards' standard quality assurance arrangements and requirements will apply and include the following:

- internal quality assurance of assessment decisions and processes, where appropriate.
- external quality review and assurance.

5.1 AUDIT OF CENTRE RECOGNITION

The Trident Awards' QCR will review approved centres' performance against the conditions of recognition to ensure continuing compliance with the regulatory requirements for the delivery and assessment of the qualification.

5.2 INTERNAL QUALITY ASSURANCE

All Centres must have a qualified IQA. Each Centre must have in place an effective internal quality assurance policy and system to ensure assessment practices are regularly reviewed and evaluated to confirm learner achievement. These will be monitored and reported on by the Trident Awards' QCR.

Internal Quality Assurers (IQA)

All those undertaking internal quality assurance activities for licence-linked qualifications must, as a minimum hold one of the following qualifications:

- Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practices (RQF)
- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practices (RQF)
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Process and Practices (RQF)
- V1 Conduct Internal Quality Assurance of the Assessment Process
- D34 Internally Verify the Assessment Process

Or the following unit from the Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practices:

- Unit 2/Unit 4 Understanding the principles and practices of internally assuring the quality of assessment.

Centre IQA's must have security sector competence and be familiar with the course content relevant to the qualification that they are responsible for quality assuring.

The IQA does not need a formal qualification in physical intervention but does need to have appropriate competence in physical intervention. This may come from experience in the sector e.g. the private security industry, the armed services, or the police.

Trident Awards approval process requires sufficient information about an IQA's occupational competence, which will be considered on a case-by-case basis.

Internal quality assurance arrangements must include, as a minimum, **all** of the following in relation to all units that include tutor/trainer assessed content:

- an identified individual responsible for co-ordinating internal quality assurance.
- a planned structure for internal quality assurance that incorporates all of the centre's provision.

- an agreed and published annual timetable for internal quality assurance, including internal quality assurance meetings.
- clear and documented roles and responsibilities for all those involved.
- a forum for discussion of borderline cases and good practice in assessment, where appropriate.
- sampling of assessment tasks and assessed work, where appropriate.
- standardisation of assessed work, where appropriate.
- full and clear records and action plans in relation to internal quality assurance.
- regular evaluation of internal quality assurance.

5.3 EXTERNAL QUALITY ASSURANCE

Quality and Curriculum Reviewers (QCR) are appointed by Trident Awards and are conversant with the monitoring internal quality systems and the sampling of assessment outcomes and recording.

The role of the QCR includes the following:

- audit of the Centre Recognition process and continued compliance.
- sampling of centres and their delivery and assessment facilities and practice.
- monitoring internal quality systems and the sampling of assessment outcomes and recording.
- ensuring that assessment processes operate satisfactorily.
- promoting best practice.

Key responsibilities of the QCR:

- ensuring compliance with the qualification specification and assessment requirements.
- ensuring recognised centre procedures are followed.
- assessing the quality of the learner experience.
- scrutinising internal monitoring activity.
- reporting to Trident Awards on the outcomes of external scrutiny in relation to the operation of the marking scheme and the maintenance of standards.
- verifying achievement for unit and qualification certification.

Trident Awards will monitor and report on the operation of the licence-linked examination administrative and assessment processes and marking procedures (where appropriate) through a process of verification. This will include sampling a selection of training courses leading to the qualification, to ensure that trainer authenticity, assessment and marking procedures and completion of paperwork conform to agreed standards. A report will be produced by the QCR and any discrepancies recorded and scrutinised as part of the quality review process by Trident Awards, including monitoring of centre progress against previous Action Plans.

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6. Progression Opportunities

The LASER Level 2 Award for Door Supervisors in the Private Security Industry is a pre-requisite for employment within the private security industry and enables progression to employment as a door supervisor once an SIA licence has been issued. It may also promote employment in other sectors or offer opportunities for further training or study.

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7. Unit Content

UNIT TITLE: Principles Of Working In The Private Security Industry

OFQUAL UNIT CODE	TRIDENT UNIT CODE	GLH	UNIT CREDIT VALUE	UNIT LEVEL
R/617/9674	WJG932	17	2	Level 2

LEARNING OUTCOME (THE LEARNER WILL)	ASSESSMENT CRITERIA (THE LEARNER CAN)
1. Know the main characteristics and purposes of the Private Security Industry.	1.1 Identify the key purposes of the private security industry. 1.2 State the aims and functions of the Security Industry Authority (SIA). 1.3 Recognise the required standards of behaviour of a security operative. 1.4 Identify the benefits of community safety initiatives. 1.5 Recognise how assignment instructions support the Security Operative role. 1.6 Recognise how each security operative role may use CCTV. 1.7 Identify the limitations of CCTV within the security operative role. 1.8 State the purpose of the Approved Contractor Scheme.
2. Understand legislation as it applies to a security operative.	2.1 Identify the differences between Civil and Criminal Law. 2.2 State the main aims of the Private Security Industry Act 2001. 2.3 Identify key legislation relating to promoting equality and diversity in the workplace. 2.4 Identify licensable roles under the Private Security Act. 2.5 Identify how data protection regulation impacts on the security operative.
3. Understand arrest procedures relevant to security operatives.	3.1 State the meaning of arrest. 3.2 Identify offences for which a security operative can make an arrest. 3.3 Identify the limitations to a security operative's powers of arrest. 3.4 State procedures to follow when making an arrest. 3.5 State why an arrest should only be made as a last resort. 3.6 State procedures following an arrest. 3.7 State what is meant by 'reasonable' and 'necessary' force.
4. Understand the importance of safe working practices.	4.1 Identify responsibilities under the Health and Safety at Work etc. Act. 4.2 Identify the risks of lone working within the private security industry. 4.3 Identify typical workplace hazards and risks. 4.4 State how to minimise risk to personal safety at work. 4.5 Identify safety signs and signals. 4.6 State procedures to be followed for recording and reporting accidents and health and safety incidents. 4.7 Identify ways to keep personal information safe.
5. Understand fire procedures in the workplace.	5.1 Identify the elements that must be present for fire to exist. 5.2 State the actions to be taken upon discovering a fire. 5.3 Identify basic fire safety controls. 5.4 Identify classifications of fire. 5.5 Identify the different types of fire-fighting equipment. 5.6 Identify the role of a fire marshal in the event of an emergency.
6. Understand emergencies and the importance of emergency procedures.	6.1 Identify the key emergency terms. 6.2 Identify different types of emergencies within the workplace. 6.3 Recognise how people react when emergencies occur. 6.4 Identify actions to be taken in an emergency situation. 6.5 Identify the role of the security operative in relation to first aid incidents. 6.6 Recognise evacuation principles.

LEARNING OUTCOME (THE LEARNER WILL)	ASSESSMENT CRITERIA (THE LEARNER CAN)
7. Understand how to communicate effectively as a security operative.	7.1 Identify the different types of communication. 7.2 State the importance of effective communication. 7.3 Identify the benefits of teamwork in the private security industry. 7.4 State the principles of customer service. 7.5 Recognise diverse customer needs and expectations.
8. Understand record keeping relevant to the role of the security operative.	8.1 State the importance of accurate record keeping. 8.2 Identify the types of records that may need to be completed. 8.3 Identify what information to include in records. 8.4 Demonstrate the accurate completion of an evidential statement (Section 9 Statement). 8.5 State the process of attending court to give evidence.
9. Understand terror threats and the role of the security operative in the event of a threat.	9.1 Identify the different threat levels. 9.2 Recognise the common terror attack methods. 9.3 Recognise the actions to take in the event of a terror threat. 9.4 Identify the procedures for dealing with suspicious items. 9.5 Identify behaviours that could indicate suspicious activity. 9.6 Identify how to respond to suspicious behaviour.
10. Understand how to keep vulnerable people safe.	10.1 Recognise duty of care with regard to vulnerable people. 10.2 Identify factors that could make someone vulnerable. 10.3 Identify actions that the security operative should take towards vulnerable individuals. 10.4 Identify behaviours that may be exhibited by sexual predators. 10.5 Identify indicators of abuse. 10.6 State how to deal with allegations of sexual assault. 10.7 State how to deal with anti-social behaviour.
11. Understand good practice for post incident management.	11.1 Identify sources of post incident support available. 11.2 State why accessing support following an incident is important. 11.3 State the benefits of reflecting on incident. 11.4 Identify why it is important for security operatives to contribute to improving practice.

ASSESSMENT GUIDANCE:

This unit must be assessed according to the SIA's 'Get Training' - Requirements for Awarding Organisations and Training Centres delivering SIA Licence to Practice Qualifications.

UNIT TITLE: Principles Of Working As A Door Supervisor In The Private Security

OFQUAL UNIT CODE	TRIDENT UNIT CODE	GLH	UNIT CREDIT VALUE	UNIT LEVEL
J/617/9672	WJG930	11	1	Level 2

LEARNING OUTCOME (THE LEARNER WILL)	ASSESSMENT CRITERIA (THE LEARNER CAN)
1. Understand crimes relevant to door supervision.	1.1 Recognise the types of crimes against a person that a door supervisor may come across. 1.2 Recognise common crimes against property and premises that a door supervisor may come across. 1.3 Identify an offensive weapon.

LEARNING OUTCOME (THE LEARNER WILL)	ASSESSMENT CRITERIA (THE LEARNER CAN)
2. Know how to conduct effective search procedures.	2.1 State the different type of searches carried out by a door supervisor. 2.2 Identify a door supervisor's right to search. 2.3 Identify the different types of searching equipment. 2.4 Recognise possible hazards when conducting a search. 2.5 State the precautions to take when carrying out a search. 2.6 State the actions to take if an incident or an accident occurs. 2.7 Demonstrate how to search people and their personal possessions. 2.8 Identify the reasons for carrying out a premises search. 2.9 Recognise actions to take in the event of a search refusal. 2.10 Identify reasons for completing search documentation. 2.11 Identify actions to take if a prohibited or restricted item is found during a search.
3. Understand drug-misuse legislation, issues and procedures relevant to the role of a door supervisor.	3.1 Identify relevant aspects of drug-misuse legislation. 3.2 Identify common types of illegal drugs. 3.3 Recognise the signs and symptoms of drug use. 3.4 Identify the signs that may indicate drug dealing. 3.5 State the procedure for dealing with individuals found to be in possession of drugs. 3.6 State the procedures for handling and storing seized drugs. 3.7 State how to dispose of drug related litter and contaminated waste.
4. Understand preservation of evidence relevant to the role of a door supervisor.	4.1 State reasons for recording and preserving crime scenes. 4.2 State actions to take to preserve evidence after an incident. 4.3 Identify circumstances when a door supervisor should call the police. 4.4 Identify how different types of evidence can be obtained at a crime scene.
5. Understand licensing law relevant to the role of a door supervisor.	5.1 Identify the licensing objectives. 5.2 State the law in relation to refusing entry and ejecting customers. 5.3 Identify police powers regarding licensed premises. 5.4 State the rights and duties of licensees and door supervisors as their representatives. 5.5 State the role of the designated premises supervisor (DPS) / premises manager (PM). 5.6 State the law regarding children and young persons on licensed premises. 5.7 State conduct that is unlawful under licensing, gaming and sexual offences legislation. 5.8 Identify acceptable forms of proof of age.
6. Understand queue management and venue capacity responsibilities relevant to a door supervisor.	6.1 State the responsibilities of a door supervisor when controlling queues. 6.2 Recognise the benefits of queue control. 6.3 Identify the importance of following dispersal procedures. 6.4 State why communication is important throughout the queuing process. 6.5 State the responsibilities of a door supervisor in relation to crowd capacity regulations. 6.6 Identify how and when to monitor a queue for potential safety issues. 6.7 State the factors to consider when ejecting or refusing entry to a person who may be vulnerable.
7. Know how to use equipment relevant to a door supervisor.	7.1 Recognise equipment used to manage venue capacity. 7.2 Recognise the different types of personal protective equipment relevant to the role of a door supervisor. 7.3 State the purpose of using body-worn cameras (BWC). 7.4 Identify how to communicate effectively using relevant equipment. 7.5 Demonstrate effective use of communication devices.

ASSESSMENT GUIDANCE:

This unit must be assessed according to the SIA's 'Get Training' - Requirements for Awarding Organisations and Training Centres delivering SIA Licence to Practice Qualifications.

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UNIT TITLE: Application Of Conflict Management In The Private Security Industry

OFQUAL UNIT CODE	TRIDENT UNIT CODE	GLH	UNIT CREDIT VALUE	UNIT LEVEL
A/617/9667	WJG925	11	1	Level 2

LEARNING OUTCOME (THE LEARNER WILL)	ASSESSMENT CRITERIA (THE LEARNER CAN)
1. Understand the principles of conflict management appropriate to the role.	1.1 Identify situations that can lead to conflict. 1.2 State how positive and constructive communication can be used to manage conflict. 1.3 Recognise why it is important to be familiar with policies and procedures relating to workplace violence. 1.4 Identify the stages of escalation in conflict situations 1.5 Recognise the stages of the attitude and behaviour cycle.
2. Understand how to recognise, assess and reduce risk in conflict situations.	2.1 Recognise the potential risk posed in a conflict situation. 2.2 Identify factors that can trigger or inhibit a range of responses in self and others. 2.3 Identify a range of responses to conflict situations. 2.4 Recognise the stages in de-escalating conflict. 2.5 State the importance of positioning and exit routes.
3. Understand the use of problem-solving techniques when resolving conflict.	3.1 Recognise how to use empathy to resolve conflict. 3.2 Identify the benefits of using problem solving techniques. 3.3 Recognise how win-win approaches work to resolve conflict situations.
4. Be able to communicate to de-escalate conflict.	4.1 Recognise verbal and non-verbal communication techniques. 4.2 Explain how to deal with communication barriers in conflict situations. 4.3 Identify different behaviour types. 4.4 Demonstrate approaches to take when addressing unacceptable behaviour. 4.5 Demonstrate ways to de-escalate conflict situations. 4.6 Demonstrate working with colleagues to de-escalate conflict situations.

ASSESSMENT GUIDANCE:

This unit must be assessed according to the SIA's 'Get Training' - Requirements for Awarding Organisations and Training Centres delivering SIA Licence to Practice Qualifications.

UNIT TITLE: Application Of Physical Intervention Skills In The Private Security Industry

OFQUAL UNIT CODE	TRIDENT UNIT CODE	GLH	UNIT CREDIT VALUE	UNIT LEVEL
F/617/9668	WJG926	13	2	Level 2

LEARNING OUTCOME (THE LEARNER WILL)	ASSESSMENT CRITERIA (THE LEARNER CAN)
1. Understand physical interventions and the implications of their use.	1.1 State the legal implications of using physical intervention. 1.2 State the professional implications of using physical intervention. 1.3 Identify positive alternatives to physical intervention. 1.4 Identify the differences between defensive physical skills and physical interventions.

LEARNING OUTCOME (THE LEARNER WILL)	ASSESSMENT CRITERIA (THE LEARNER CAN)
2. Understand the risks associated with using physical intervention.	2.1 Identify the risk factors involved with the use of physical intervention. 2.2 Recognise the signs and symptoms associated with acute behavioural disturbance (ABD) and psychosis. 2.3 State the specific risks associated with positional asphyxia. 2.4 State the specific risks associated with prolonged physical interventions.
3. Understand how to reduce the risks associated with physical intervention.	3.1 State the specific risks of dealing with physical intervention incidents on the ground. 3.2 Identify how to deal with physical interventions on the ground appropriately. 3.3 Identify ways of reducing the risk of harm during physical interventions. 3.4 State the benefits of dynamic risk assessment in situations where physical intervention is used. 3.5 State how to manage and monitor a person's safety during physical intervention. 3.6 State the responsibilities of all involved during a physical intervention. 3.7 State the responsibilities immediately following a physical intervention. 3.8. State why it is important to maintain physical intervention knowledge and skills.
4. Be able to use physical skills to protect yourself and others.	4.1 Demonstrate stance and positioning skills. 4.2 Demonstrate skills used to evade and protect against blows. 4.3 Demonstrate methods of disengagement from grabs and holds. 4.4 Demonstrate non-aggressive intervention methods to stop assaults or fights. 4.5 Communicate professionally throughout the physical intervention.
5. Be able to use non-pain compliant standing, holding and escorting techniques.	5.1 Demonstrate how to physically prompt a person. 5.2 Demonstrate low-level non-restrictive standing holds that can be used to escort an individual. 5.3 Demonstrate low-level restrictive standing one and two person holds that can be used to escort an individual. 5.4 Demonstrate transitions between disengagement techniques and escorting techniques. 5.5 Demonstrate how to escort an individual on stairways. 5.6 Demonstrate how to disengage safely. 5.7 Demonstrate how to manage risk immediately following disengagement.

ASSESSMENT GUIDANCE:

This unit must be assessed according to the SIA's 'Get Training' - Requirements for Awarding Organisations and Training Centres delivering SIA Licence to Practice Qualifications.

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Appendix 1: Virtual Learning

Click **here** for full details.