Door Supervisors Course

Unit 1-Principles of Working in the Private Security Industry

In this unit, you will look at the key areas of understanding and knowledge that are common across the security sector, including how the security sector operates, the key legislation that applies to the industry, and how to keep yourself and others safe in the workplace. You will learn about arrest, fire and emergency procedures, and terror threats as well as effective communication, record keeping and post-incident management.

1 Know the main characteristics and purposes of the private security industry
2.Understand legislation as it applies to a sec urity operative
3.Understand arrest procedures relevant to security operatives
4.Understand the importance of safe working practices
5.Understand fire procedures in the
6.Understand emergencies and the importance of emergency procedures
7.Understand how to communicate effectively as a security operative
8.Understand record keeping relevant to the role of the security operative
9.Understand terror threats and the role of the security operative in the event of a threat
10.Understand how to keep vulnerable people safe
11.Understand good practice for post-incident management

Unit 2-Principles of Working as a Door Supervisor in the Private Security Industry

The unit covers the specialist knowledge and understanding required to become a licensed door supervisor. The generic knowledge that applies to different parts of the security industry is covered in Unit 1: Principles of Working in the Private Security Industry and in Unit 3: Application of Conflict Management in the Private Security Industry. In this unit, you will be taught about the role of a door supervisor and the behaviour required for the role. As a door supervisor you will need to know about the law and the powers available to you when the law is broken, including crimes against people and property and drugs and licensing laws. You will also need to know about related issues such as crime scene preservation and record keeping. You will gain understanding of your role when carrying out search procedures and the importance of queue management and venue capacity.

1.Understand crimes relevant to door supervision
2.Know how to conduct effective search procedures
3.Understand drug-misuse legislation, issues and procedures relevant to the role of a door supervisor
4.Understand preservation of evidence relevant to the role of a door supervisor
5.Understand licensing law relevant to the role of a door supervisor
6.Understnad queue management and venue capacity responsibilities relevant to a door supervisor
7.Know how to use equipment relevant to a door supervisor

Unit 3-Application of Conflict Management in the Private Security Industry

It is better if potential conflict can be avoided altogether, so in this unit you will be taught techniques to prevent potential conflict situations arising. You will learn about how to manage conflict that does occur, particularly ways of assessing risk to yourself and about how to behave in a way that will defuse the situation.
Once a situation has been defused, the next stage is about solving problems and you will be taught about the strategies that you can use to do this. You will also learn how to communicate to de-escalate conflict including dealing with communication barriers and unacceptable behaviour.

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

Unit 4- Application of Physical Intervention Skills in the Private Security Industry

People working in the private security industry sometimes find themselves in a position where they need to use physical intervention skills. You will be taught about restrictive and non-restrictive interventions as well as the legal implications of their use and why it is important to use physical intervention only as a last resort. You will learn about how to reduce the risks when physical intervention is used, including dynamic risk assessment, risk factors and responsibilities following a physical intervention. You will also learn about good practice to follow after a physical intervention. You will develop practical skills to protect against assault, including stance and positioning, disengagement and how to separate people who are fighting. You will also learn how to hold and escort, using restrictive and non-restrictive methods.

1.Understand physical interventions and the implications of their use
2.Understand the risks associated with using physical intervention
3.Understand how to reduce the risks associated with physical intervention
4.Be able to use physical skills to protect yourself and others
5.Be able to use non-pain compliant standing, holding and escorting techniques

Assessment

Assessment for this unit is in two parts:

externally set and marked MCQ exam made up of 72 questions (110 minutes)- Pass mark = 70%

externally set, internally assessed activity based on the completion of an evidential statement,-Pass mark = 100%

Learners must pass both parts of the assessment to pass the unit.

MCQ Exam
This unit is externally assessed through an onscreen or paper-based test that is set and marked by Pearson. The test lasts for 1 hour 50 minutes and it has 72 questions, each worth one mark.

The test assesses all the learning outcomes. The questions in the test are based on each assessment criterion and its associated unit content.

The test consists of the following types of items: multiple-choice questions.
Items in the test will not necessarily be sequenced in the order of the criteria in the unit. Test items will not rely on or directly follow on from another test item. Test items may use colour images/diagrams/graphs for the context of the question or for the answer options.

A Pass grade is determined by learners achieving 70% (50/72) for the test.

Practical Assessment

Assessment criterion 8.4 will be assessed by an externally-set and internally-marked practical assessment. This assessment will be externally quality assured. There must be evidence that learners have met this criterion.

Learners are required to complete an evidential statement, based on an externally-set written scenario, and using a template provided by Pearson. The statement must be completed under the direct supervision of the tutor/assessor and learners must complete and evidence achievement individually.

Unit 2- Principles of Working as a Door Supervisor in the Private Security Industry

The unit covers the specialist knowledge and understanding required to become a licensed door supervisor. The generic knowledge that applies to different parts of the security industry is covered in Unit 1: Principles of Working in the Private Security Industry and in Unit 3: Application of Conflict Management in the Private Security Industry. In this unit, you will be taught about the role of a door supervisor and the behaviour required for the role. As a door supervisor you will need to know about the law and the powers available to you when the law is broken, including crimes against people and property and drugs and licensing laws. You will also need to know about related issues such as crime scene preservation and record keeping. You will gain understanding of your role when carrying out search procedures and the importance of queue management and venue capacity.

Learning outcomes, assessment criteria and indicative content
To pass this unit, learners need to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit. The indicative content sets out the required teaching content of the unit and specifies the knowledge, skills and understanding required for achievement of the unit.

Learning outcomes:

1. Understand crimes relevant to door supervision

2. Know how to conduct effective search procedures

3. Understand drug-misuse legislation, issues and procedures relevant to the role of a door supervisor

4. Understand preservation of evidence relevant to the role of a door supervisor

5. Understand licensing law relevant to the role of a door supervisor

6. Understand queue management and venue capacity responsibilities relevant to a

7. Know how to use equipment relevant to a door supervisor

Assessment

Assessment for this unit is in two parts:

• MCQ exam made up of 50 questions (75 minutes), Pass mark = 70%

• Assessment of practical skills (assessment criteria 2.7 and 7.5)

Learners must pass both parts of the assessment to pass the unit.

MCQ Exam
This unit is externally assessed through an onscreen or paper-based test that is set and marked by

Pearson. The test lasts for 75 minutes and has 50 questions, each worth one mark.
The test assesses all the learning outcomes. The questions in the test are based on each assessment criterion and its associated unit content.

The test consists of the following types of item: multiple-choice questions.
Items in the test will not necessarily be sequenced in the order of the criteria in the unit. Test items will not rely on or directly follow on from another test item. Test items may use colour images/diagrams/graphs for the context of the question or for the answer options.

A Pass grade is determined by learners achieving 35/50 (70%) for the test.

Practical Assessment

Assessment criteria 2.7 and 7.5 will be assessed by an externally-set and internally- marked practical assessment. This assessment will be externally quality assured. Learners must meet both assessment criteria and will be required to demonstrate how to search people and their possessions (2.7) and use of communication devices (7.5).

There must be evidence that learners have met each assessment criterion, demonstrating skills accurately and safely.

Learners will be assessed through observation of a scenario-based practical carried out in a simulated environment. The scenarios will be externally set by Pearson.

The recommended duration of the practical assessment is approximately 15 minutes per learner. Learners must have had the opportunity to practise the techniques in controlled conditions before being assessed.

Unit 3- Application of Conflict Management in the Private Security Industry

It is better if potential conflict can be avoided altogether, so in this unit you will be taught techniques to prevent potential conflict situations arising. You will learn about how to manage conflict that does occur, particularly ways of assessing risk to yourself and about how to behave in a way that will defuse the situation.
Once a situation has been defused, the next stage is about solving problems and you will be taught about the strategies that you can use to do this. You will also learn how to communicate to de-escalate conflict including dealing with communication barriers and unacceptable behaviour.

Learning outcomes, assessment criteria and indicative content

To pass this unit, learners need to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit. The indicative content sets out the required teaching content of the unit and specifies the knowledge, skills and understanding required for achievement of the unit.

Learning outcomes

1. Understand the principles of conflict management appropriate to the role

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

3. Understand the use of problem- solving techniques when resolving conflict

4. Be able to communicate to de-escalate conflict

The training is tailored to respond to the specific workplace context of the learning group through the inclusion of highly relevant scenarios.

Learners will be observed participating in scenario situations requiring effective communication skills and conflict management. This is so that learners become aware of situations likely to lead to conflict and can apply their knowledge of effective communication and conflict management skills to these situations.

When delivering this module, the following rules apply:
Training will include at least one practical scenario from each of the three headings:

• Refusal scenario

• Rejection scenario

• Incident scenario

• A refusal scenario includes refusing entry to a customer on the grounds of:

o the venue already being full to capacity

o being under the influence of drink and/or drugs

o being underage

o not being suitably dressed

o not being able to pay the entrance fee

o refusal to be searched

o being found in possession of weapons or drugs

o being banned or under an exclusion order.

• A rejection scenario includes rejecting a customer due to:

o breaches of criminal law (theft, damage, assaults, drugs etc)

o breaches of licensing law (being drunk, violent, quarrelsome etc)

o breaches of house rules (dancing on tables, bottles on the dance-floor etc.).

• An incident scenario includes Incidents inside the venue, such as:

o advising/reprimanding for behaviour (breaches of house rules)

o first aid situation

o undertaking an arrest of a customer for an arrestable offence

o failing to adhere to drinking-up times

o domestic disputes

o other disputes (customer vs. bar-staff, complaints about service etc.)

o arguments/fights

o lost property (coat/bag/keys etc.)

o dealing with incidents that lead outside of the premises and door supervisor responsibilities.

Assessment

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 of in the Private Security Industry (Unit 3) before undertaking the practical assessment of Principles of Working as a Door Supervisor in the Private Security Industry (Unit 2) and the delivery of Application of Physical Intervention Skills in the Private Security Industry (Unit 4).

Assessment for this unit is in two parts:

• MCQ exams (learning outcomes 1, 2 and 3)

• assessment of practical skills (learning outcome 4).

Learners must pass both parts of the assessment to pass the unit.

MCQ Exam
Learning outcomes 1, 2 and 3 of this unit are externally assessed through an onscreen or paper-based test that is set and marked by Pearson. The test lasts for 30 minutes and has 20 questions, each worth one mark.

The test assesses learning outcomes 1, 2 and 3. The questions in the test are based on each assessment criterion and its associated unit content.

The test consists of the following types of item: multiple-choice questions.
Items in the test will not necessarily be sequenced in the order of the criteria in the unit. Test items will not rely on or directly follow on from another test item.

Test items may use colour images/diagrams/graphs for the context of the question or for the answer options.

A Pass grade is determined by learners achieving 14/20 (70%) for the test.

Practical Assessment

Learning outcome 4 (assessment criteria 4.1- 4.6) will be assessed by an externally-set and internally-marked practical assessment. This assessment will be externally quality assured.

Learners must meet all assessment criteria.

There must be evidence that learners have met each criterion, demonstrating skills accurately and safely.
Assessment criteria 4.4, 4.5 and 4.6 are to be internally assessed through observation of a scenario-based practical carried out in a simulated environment.

The recommended duration of the practical assessment is approximately 15 minutes per learner. The scenarios will be externally set by Pearson. Where possible the assessment of the different learning outcomes should be integrated and linked.

The subject of the conflict management situation could be the tutor or it could be another learner under strict guidance and supervision. Learners must have had the opportunity to practice the techniques in controlled conditions before being assessed.
Assessment criteria 4.1, 4.2 and 4.3 will be assessed through an oral question and answer session between the assessor and the learner. The assessor will ask the learner three questions to check their understanding of verbal and non-verbal communication techniques, communication barriers and behaviour types. The questions will be directly related to the scenario.

Training include at least one practical scenario from each of the four headings:

- Enforcement Scenario: A situation that requires demonstration of positive communication skills when dealing with other persons on day-to-day issues, such as, access control and identity checks.
- Defusing Scenario: A situation that requires demonstration of effective communication skills in calming an emotive situation, such as, an angry customer.
- Confronting Scenario: A situation that requires non aggressive but firm handling of unacceptable behaviour such as foul language or breach of rules of entry.
- High Risk Scenario: An obvious risk situation that demands accurate threat assessment, decision-making skills and safe practice.

Unit 4: Application of Physical Intervention Skills in the Private Security Industry

People working in the private security industry sometimes find themselves in a position where they need to use physical intervention skills. You will be taught about restrictive and non-restrictive interventions as well as the legal implications of their use and why it is important to use physical intervention only as a last resort. You will learn about how to reduce the risks when physical intervention is used, including dynamic risk assessment, risk factors and responsibilities following a physical intervention. You will also learn about good practice to follow after a physical intervention. You will develop practical skills to protect against assault, including stance and positioning, disengagement and how to separate people who are fighting. You will also learn how to hold and escort, using restrictive and non-restrictive methods.

This unit builds on knowledge covered in previous units and so, when taken as part of the Pearson BTEC Level 2 Award for Door Supervisors in the Private Security Industry, will not be taken until Units 1, 2 and 3 have been taught.

Learning outcomes, assessment criteria and indicative content

To pass this unit, learners need to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit. The indicative content sets out the required teaching content of the unit and specifies the knowledge, skills and understanding required for achievement of the unit.

Learning outcomes

1. Understand physical interventions and the implications of their use

2. Understand the risks associated with using physical intervention

3.Understand how to reduce the risks associated with physical intervention

4. Be able to use physical skills to protect yourself and others

5.Be able to use non-pain compliant standing, holding and escorting techniques

Assessment

Assessment for this unit is in two parts:

• MCQ exam made up of 30 questions (45 minutes), Pass mark = 80%

• assessment of practical skills (learning outcomes 4 and 5).

Learners must pass both parts of the assessment to pass the unit.

MCQ Exam

There must be evidence that learners have met each assessment criterion.

Learning outcomes 1, 2 and 3 will be externally assessed through an onscreen or paper-based test that is set and marked by Pearson. The test lasts for 45 minutes and has 30 questions each worth one mark. The assessment is available on demand. The test consists of the following types of item: multiple-choice questions.

Items in the test will not necessarily be sequenced in the order of the criteria in the unit. Test items will not rely on or directly follow on from another test item.

A pass grade is determined by learners achieving 80% for the test.

Practical Assessment
Learning outcomes 4 and 5 are assessed through observation of learners' physical intervention skills carried out in a simulated environment. Where possible the assessment of the different learning outcomes should be integrated and linked. Learners will be assessed performing each of the techniques taught. The tutor will only pass them when all of the techniques have been demonstrated satisfactorily. All of the assessment criteria must be met.
There must be evidence that learners have met each assessment criterion, demonstrating skills accurately and safely.

The subject of the physical intervention could be the tutor or it could be another learner under strict guidance and supervision. Learners must have had the opportunity to practise the techniques in controlled conditions before being assessed. Assessment criteria 2.1, 2.2, 2.3, 2.4, 3.2 and 3.5 will be assessed through an oral question and answer session between the assessor and the learner.
The assessor will ask the learner questions covering six critical knowledge areas to check their understanding of risk factors, specific risks and safety.

The recommended duration of the practical assessment is approximately 15 minutes per learner.