Door Supervisor Course + EFAW

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