



**Scottish Qualifications Authority**

**Security Licence Qualifications**

**Candidate Handbook**

**GA2J 46 Award in Door Supervision (Scotland)**

Publication date: March 2011  
Publication code: AA5840

Published by the Scottish Qualifications Authority  
The Optima Building, 58 Robertson Street, Glasgow, G2 8DQ  
Ironmills Road, Dalkeith, Midlothian EH22 1LE

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# 1 Introduction

This is the SQA Handbook for candidates undertaking the licence-linked security **Award in Door Supervision (Scotland)**.

The Handbook tells you about why you have to have the qualification if you want to work in the private security industry in the UK and then goes on to give some more context about who is involved and why.

If you want any further information, you can look at these websites:

- ◆ [www.sqa.org.uk](http://www.sqa.org.uk)
- ◆ [www.sia.homeoffice.gov.uk](http://www.sia.homeoffice.gov.uk)

## 1.1 Background

Under the Private Security Industry (PSI) Act of 2001, everyone wishing to work legally in certain roles in the private security sector has to have a licence. The licences are administered by the Security Industry authority (SIA). You can take a major step towards your SIA licence by achieving an appropriate qualification.

The Scottish Qualifications Authority (SQA) has developed a range of qualifications that link directly to the licence. The SIA has endorsed these qualifications and the way SQA operates them.

The Private Security Industry Act 2001 outlines, through a series of clauses, a system for the statutory regulation of the private security industry.

These clauses create the offence of engaging in conduct for which a licence is required when not in possession of the appropriate licence. The penalty on conviction in a magistrates' court, is up to six months' imprisonment or a fine of up to £5,000, or both.

The sectors or activities that must be covered by a licence are currently:

- ◆ Cash and Valuables in Transit
- ◆ CCTV Operations (Public Space Surveillance)
- ◆ Close Protection
- ◆ Door Supervision
- ◆ Key Holding
- ◆ Security Guarding
- ◆ Vehicle Immobilising, Restricting and Removing

The Secretary of State for the Home Department can, by order, add or remove activities from this list.

## 1.2 The Security Industry Authority (SIA)

The Security Industry Authority (SIA) is an independent body reporting to the Home Secretary. It was established in 2003 under the terms of the Private Security Industry Act 2001, and is responsible for regulating the private security industry.

- ◆ Its goal is to help protect society by developing and achieving high standards within the UK private security industry.
- ◆ It has two main duties. One is the compulsory **licensing of individuals** working in specific sectors of the private security industry; the other is to manage the **Approved Contractor Scheme (ACS)**, which measures private security companies against a set of independently assessed criteria.
- ◆ Its licensing scheme currently covers manned guarding (which includes security guarding, door supervision, close protection, cash and valuables in transit, and public space surveillance using CCTV) as well as key holding and vehicle immobilising (where appropriate). Licensing ensures that private security operatives are 'fit and proper' persons who are properly trained and qualified to do their job.
- ◆ The ACS introduced a set of operational and performance standards for companies providing private security services. Those organisations that meet these standards are awarded Approved Contractor status. This status provides purchasers of private security services with independent proof of a contractor's commitment to quality.
- ◆ It advocates that a professional, regulated private security industry has the potential to become a valuable member of the extended police family, helping to reduce crime, disorder and the fear of crime.
- ◆ It keeps under review the private security industry and the operation of the legislative framework.
- ◆ It monitors the activities and effectiveness of those working in the industry.
- ◆ It conducts inspections.
- ◆ It sets and approves standards of conduct, training and supervision within the industry.
- ◆ It makes recommendations to improve standards.

## 1.3 The Scottish Qualifications Authority (SQA)

SQA is an executive non-departmental public body sponsored by the Scottish Government. It is the national body in Scotland for the development, accreditation, assessment and certification of qualifications other than degrees. Its functions are set out in the Education (Scotland) Act 1996 as amended by the Scottish Qualifications Act 2002.

SQA's overall aim is to manage the qualifications system below degree level to allow students to fulfil their potential to participate in the economy, society and communities of Scotland.

## 2 Qualifications

Only qualifications awarded by a recognised and approved awarding body such as SQA, and where the individual qualification has been positioned within the Scottish Credit and Qualifications Framework (or equivalent regulated framework), will be regarded (by the SIA) as legitimate for contributing towards licensing.

The SQA has developed a suite of three licence-linked qualifications (see Appendix 1):

- ◆ Award in Security Guarding (Scotland)
- ◆ Award in Door Supervision (Scotland)
- ◆ Award in CCTV Operations (Public Space Surveillance) (Scotland)

Whichever qualification you are doing will require you to undertake a period of training and then you will be assessed.

### 2.1 Purpose of the SQA Award in Door Supervision (Scotland)

The qualification is designed for people who wish to seek employment as a door supervisor and apply for a licence to practise. The qualification embeds the SIA's specifications for learning, which cover all the required aspects of knowledge and skills for door supervisors.

Applicants for an SIA licence to practise must be 18 years of age or over. The SIA also requires proof of identity.

### 2.2 Recommended entry requirements

There are no formal recommended entry requirements. However, it would be beneficial if you had Communication at SCQF level 5 and Working with Others at SCQF level 5 (or equivalent qualifications or experience).

### 2.3 Credit points and level

The Award in Door Supervision (Scotland) has four SCQF credit points at SCQF level 6.

### 2.4 Award structure and content

The qualification consists of four mandatory Units which cover a mixture of Knowledge and Understanding and practical skills. The mandatory Units are:

- ◆ FD39 04 Working in the Private Security Industry
- ◆ FD3D 04 Working as a Door Supervisor
- ◆ FD3A 04 Conflict Management for the Private Security Industry
- ◆ FD3C 04 Physical Intervention Skills for the Private Security Industry

The areas of learning that will be covered are:

- ◆ **Common Security Industry Knowledge:** awareness of the law in the Private Security Industry; health and safety for the Private Security Operative; fire safety awareness; emergency procedures; knowledge of the main characteristics of the Private Security Industry; communication skills and customer care.
- ◆ **Door Supervision:** behavioural standards; civil and criminal law; searching; arrest; drugs awareness; recording incidents and crime scene preservation; licensing law; emergency procedures.
- ◆ **Conflict Management:** avoiding conflict and reducing personal risk; defusing conflict; resolving and learning from conflict; application of communication skills and conflict management skills.
- ◆ **Physical Intervention:** introduction to physical skills; disengagement techniques; escorting techniques.

## 2.5 Programme delivery

SQA does not prescribe the mode of delivery for this qualification. Centres can offer the qualification using any mode of delivery that meets the needs of candidates. However, the SIA has recommended Guided Learning Hours and Minimum Contact Hours.

Unit title	SIA Guided Learning Hours	Minimum Contact Hours
FD39 04 Working in the Private Security Industry	10	5
FD3D 04 Working as a Door Supervisor	10	10
FD3A 04 Conflict Management for the Private Security Industry	8	7.5
FD3C 04 Physical Intervention Skills for the Private Security Industry	10	7.5

## 2.6 Assessment requirements

Your knowledge and understanding will be tested by online, on-demand multiple choice question (MCQ) papers. The MCQ papers will be generated from an item bank that has been developed by SQA. This method of assessment ensures that you will be presented with a unique examination paper and that assessment and re-assessments can be taken at any point throughout the year. In addition, your results are available immediately on completion of the examinations.

Your practical skills will be tested in centres by qualified assessors observing your practical performance. The assessor will complete an observation checklist. Where possible, performance will also be visually recorded. The assessment will be externally verified by SQA.

### Approach to assessment

Unit	Assessment
FD39 04 Working in the Private Security Industry	Externally set multiple choice question paper for whole Unit.
FD3D 04 Working as a Door Supervisor	Externally set multiple choice question paper for whole Unit.
FD3A 04 Conflict Management for the Private Security Industry	Externally set multiple choice question paper for whole Unit.
FD3C 04 Physical Intervention Skills for the Private Security Industry	Externally set multiple choice question paper and internal assessment of practical skills.

You must pass all the multiple choice question papers and the practical assessment to achieve the full qualification.

## 2.7 Exemptions

If you have achieved a particular Unit or Units in another licence-to-practise qualification from an SIA approved awarding body, you will not have to achieve this Unit again.

There are more details of exemptions on the SIA's website.

## 2.8 Alternative assessment arrangements

The additional support needs of individual candidates will be taken into account when planning learning experiences, selecting assessment instruments or considering whether any reasonable adjustments may be required. There's more advice on [SQA's website](#).

Please note that all assessments will be conducted in English and that scribes and readers will not be permitted for those whose first language is not English. Centres are advised to carry out an initial assessment of prospective candidates to identify whether additional learning in English is required before the candidate undertakes a Security qualification. For further details, please refer to the SIA website.

### 3 Licensing

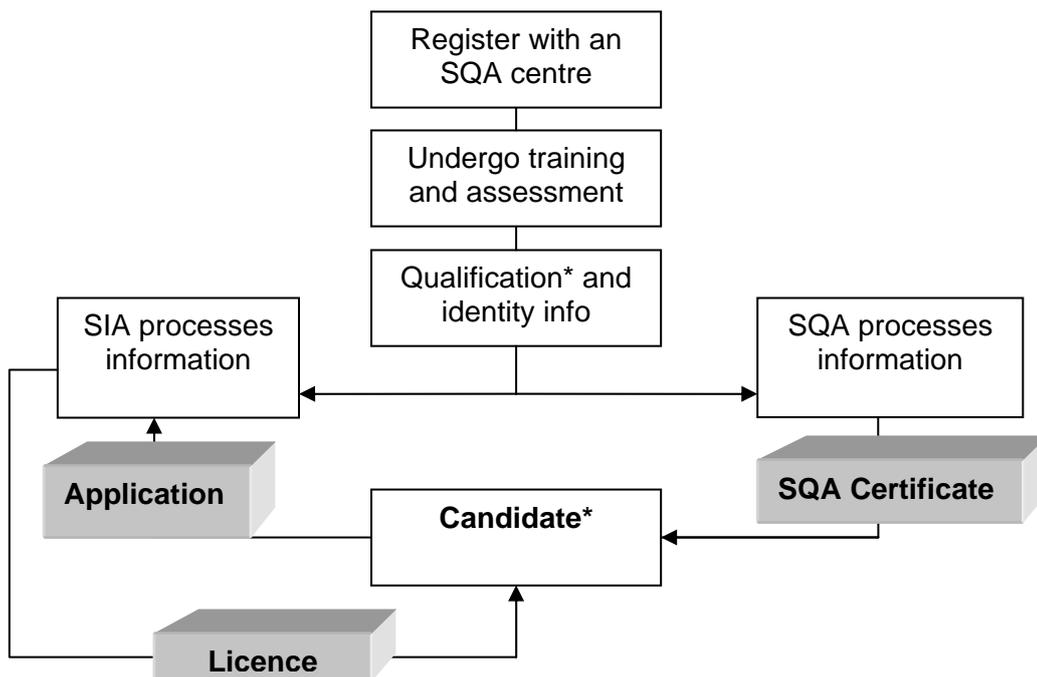
The process for licensing (see Fig 1) requires you to:

- ◆ Undertake training and assessment, and achieve the SQA qualification at an approved SQA centre. The trainers and centre staff will deal with all administration.
- ◆ Prove your own identity. The centre staff will tell you what they need.
- ◆ Apply to the SIA for your licence — this will involve you providing a licence application fee, identification documents and photographic identification. The SIA will also undertake a criminality check.

Further details on applying for an SIA licence can be found on the following link: <http://www.sia.homeoffice.gov.uk/pages/step-by-step.aspx>.

Further details on acceptable evidence to prove identity can be found on the following link: <http://www.sia.homeoffice.gov.uk/Pages/licensing-id-checklist.aspx>.

**Fig 1: The process (diagram)**



\*You will apply to the SIA for your licence when you have achieved the SQA qualification. Note that you must be 18 (as a minimum) to apply for a licence.

## Appendix 1: Overview of SQA Security Licence-Linked qualifications

Key:

SG Award in Security Guarding (Scotland)

DS Award in Door Supervision (Scotland)

CCTV Award in CCTV Operations (Public Space Surveillance) (Scotland)

Unit	SG	DS	CCTV	Assessment
FD39 04 Working in the Private Security Industry 1 SCQF credit point at SCQF level 6 GLH = 10	Y	Y	Y	Externally set multiple choice question paper for whole Unit.
FD3A 04 Conflict Management for the Private Security Industry 1 SCQF credit point at SCQF level 6 GLH = 8	Y	Y		Externally set multiple choice question paper for whole Unit.
FD3E 04 Working as a Security Officer 1 SCQF credit point at SCQF level 6 GLH = 8	Y			Externally set multiple choice question paper for whole Unit.
FD3D 04 Working as a Door Supervisor 1 SCQF credit point at SCQF level 6 GLH = 10		Y		Externally set multiple choice question paper for whole Unit.
FD3C 04 Physical Intervention Skills for the Private Security Industry 1 SCQF credit point at SCQF level 6 GLH = 10		Y		Externally set multiple choice question paper and internal assessment of practical skills.
FD38 04 Working as a CCTV Operator 2 SCQF credit points at SCQF level 6 GLH = 14			Y	Externally set multiple choice question paper for the whole Unit
FD3F 04 Practical Operation of CCTV Equipment 1 SCQF credit point at SCQF level 6 GLH = 8			Y	Internal assessment of practical skills.

## Appendix 2: Unit specifications

### FD39 04 Working in the Private Security Industry

Learning outcome	Assessment criteria
1 Know the purpose and main features of the private security industry	1.1 Define the main purposes of the private security industry 1.2 Identify different sectors and career opportunities within the private security industry 1.3 State the main aims of the Private Security Industry Act 1.4 Identify the main functions of the Security Industry Authority and other key bodies within the private security industry 1.5 Describe the main qualities required by security industry operatives
2 Understand the legislation that is relevant to people working in the private security industry	2.1 Identify the differences between civil and criminal law 2.2 Identify aspects of human rights legislation that are relevant to the private security industry 2.3 State the data protection principles outlined in data protection legislation 2.4 Describe types of discrimination that can occur in the workplace 2.5 Identify how equal opportunities legislation applies in the workplace
3 Understand relevant aspects of health and safety in the workplace	3.1 Outline the importance of health and safety in the workplace 3.2 Identify the main responsibilities of employees, employers and the self employed under health and safety legislation 3.3 Identify ways of minimising risk to personal safety and security 3.4 Identify typical hazards in the workplace 3.5 Describe safe methods of manual handling 3.6 Identify commonly used safety signs 3.7 Describe appropriate reporting procedures for accidents and injuries
4 Know how to apply the principles of fire safety	4.1 Identify the three components that must be present for fire to exist 4.2 Describe how fire can be prevented 4.3 Identify fires by their classification 4.4 Identify the types and uses of fire extinguishers and fire fighting equipment 4.5 State appropriate responses on discovering a fire 4.6 Explain the importance of understanding fire evacuation procedures

<p>5 Know how to deal with non-fire-related workplace emergencies</p>	<p>5.1 Define the term 'emergency' when used in the workplace 5.2 Identify types of workplace emergencies 5.3 Identify appropriate responses to workplace emergencies 5.4 Outline the procedures for dealing with bomb threat warning calls 5.5 Identify appropriate responses to situations requiring first aid</p>
<p>6 Understand the principles of effective communication and customer care in the private security industry</p>	<p>6.1 Describe the elements of the communication process 6.2 Identify methods of verbal and non-verbal communication 6.3 Identify common barriers to communication 6.4 State the importance of effective communication in the workplace 6.5 Identify different types of customers and how their needs can vary 6.6 Describe the principles of customer care</p>

## FD3A 04 Conflict Management for the Private Security Industry

Learning outcome	Assessment criteria
1 Understand the principles of conflict management appropriate to their role	1.1 State the importance of positive and constructive communication to avoid conflict 1.2 Identify the importance of employer policies, guidance and procedures relating to workplace violence 1.3 Identify factors that can trigger an angry response in others 1.4 Identify factors that can inhibit an angry response in others 1.5 Identify how managing customer expectations can reduce the risk of conflict 1.6 Identify human responses to emotional and threatening situations
2 Understand how to recognise, assess and reduce risk in conflict situations	2.1 Identify the stages of escalation in conflict situations 2.2 Explain how to apply dynamic risk assessment to a conflict situation
3 Understand how to communicate effectively in emotive situations and de-escalate conflict	3.1 State how to use non-verbal communication in emotive situations 3.2 Identify how to overcome communication barriers 3.3 Identify the differences between assertiveness and aggression 3.4 Identify ways of defusing emotive conflict situations 3.5 Identify appropriate approaches to take when confronting unacceptable behaviour 3.6 Identify how to work with colleagues to de-escalate conflict situations 3.7 State the importance of positioning and exit routes
4 Understand how to develop and use problem solving strategies for resolving conflict	4.1 State the importance of viewing the situation from the customer's perspective 4.2 Identify strategies for solving problems 4.3 Identify win-win approaches to conflict situations
5 Understand good practice to follow after conflict situations	5.1 State the importance of accessing help and support following an incident 5.2 State the importance of reflecting on and learning from conflict situations 5.3 Identify the importance of sharing good practice 5.4 State the importance of contributing to solutions to reoccurring problems

## FD3C 04 Physical Intervention Skills for the Private Security Industry

Learning outcome	Assessment criteria
<p>1 Understand physical interventions and the legal and professional implications of their use</p>	<p>1.1 Identify the differences between defensive physical skills and physical interventions                      1.2 Identify the differences between non-restrictive and restrictive interventions                      1.3 Identify positive alternatives to physical intervention                      1.4 State the importance of only using physical intervention skills as a last resort                      1.5 State legal implications relating to the use of physical interventions</p>
<p>2 Understand how to reduce the risk of harm when physical intervention skills are used</p>	<p>2.1 State the importance of dynamic risk assessment in situations where physical intervention skills are used                      2.2 Identify the risk factors involved with the use of physical interventions                      2.3 Identify ways of reducing the risk of harm during physical interventions                      2.4 State responsibilities immediately following physical interventions                      2.5 State the importance of keeping physical intervention knowledge and skills current</p>
<p>3 Be able to use non-pain related physical skills to protect yourself and others from assault</p>	<p>3.1 Demonstrate non-aggressive stance and positioning skills                      3.2 Demonstrate non-aggressive skills used to evade and protect against blows                      3.3 Demonstrate non-aggressive methods of disengagement from grabs and holds                      3.4 Demonstrate non-aggressive methods to stop one person assaulting another                      3.5 Demonstrate non-aggressive team methods to separate persons fighting                      3.6 Communicate professionally with the subject of physical intervention, colleagues and other customers while protecting yourself and others from assault</p>
<p>4 Be able to use non-pain related standing, holding and escorting techniques, including non-restrictive and restrictive skills</p>	<p>4.1 Demonstrate the use of a method for physically prompting a person                      4.2 Demonstrate the use of a non-restrictive method of escorting a person                      4.3 Demonstrate the use of a one-person low level restrictive standing hold that can be used as an escort                      4.4 Demonstrate the use of a two-person restrictive standing hold that can be used as an escort                      4.5 Demonstrate how to provide support to colleagues during a physical intervention                      4.6 Demonstrate how to de-escalate and disengage a physical intervention ensuring safety for both parties                      4.7 Communicate professionally with the subject of physical intervention, other customers and colleagues, while using prompting, holding and escorting techniques</p>

<p>5 Understand good practice to follow after physical interventions</p>	<p>5.1 State the importance of accessing help and support following an incident</p> <p>5.2 State the importance of reflecting on and learning from physical intervention situations</p> <p>5.3 Identify additional factors when reporting and accounting for use of force</p>
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## FD3D 04 Working as a Door Supervisor

Learning outcome	Assessment criteria
<p>1 Understand the behaviour appropriate for individual door supervisors, as defined by the Security Industry Authority's (SIA) Standards of Behaviour</p>	<p>1.1 Identify the key elements of the SIA's Standards of Behaviour for door supervisors                      1.2 State the reasons why standards of behaviour are required                      1.3 Identify the requirements specifically relating to SIA licensing                      1.4 Define the role and objectives of the door supervisor                      1.5 Identify the key qualities of a door supervisor</p>
<p>2 Understand the elements of civil and criminal law relevant to door supervisors</p>	<p>2.1 State the law relating to use of force                      2.2 Identify the different types of assault as defined by law                      2.3 List offences against property that a door supervisor may come across                      2.4 State the options available to a door supervisor when the law is broken</p>
<p>3 Understand search procedures and the reasons for having them</p>	<p>3.1 State the importance of an admissions policy                      3.2 Identify common areas that can be included in an admissions policy                      3.3 Identify the reasons for searching premises                      3.4 State how to search people and their property                      3.5 State the differences between general, random and specific searches                      3.6 Identify the hazards involved with conducting searches and appropriate precautions that can be taken                      3.7 State the definitions of offensive weapons                      3.8 Outline the procedures for handling and recording articles, including drugs, seized during a search</p>
<p>4 Understand the powers of arrest and related procedures</p>	<p>4.1 Identify indictable offences                      4.2 Identify factors to consider when deciding whether to make a citizen's arrest                      4.3 Outline the procedures for making a citizen's arrest                      4.4 Outline the procedures to be followed after a citizen's arrest</p>
<p>5 Understand relevant drug legislation and its relevance to the role of the door supervisor</p>	<p>5.1 Identify aspects of current drug legislation that apply to the role of the door supervisor                      5.2 State the common indicators of drug misuse                      5.3 Identify common types of illegal drugs                      5.4 State how to recognise signs of drug dealing                      5.5 Outline the procedure for dealing with customers found to be in possession of drugs                      5.6 State how to safely dispose of drug related litter and waste</p>

<p>6 Understand incident recording and crime scene preservation</p>	<p>6.1 Identify the types of, and reasons for, records needed to be kept by a door supervisor</p> <p>6.2 Identify incidents which need to be recorded and when the police are to be called</p> <p>6.3 State the procedures for record keeping</p> <p>6.4 Identify the different types of evidence</p> <p>6.5 Outline the rules to be followed to appropriately preserve evidence and crime scenes</p>
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