

# Level 2 Award for Security Officers in the Private Security Industry (Refresher)



## Trident Awards

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

LASER supports its recognised 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 recognised (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	March 2025	Typographical changes to pages 5 and 13, including removal of "from 1st April 2025" and clarification of Entry Requirements. Twitter logo replaced throughout.

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# 1. Qualification Overview

## OFQUAL QUALIFICATION NUMBERS

610/4661/9

LASER Level 2 Award for Security Officers in the Private Security Industry (Refresher)

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 (from 1st April 2025) for the renewal of an SIA licence to work as a security officer in the private security industry, or for those requiring top up training.

## WHO IS IT FOR?

Existing SIA licence holders applying to renew their SIA licence after 1st April 2025. Recommended for licence holders wanting to update their practice

## ENTRY REQUIREMENTS

Minimum age for registration is 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:

- 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 9 hours. 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 the following unit:

- Principles Of Working As A Security Officer In The Private Security Industry (Refresher)

## ASSESSMENT

Assessment is by multiple choice examination, practical demonstration, oral question and answer/ discussion and trainer observations.

## DATES

Operational Start Date: 1<sup>st</sup> October 2024

Qualification Review Date: 30th September 2029

## 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

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.

From 1st April 2025, a Refresher qualification is required for holders of an SIA Security Guarding licence applying to renew their licence. Refresher qualification is also recommended for SIA licence holders who have not been employed in the industry recently or not undertaken Security Officer duties since obtaining their licence. The Refresher qualification will support all licence holders in ensuring that their skills and knowledge are up-to-date and will help them to stay safe and protect the public whilst they are working.

The LASER Level 2 Award for Security Officers in the Private Security Industry (Refresher) provides full coverage of the Refresher competences specified by the SIA and therefore meets its requirements for a licence-linked Refresher qualification.

A Security Guarding licence is required when manned guarding activity that does not fall under the descriptions of door supervision, close protection, cash and valuables in transit, or public space surveillance (CCTV) is undertaken.

Successful learners will:

- Know how to conduct effective search procedures
- Understand how to keep vulnerable people safe
- Understand terror threats and the role of the security operative in the event of a threat

The qualification is mapped to the SIA Specification for Learning and Qualifications for Security Officers (Refresher)

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 remain 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<sup>1</sup> 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);
- approved to offer the LASER Level 2 Award for Security Officers in the Private Security Industry (Refresher);
- 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, 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 Security Officers in the Private Security Industry (Refresher) qualification.

Approved Trident Awards or LASER centres can seek approval at any time to offer the LASER Level 2 Award for Security Officers in the Private Security Industry (Refresher) qualification by completing forms<sup>1</sup>: 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

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

- experienced and qualified trainers/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 (reading, writing, speaking and listening)
- suitable teaching and learning resources.
- Employers Liability Insurance- £5 million.
- Public Liability Insurance.
- Professional Indemnity Insurance.

Insurance conditions are line with general insurance requirements and the Employers Liability (Compulsory Insurance) Act 1969 and are the minimum for a centre offering SIA licence-linked qualifications.

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<sup>1</sup> Once recognised as a LASER Centre you can access this within the Document section of the QuartzWeb portal.

### 3.1.2 TEACHING AND LEARNING RESOURCES

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

- a course programme.
- tutor briefing notes.
- student hand-outs.
- visual aids.

### 3.1.3 DELIVERY

#### 3.1.3.a Delivery hours

A Minimum Contact Time (MCT) value is stipulated by the SIA for each unit. These values are specified in the table below. The SIA defines the minimum contact time as the minimum time that a learner must spend under the immediate guidance or supervision of a trainer, assessor or invigilator (including 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	SIA TOTAL LEARNING AND ASSESSMENT TIME	SIA PERMITTED SELF STUDY FROM SIA TOTAL LEARNING TIME (TO MAX)	SIA MINIMUM CONTACT TIME (INCLUDING ASSESSMENT)	OFQUAL TOTAL QUALIFICATION TIME
J/651/2845	Principles Of Working As A Security Officer in the Private Security Industry (Refresher)	7 hours	4 hrs*	3 hr*	9 hours
		<b>7 hours (1 day)</b>	<b>4 hours</b>	<b>3 hours (0.5 days)</b>	<b>9 hours</b>

\* ACT Awareness and ACT Security e-learning programmes are available and can be used. Centres must retain copies of learner's ACT certificates as evidence that the required mandatory hours have been completed..



It is a requirement that centres can demonstrate that they are providing the MCT 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.

Every trainer, assessor, training programme, and venue used to deliver and assess this qualification must be approved by Trident Awards.

### 3.1.3.b 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.

### 3.1.3.c Self-study

Self-study may be used to deliver up to 4 hours of learning for Principles Of Working As A Security Officer In The Private Security Industry (Refresher)

PRINCIPLES OF WORKING AS A SECURITY OFFICER IN THE PRIVATE SECURITY INDUSTRY (REFRESHER) UNIT		MAXIMUM PERMITTED DURATION OF SELF-STUDY
LO1	Know how to conduct effective search procedures	30 Minutes
LO2	Understand how to keep vulnerable people safe	1 hour 50 Minutes
LO3	Understand terror threats and the role of the security operative in the event of a threat*	1 hour 40 Minutes

\* ACT Awareness and ACT Security e-learning programmes are the only permitted self-study methods that can be used

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. It is also a requirement that the centre checks that self-study has taken place before the course starts and has been effective, ensuring appropriate learning has occurred. This will be quality assured through the external quality assurance processes.

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 option must gain prior approval from Trident Awards before commencing delivery, including approval of the materials to be used.

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

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. 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.d 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.

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.

### 3.1.3.e Sign In Sheets

A Trident Sign in Sheet<sup>1</sup> 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<sup>1</sup> 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.

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## 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:

<sup>1</sup> Once recognised as a LASER Centre you can access this within the Document section of the QuartzWeb portal.

- 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 Level 3 Certificate/Level 4 Diploma in Learning and Development.

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

All trainers/assessors **must**:

- be approved to deliver the LASER Level 2 Award for Security Officers in the Private Security Industry (Refresher) qualification, according to the Trident Awards Quality Approval Process.
- have achieved the Level 2 Award for Security Officers in the Private Security Industry or its predecessor Level 2 Award for Working as a Security Officer 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.

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 LASER Level 2 Award for Security Officers in the Private Security Industry (Refresher) 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.

### 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. Centres are responsible for ensuring that appropriate permission is obtained when using shared premises for training and/or assessment. Further details and guidance on risk assessments can be found in the Trident Awards Centre Handbook<sup>1</sup>.

### 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<sup>1</sup> 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.

<sup>1</sup> Once recognised as a LASER Centre you can access this within the Document section of the QuartzWeb portal.

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### 3.2 ENTRY REQUIREMENTS FOR LEARNERS

The minimum age for access to the qualification is 18 years.

#### **First Aid Qualification (See also [SIA Get Training](#) and [SIA First Aid training guidance](#))**

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:
- 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 the 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 the 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 RULES OF COMBINATION

To be awarded the LASER Level 2 Award for Security Officers in the Private Security Industry (Refresher) the learner must achieve **one** unit, totalling one credit. Unit content is located at the end of this document.

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<sup>1</sup> Once recognised as a LASER Centre you can access this within the Document section of the Quartz web portal.

## 4. Assessment

### 4.1 ASSESSMENT METHODS

This qualification is assessed through multiple choice tests. 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 following table summarises the assessment methodology for each unit.

UNIT	ASSESSMENT METHOD	NUMBER OF QUESTIONS	DURATION	ACHIEVEMENT REQUIRED
Principles of Working as a Security Officer in the Private Security Industry (Refresher)	<b>Knowledge:</b> Externally set and marked MCQ exam.	28	45 minutes	20/28
	<b>Practical*:</b> Externally set, internally assessed observation of searching.	Not Applicable	Recommended duration 15 minutes	100%

\* 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 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.

### 4.2 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<sup>1</sup> 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.

### 4.3 EXAMINATION INVIGILATION

Please see also the Trident Awards Centre Handbook<sup>1</sup> (available on the Quartz Web Portal). The requirements within this section apply to all units within this qualification:

<sup>1</sup> Once recognised as a LASER Centre you can access this within the Document section of the Quartz web portal.

### 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 30 candidates. For invigilator responsibilities please refer to the Trident Awards Centre Handbook<sup>1</sup>.

### Examination Management

The Trident Awards Centre Handbook<sup>1</sup> (available from the Trident Awards Quartz Web Portal) provides detailed guidance for centres on the following areas of examination management:

- examination papers and Candidate Response Sheets<sup>1</sup> 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.
- 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.

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 subject area and the assessment requirements for the qualification.

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 approved 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 Security Officers in the Private Security Industry (Refresher) is a pre-requisite for the renewal of an SIA licence to work as a security officer in the private security industry, or for those requiring top up training. 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 As A Security Officer In The Private Security Industry (Refresher)

OFQUAL UNIT CODE	TRIDENT UNIT CODE	GLH	UNIT CREDIT VALUE	UNIT LEVEL
J/651/2845	WJH629	9	1	Level 2

LEARNING OUTCOME (THE LEARNER WILL)	ASSESSMENT CRITERIA (THE LEARNER CAN)
1. Know how to conduct effective search procedures	1.1 Identify the different type of searches carried out by a security officer 1.2 Identify a security officer’s right to search 1.3 Identify the different types of searching equipment 1.4 Recognise possible hazards when conducting a search 1.5 State the precautions to take when carrying out a search 1.6 State the actions to take if an incident or an accident occurs 1.7 Demonstrate how to search people and their personal possessions 1.8 State typical areas of vehicles to be searched 1.9 Identify reasons for carrying out a premises search 1.10 Recognise actions to take in the event of a search refusal 1.11 Identify reasons for completing search documentation 1.12 Identify actions to take if a prohibited or restricted item is found during a search
2. Understand how to keep vulnerable people safe	2.1 Recognise duty of care with regard to vulnerable people 2.2 Identify factors that could make someone vulnerable 2.3 Identify actions that the security operative should take towards vulnerable individuals 2.4 Identify behaviours that may be exhibited by sexual predators 2.5 Identify indicators of abuse 2.6 State how to deal with allegations of sexual assault 2.7 State how to deal with anti-social behaviour
3. Understand terror threats and the role of the security operative in the event of a threat	3.1 Identify the different threat levels 3.2 Recognise the common terror attack methods 3.3 Recognise the actions to take in the event of a terror threat 3.4 Identify the procedures for dealing with suspicious items 3.5 Identify behaviours that could indicate suspicious activity 3.6 Identify how to respond to suspicious behaviour

**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.