

Scottish Qualifications Authority
Security Licence Qualifications

Candidate Handbook

**GK5G 46 — Award for Working as a Door
Supervisor within the Private Security Industry
(Scotland) at SCQF level 6**

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History of changes

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1 Overview

This is the SQA Handbook for candidates undertaking the licence-linked security qualification

Award for Working as a Door Supervisor in the Private Security Industry (Scotland)

The Handbook tells you about why you need 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 then you can look at these websites:

www.sqa.org.uk

www.sia.homeoffice.gov.uk

1.1 Background

The Private Security Industry (PSI) Act of 2001 means that everyone wishing to work legally in certain roles, or to continue to work legally in the private security sector, has to have a licence. The licences are administered by the Security Industry Authority (SIA).

The Scottish Qualifications Authority (SQA) has developed a range of qualifications which are linked directly to SIA licensing. The SIA has endorsed these qualifications and the way that the 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. Further details can be found on the SIA website.

The current designated sectors or activities that must be covered by a licence are as follows:

- ◆ Cash and Valuables in Transit
- ◆ CCTV (Public Space Surveillance)
- ◆ Close Protection
- ◆ Door Supervision
- ◆ Key Holding
- ◆ Security Guarding
- ◆ Vehicle Immobilising (Northern Ireland only)

The Secretary of State can, by order, add or remove activities from the above list.

1.2 Security Industry Authority (SIA)

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

- ◆ 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**, 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 immobilizing (where appropriate). Licensing ensures that private security operatives are 'fit and proper' persons who are properly trained and qualified to do their job.
- ◆ Its Approved Contractor Scheme (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 accreditation provides purchasers of private security services with independent proof of a contractor's commitment to quality.
- ◆ It believes 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 SQA

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

The overall aim of SQA 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 Training

Section 1 of the Private Security Industry Act 2001 specifies that the functions of the SIA include 'to set or approve standards of training' and 'to make recommendations and proposals for the maintenance and improvements of standards in the provision of security industry services and other services involving the activities of security operatives'.

The Act continues, in Section 7 to state that licensing criteria 'may include such criteria as the Authority considers appropriate for securing that those persons have the training and skills necessary to engage in the conduct for which they are licensed' and later in Section 9, that the Authority may 'prescribe or impose conditions as to training'.

The requirement for each licensable sector is set out in the SIA Core Competency specification.

3 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 licencing.

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

- ◆ Award for Working as a Door Supervisor within the Private Security Industry (Scotland) at SCQF level 6
- ◆ Award for Working as a Security Officer within the Private Security Industry (Scotland) at SCQF level 6
- ◆ Award for Working as a CCTV Operator (Public Space Surveillance) within the Private Security Industry (Scotland) at SCQF level 6

Whichever qualification you are doing will require you to undertake a period of training and then you will be assessed. You must fully adhere to the SIA Standards of Behaviour for Security Operatives (See **Appendix 2**).

3.1 The Qualification Structure and Assessment for Working as a Door Supervisor (Scotland)

The qualification consists of the four Units shown below:

| Unit | Assessment |
|---|--|
| Working within the Private Security Industry | Externally set multiple choice question paper for the whole Unit. |
| Conflict Management within the Private Security Industry | Externally set multiple choice question paper for the whole Unit. |
| Working as a Door Supervisor within the Private Security Industry | Externally set multiple choice question paper for the whole Unit. |
| Physical Intervention Skills within the Private Security Industry | Externally set multiple choice question paper and internal assessment of practical skills. |

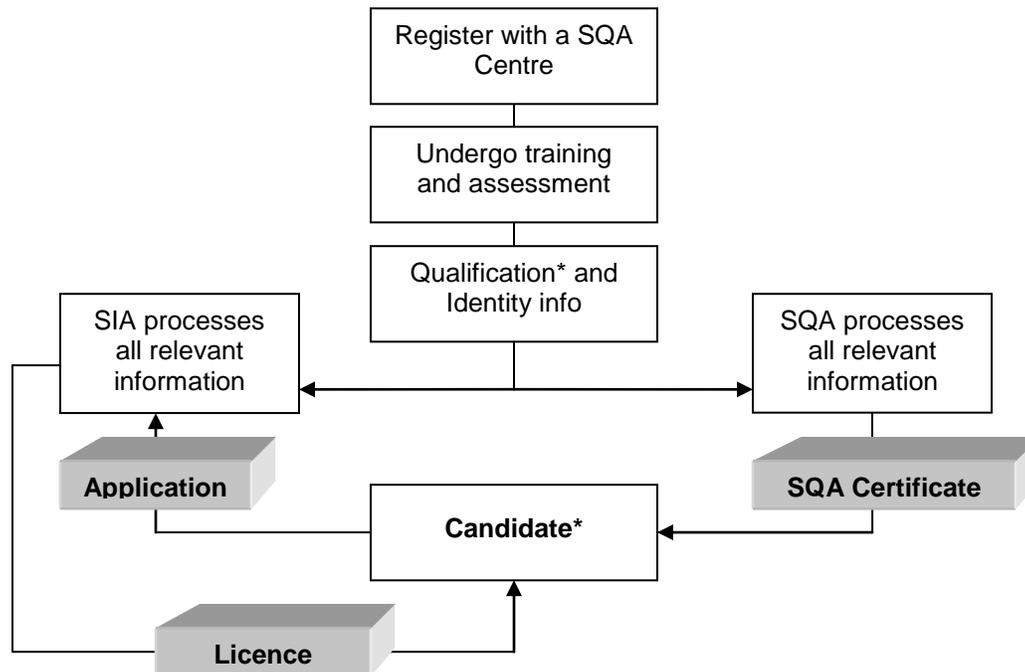
You must pass all of the multiple choice question paper examinations and practical assessments to achieve the full qualification.

4 Licensing

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

- ◆ Go through the training and achieve the SQA qualification at a SQA centre (the trainers and centre staff will deal with the administration)
- ◆ Prove your own identity and competence (see the SIA website for requirements)
- ◆ Apply to the SIA for your licence (the SIA will carry out a criminality check)

Fig 1: The Process (Schematic)



*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.

5 Unit Specifications

Unit Specification: Working within the Private Security Industry

| Learning Outcome | Assessment Criteria |
|---|--|
| <p>1 Know the main characteristics of the private security industry</p> | <p>1.1 Identify the key purposes of the private security industry</p> <p>1.2 State the functions of the Security Industry Authority (SIA)</p> <p>1.3 Identify standards of behaviour required of a security operative</p> <p>1.4 Identify different sectors within the private security industry</p> <p>1.5 Identify the benefits of linking with crime reduction initiatives</p> |
| <p>2 Understand legislation as it applies to the individual in carrying out a licensable activity</p> | <p>2.1 Identify the differences between civil and criminal law</p> <p>2.2 State the main aims of the Private Security Industry Act (2001)</p> <p>2.3 Identify key legislation relating to promoting equality and diversity in the workplace</p> |
| <p>3 Understand the importance of safe working practices to comply with legal requirements</p> | <p>3.1 State the importance of health and safety in the work environment</p> <p>3.2 State the meaning of 'duty of care'</p> <p>3.3 Identify the responsibilities of employees, employers and the self-employed under health and safety at work legislation</p> <p>3.4 Identify methods for safe manual handling</p> <p>3.5 Recognise 'risks' in relation to health and safety at work</p> <p>3.6 State how to minimise risk to personal safety and security</p> <p>3.7 Identify typical workplace hazards</p> <p>3.8 Identify safety signs and signals</p> <p>3.9 State reporting procedures for health and safety accidents and incidents</p> <p>3.10 Identify who to contact in first aid situations</p> |

| Learning Outcome | Assessment Criteria |
|--|--|
| <p>4 Understand fire procedures in the workplace</p> | <p>4.1 Identify basic fire safety measures</p> <p>4.2 Identify the elements that must be present for fire to exist</p> <p>4.3 Identify classifications of fire</p> <p>4.4 Identify basic firefighting equipment</p> <p>4.5 State the different types of fire extinguishers and their uses</p> <p>4.6 State the actions to be taken upon discovering a fire</p> <p>4.7 State the importance of understanding fire control panels</p> <p>4.8 State the importance of understanding fire evacuation procedures</p> <p>4.9 Identify the role and responsibilities of a fire marshal</p> |
| <p>5 Understand emergencies and the importance of emergency procedures</p> | <p>5.1 Identify responses to different types of emergencies</p> <p>5.2 State how to make emergency calls</p> <p>5.3 Identify actions to be taken in the event of personal injury</p> <p>5.4 Identify factors which may indicate individuals could be vulnerable and at risk of harm</p> <p>5.5 State actions to take when individuals have been identified as vulnerable and at risk of harm</p> <p>5.6 Identify how to report indicators of child sexual exploitation</p> <p>5.7 Identify behaviours that could indicate suspicious or terrorist activity</p> <p>5.8 Identify actions to be taken in the event of a security threat</p> <p>5.9 State the importance of a business continuity plan</p> |

| Learning Outcome | Assessment Criteria |
|--|--|
| <p>6 Understand the importance of communication skills and customer care</p> | <p>6.1 State the basic elements of communication</p> <p>6.2 Identify the different types of communication</p> <p>6.3 State the importance of communication in delivering customer care</p> <p>6.4 Identify different types of customer and how their needs can vary</p> <p>6.5 State the principles of customer care</p> <p>6.6 Identify best practice in relation to telephone communications</p> <p>6.7 Identify best practice in relation to radio communications</p> <p>6.8 Recognise the call signs of the NATO phonetic alphabet</p> |

Unit Specification: Working as a Door Supervisor within the Private Security Industry

| Learning Outcome | Assessment Criteria |
|--|--|
| <p>1 Understand the role and objectives of a door supervisor</p> | <p>1.1 State the role of a door supervisor 1.2 State the objectives of a door supervisor 1.3 State the importance of an admissions policy</p> |
| <p>2 Understand civil and criminal law relevant to a door supervisor</p> | <p>2.1 State the law relating to the use of force 2.2 Identify different types of crimes against the person as defined by law 2.3 Identify common crimes against property that a door supervisor may come across 2.4 State the definition of an 'offensive weapon'</p> |
| <p>3 Understand searching relevant to a door supervisor</p> | <p>3.1 State the differences between general, random and specific searches 3.2 Identify a door supervisor's right to search 3.3 Recognise possible hazards when conducting a search 3.4 State the precautions to take when carrying out a search 3.5 State how to search people and their property 3.6 Identify reasons for carrying out a premises search 3.7 Identify actions to take in the event of a search refusal 3.8 Identify search documentation that a door supervisor is required to complete 3.9 Identify actions to take if a prohibited or restricted item is found during a search 3.10 Identify additional considerations to take when searching individuals</p> |

| Learning Outcome | Assessment Criteria |
|---|---|
| <p>4 Understand powers of arrest relevant to a door supervisor</p> | <p>4.1 Identify offences for which a door supervisor can make an arrest</p> <p>4.2 Identify the limitations to a door supervisor's powers of arrest</p> <p>4.3 State why an arrest should only be made as a last resort</p> <p>4.4 State arrest procedures to be followed by a door supervisor</p> <p>4.5 Identify procedures to take following an arrest</p> |
| <p>5 Understand drug-misuse issues and procedures relevant to the role of a door supervisor</p> | <p>5.1 Identify key areas of drug-misuse legislation</p> <p>5.2 Recognise the indicators of drug misuse</p> <p>5.3 Identify common types of illegal drugs</p> <p>5.4 Recognise signs of drug dealing</p> <p>5.5 State the procedure for dealing with individuals found to be in possession of drugs</p> <p>5.6 State the procedure for handling seized drugs</p> <p>5.7 State how to dispose of drug-related litter and contaminated waste</p> |
| <p>6 Understand incident recording and crime scene preservation relevant to the role of a door supervisor</p> | <p>6.1 Identify different types of evidence</p> <p>6.2 State how to preserve evidence after an incident</p> <p>6.3 Identify records to complete when an incident has occurred</p> <p>6.4 Identify the reasons for recording incidents</p> <p>6.5 Identify the types of incidents which need to be recorded</p> <p>6.6 Identify incidents when a door supervisor should call the police</p> <p>6.7 Identify the requirements for completing incident records</p> |

| Learning Outcome | Assessment Criteria |
|---|---|
| <p>7 Understand licensing law and social responsibility relevant to the role of a door supervisor</p> | <p>7.1 Identify the licensing objectives</p> <p>7.2 State the rights and duties of licensees and door supervisors as their representatives</p> <p>7.3 State the law in relation to refusing entry and ejecting customers</p> <p>7.4 Identify police powers regarding licensed premises</p> <p>7.5 State the law regarding children and young persons on licensed premises</p> <p>7.6 Identify acceptable forms of proof of age</p> <p>7.7 State conduct that is unlawful under licensing, gaming and licensing of sex establishments legislation</p> <p>7.8 State the powers of entry of authorised persons</p> |
| <p>8 Understand emergency procedures which should be followed by a door supervisor</p> | <p>8.1 State the importance of knowing the venue's evacuation procedures</p> <p>8.2 State the role of a door supervisor when dealing with threats of terrorism</p> <p>8.3 Identify sources of information on terrorism awareness</p> <p>8.4 Identify appropriate responses to situations requiring first aid</p> |
| <p>9 Understand how a door supervisor can help to keep vulnerable people safe</p> | <p>9.1 Recognise the risks to vulnerable people being ejected from, or refused entry to a venue</p> <p>9.2 Identify actions that can be taken by a door supervisor to protect vulnerable people</p> <p>9.3 Recognise behaviours that could indicate potential sexual predators</p> |
| <p>10 Understand queue management and venue capacity responsibilities relevant to a door supervisor</p> | <p>10.1 Recognise the benefits of queue control</p> <p>10.2 Indicate why communication is important throughout the queuing process</p> <p>10.3 Identify why managing venue capacity is important</p> |

Unit Specification: Conflict Management within 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 State 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 human responses to emotional and threatening situations |
| 2 Understand how to recognise, assess and reduce risk in conflict situations | 2.1 State how managing customer expectations can reduce the risk of conflict 2.2 Identify the stages of escalation in conflict situations 2.3 State how the application of dynamic risk assessment can reduce the risk of conflict 2.4 State the importance of positioning and exit routes |
| 3 Understand how to communicate in emotive situations to de-escalate conflict | 3.1 State how to use non-verbal communication in emotive situations 3.2 State 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 approaches to take when addressing unacceptable behaviour 3.6 State how to work with colleagues to de-escalate conflict situations |

| Learning Outcome | Assessment Criteria |
|--|---|
| <p>4 Understand how to develop and use problem solving strategies for resolving conflict</p> | <p>4.1 State the importance of viewing the situation from the customer's perspective</p> <p>4.2 Identify strategies for solving problems</p> <p>4.3 Identify win-win approaches to conflict situations</p> |
| <p>5 Understand good practice to follow after conflict situations</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 conflict situations</p> <p>5.3 State the benefits of sharing good practice</p> <p>5.4 State why security operatives should contribute to solutions to recurring problems</p> |

Unit Specification: Physical Intervention Skills within the Private Security Industry

| Learning Outcome | Assessment Criteria |
|---|---|
| <p>1 Understand physical interventions and the implications of their use</p> | <p>1.1 Identify the differences between defensive physical skills and physical interventions</p> <p>1.2 Identify the differences between non-restrictive and restrictive interventions</p> <p>1.3 Identify positive alternatives to physical intervention</p> <p>1.4 State the importance of only using physical intervention skills as a last resort</p> <p>1.5 State legal implications relating to the use of physical intervention</p> <p>1.6 State the professional implications relating to the use of physical intervention</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</p> <p>2.2 Identify the risk factors involved with the use of physical intervention</p> <p>2.3 State the specific risks of dealing with physical intervention incidents on the ground</p> <p>2.4 Identify the importance of dealing with physical intervention incidents on the ground appropriately</p> <p>2.5 Identify ways of reducing the risk of harm during physical interventions</p> <p>2.6 State how to support colleagues during physical intervention</p> <p>2.7 State how to manage and monitor a person's safety during physical intervention</p> <p>2.8 State responsibilities during physical interventions</p> <p>2.9 State responsibilities immediately following physical interventions</p> <p>2.10 State the actions to take in a medical emergency</p> |

| Learning Outcome | Assessment Criteria |
|---|---|
| | <p>2.11 Recognise the signs and symptoms associated with Acute Behavioural Disturbance and Psychosis</p> <p>2.12 State the specific risks associated with Positional Asphyxia</p> <p>2.13 State the specific risks associated with prolonged physical interventions</p> <p>2.14 State the importance of keeping physical intervention knowledge and skills current</p> |
| <p>3 Be able to use non-aggressive physical skills to protect yourself and others</p> | <p>3.1 Demonstrate non-aggressive stance and positioning skills</p> <p>3.2 Demonstrate non-aggressive skills used to evade and protect against blows</p> <p>3.3 Demonstrate non-aggressive methods of disengagement from grabs and holds</p> <p>3.4 Demonstrate non-aggressive methods to stop one person assaulting another</p> <p>3.5 Demonstrate non-aggressive team methods to separate persons fighting</p> <p>3.6 Communicate professionally with the subject of physical intervention while protecting yourself and others</p> <p>3.7 Demonstrate continuous communication to de-escalate a situation</p> <p>3.8 Demonstrate how to protect against risk immediately following disengagement</p> |

| Learning Outcome | Assessment Criteria |
|---|---|
| <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</p> <p>4.2 Demonstrate the use of a non-restrictive method of escorting a person</p> <p>4.3 Demonstrate the use of a one-person low level restrictive standing hold that can be used to escort</p> <p>4.4 Demonstrate the use of a two-person low level restrictive standing hold that can be used to escort</p> <p>4.5 Demonstrate how to de-escalate and disengage during physical intervention ensuring safety for all parties</p> <p>4.6 Communicate professionally with the subject of physical intervention, while using prompting, holding and escorting techniques</p> <p>4.7 Demonstrate how to escort an individual on stairways</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 previous physical intervention situations</p> <p>5.3 State the importance of fully reporting on the use of force</p> |

Appendix 1: Overview of SQA Security Licence-Linked qualifications

| | |
|-------------|--|
| SO | Award for Working as a Security Officer within the Private Security Industry (Scotland) |
| DS | Award for Working as a Door Supervisor within the Private Security Industry (Scotland) |
| CCTV | Award for Working as a CCTV Operator (Public Space Surveillance) within the Private Security Industry (Scotland) |

| Unit | SO | DS | CCTV | Assessment |
|---|-----------|-----------|-------------|--|
| Working within the Private Security Industry 1 SCQF credit point at SCQF level 6 GLH = 10 | Y | Y | Y | Externally set multiple choice question paper for the whole Unit. |
| Conflict Management within the Private Security Industry 1 SCQF credit point at SCQF level 6 GLH = 8 | Y | Y | | Externally set multiple choice question paper for the whole Unit. |
| Working as a Security Officer within the Private Security Industry 1 SCQF credit point at SCQF level 5 GLH = 10 | Y | | | Externally set multiple choice question paper for the whole Unit. |
| Working as a Door Supervisor within the Private Security Industry 2 SCQF credit points at SCQF level 6 GLH = 12 | | Y | | Externally set multiple choice question paper for the whole Unit. |
| Physical Intervention Skills within the Private Security Industry 2 SCQF credit points at SCQF level 6 GLH = 15 | | Y | | Externally set multiple choice question paper and internal assessment of practical skills. |

| Unit | SO | DS | CCTV | Assessment |
|--|-----------|-----------|-------------|---|
| Working as a CCTV Operator within the Private Security Industry 2 SCQF credit points at SCQF level 6 GLH = 14 | | | Y | Externally set multiple choice question paper for the whole Unit. |
| Practical Operation of CCTV Equipment within the Private Security Industry 1 SCQF credit point at SCQF level 6 GLH = 8 | | | Y | Internal assessment of practical skills. |

Appendix 2: SIA Standards of Behaviour for Security Operatives

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|---|
| Personal Appearance |
| <p>A security operative should at all times:</p> <ul style="list-style-type: none">◆ Wear clothing which is smart, presentable, easily identifies the individual as a security operative, and is in accordance with the employer's guidelines◆ Wear his/her Security Industry Authority licence on the outside of their clothing whilst on duty, displaying the photograph side (except Close Protection Operatives) |
| Professional Attitude and Skills |
| <p>A security operative should:</p> <ul style="list-style-type: none">◆ Greet visitors to the premises in a friendly and courteous manner◆ Act fairly and not discriminate on the grounds of gender, sexual orientation, marital status, race, nationality, ethnicity, religion or beliefs, disability, or any other difference in individuals which is not relevant to the security operatives' responsibility◆ Carry out his/her duties in a professional and courteous manner with due regard and consideration to others◆ Behave with personal integrity and understanding◆ Use moderate language, which is not defamatory or abusive, when dealing with members of the public and colleagues◆ Be fit for work and remain alert at all times◆ Develop knowledge of local services and amenities appropriately |
| General Conduct |
| <p>In carrying out his/her duty, a security operative should:</p> <ul style="list-style-type: none">◆ Never solicit or accept any bribe or other consideration from any person.◆ Not drink alcohol or be under the influence of alcohol or drugs◆ Not display preferential treatment towards individuals◆ Never abuse his/her position of authority◆ Never carry any item which is or could be considered to be threatening◆ Report all incidents to the management◆ Co-operate fully with members of the Police and partners, Local Authority, Security Industry Authority, and other statutory agencies with an interest in the premises or the way they are run. |

Organisation/Company Values and Standards

A security operative should:

- ◆ Adhere to the employing organisation/company standards
- ◆ Be perceptive of the employing organisation/company culture and values
- ◆ Contribute to the goals and objectives of the employing organisation/company