

**Scottish Qualifications Authority**

**Security Licence Qualifications**

**Centre Handbook**

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

**May 2015**

**Version: 01**

## History of changes

Version	Description of change	Date

## Contents

1	Introduction.....	1
1.1	Background .....	2
1.2	Security Industry Authority (SIA).....	2
1.3	Scottish Qualifications Authority (SQA).....	3
2	Delivery of the Door Supervision (Scotland) Qualification .....	4
2.1	Implications arising from the Private Security Industry Act 2001 .....	4
2.2	National Occupational Standards.....	4
2.3	SQA requirements for approval .....	4
3	Programme delivery .....	9
3.1	Standard delivery times for Units .....	10
3.2	Use of role play in training .....	10
3.3	Legal Systems and Local Laws .....	10
3.4	Audit Criteria.....	10
3.5	Exemption from Core Competency Training .....	10
4	Award for Working as a Door Supervisor within the Private Security Industry (Scotland).....	11
4.1	Introduction.....	11
4.2	English Language pre-requisite for candidates .....	11
4.3	Qualification requirements .....	12
5	Licensing requirements .....	13
5.1	The Process (Schematic) .....	13
5.2	Identification requirements.....	14
5.3	Contact information .....	15
Appendix 1:	Overview of SQA Security Licence-Linked Qualifications .....	16
Appendix 2:	Code of Practice.....	18
Appendix 3:	SIA Standards of Behaviour for Security Operatives.....	19
Appendix 4:	Role play to accompany delivery of the searching content in the Unit Working as a Door Supervisor within the Private Security Industry (H8XK 04).....	21
Appendix 5:	Conflict Management for the Private Security Industry Scenario Declaration .....	23

# 1 Introduction

This is the SQA Guidance Document for existing and new centres seeking to offer the Security Licence-Linked Qualification **Award for Working as a Door Supervisor within the Private Security Industry (Scotland) at SCQF level 6 (GK5G 46)**.

See **Appendix 1** for an overview of the qualifications.

This document tracks the requirements of the Security Industry Authority (SIA) and is intended to clarify issues around process, responsibility and information management. This document, in the interests of clarity, transparency and consistency, makes full use of information available on relevant websites.

Note that the requirements of the SIA (as a regulatory body) and the importance of the licensing scheme have meant that, by necessity, the qualification differs slightly from other 'traditional' SQA awards.

There are some additional requirements which could be considered 'over and above' (but always complementary to) the usual SQA requirements. These additional requirements are summarised and formalised later in this document in the form of a Code of Practice which must be agreed to and signed as part of any (centre) approval process (See **Appendix 2**).

Further information can be found on these websites:

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

In the first instance centres are encouraged to contact the SQA Business Development and Customer Support Team on:

Telephone: **0303 333 0330**  
E-mail: [mycentre@sqa.org.uk](mailto:mycentre@sqa.org.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 Operations (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 status 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 Scottish Qualifications Authority (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 Delivery of the Door Supervision (Scotland) Qualification**

### **2.1 Implications arising from the Private Security Industry Act 2001**

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'.

### **2.2 National Occupational Standards**

In developing these qualifications, the SQA and the SIA have taken into consideration the existing National Occupational Standards (NOS). NOS are statements of competence and specify performance outcomes. A significant function of the standards has been as a key component for vocational qualifications. However, they have many other uses including training design, training needs analysis, appraisals, recruitment, skills matrices, skills benchmarking and quality assurance. The detailed specialist content of the SIA learning specifications has been mapped to the respective NOS.

### **2.3 SQA requirements for approval**

Training providers will be required to gain approval from SQA for suitability of their training and assessment facilities. Approval has two stages:

- ◆ Approval as a SQA centre
- ◆ Approval to offer specific qualifications

Centres wishing to offer the Physical Intervention Skills Unit will need to meet additional approval criteria and demonstrate that they have appropriate insurance cover in place.

For further information contact SQA's Business Development Team on 0303 333 0330 or by email on [mycentre@sqa.org.uk](mailto:mycentre@sqa.org.uk)

### 2.3.1 Trainer competence

All trainers seeking to deliver licence-linked qualifications must either have achieved the level 3 Award in Education and Training (QCF) or a teaching or training qualification at SVQ level 3 (or equivalent), which has been accredited by SQA/QCA/Ofqual or validated by a HEI, or equivalent such as:

- ◆ PTLLS, CTLLS or DTLLS
- ◆ Certificate in Education
- ◆ Post Graduate Certificate in Education
- ◆ SVQ levels 3 and 4 in Learning and Development
- ◆ Scottish Training Qualification for Further Education (TQFE)
- ◆ Professional Graduate Diploma in Education (PGDE)

Trainers who are unsure about their current qualifications or who wish to check their eligibility may do so by contacting the SQA.

### 2.3.2 Qualifications for trainers of Conflict Management

The SIA requires all trainers delivering scenario-based conflict management training for licence-linked qualifications to have received relevant training. Trainers are required to hold a qualification at or above NQF/QCF Level 3 in The Delivery of Conflict Management Training.

The SIA may publish additional requirements for trainers as and when they are agreed. Trainers looking to deliver licence-linked qualifications should ensure that they are fully familiar and compliant with these requirements.

### 2.3.3 Qualifications for trainers of Physical Intervention

All trainers delivering physical intervention skills training for the door supervisor licence-linked qualifications must hold **all** of the following:

- ◆ a suitable teaching/training qualification as defined in 2.3.1.
- ◆ a suitable level 3 qualification in conflict management training as defined in 2.3.2.
- ◆ a level 3 Award for Deliverers of Physical Intervention Training in the Private Security Industry (QCF); **and**
- ◆ a current certificate (updated annually) from an approved level 3 programme provider that confirms the trainer's ability to deliver the skills in that approved level 2 programme (see 2.3.8 below).

### 2.3.4 Sector competence for Approved Trainers

Trainers delivering the learning leading to licence-linked qualifications must demonstrate that they have the necessary experience, knowledge and understanding of the sector in which they are providing training.

SQA will require sufficient information about a trainer's occupational experience for consideration in the approval process, for example, experience of working in the private security industry or working in a role that can be mapped to the requirements of the private security industry.

To ensure that trainers have the right occupational expertise, the SIA require trainers new to the sector to have three years frontline operational experience in the last ten in the UK, relevant to the qualifications that they are delivering.

Existing trainers must demonstrate to SQA that they are taking sufficient steps to keep their occupational expertise up to date. Suitable steps would include attendance at relevant conferences and seminars, and continuing work experience in the sector. Trainers must be able to demonstrate evidence of a suitable level of professional development in the sector, which should include the equivalent of at least thirty hours every year spent in a combination of training, increasing professional knowledge through other means or working in the industry.

### 2.3.5 Assessor and Internal Verifier Requirements

It is good practice for centres to have qualified assessors and verifiers. However, if this is not the case the following would apply:

#### Award for Door Supervisors

- ◆ If the assessor does not hold an assessor's qualification then he/she must be working towards this, within a defined timescale. They must also have a mentor.
- ◆ If the internal verifier does not hold an internal verifier's qualification then he/she must be working towards this within a defined timescale. They must also have a mentor.
- ◆ There are specific requirements for the *Conflict Management* Unit; these can be found in Section 2.3.2.
- ◆ There are specific requirements for the *Physical Intervention* Unit; these can be found in Section 2.3.3.

### 2.3.6 Examination Venue Criteria

To gain approval for knowledge-based assessment, all examination venues must comply with the policy, standards and regulations specified by SQA:

- ◆ The seating arrangement for candidates must ensure there can be no cheating or collusion between candidates.
- ◆ Each candidate must be a minimum of 1.25 metres (centre to centre) each way from the next candidate's chair.
- ◆ Each candidate must be seated at a separate desk, table or workstation of sufficient size to undertake a written examination.
- ◆ There must be a place for the invigilator to sit.
- ◆ Walls must be clear of any material that would provide help to the candidates.
- ◆ If the room or desks are changed after approval, this should be done in agreement with awarding organisation procedures.
- ◆ SQA retains the right to make spot checks on examination days to ensure the approved room and numbers are being adhered to.
- ◆ SQA must be made aware of the training and assessment venues in advance. Only these can be used; not substitutes, unless there has been an emergency, such as a fire in which case this must be notified to SQA before the examination commences.
- ◆ Invigilation can only be carried out by an individual that does not have an interest in any of the candidates passing the qualification. This means that a trainer may not invigilate when the candidates take their exam for the subject(s) which the trainer has delivered.

### 2.3.7 Additional Centre and Venue Criteria for delivery of Physical Intervention Training

#### Insurance requirements

In line with general insurance requirements, the minimum for an approved centre offering this Unit of qualification is:

- ◆ Employers Liability
- ◆ Public Liability
- ◆ Professional Indemnity

In order to ensure that the insurance cover is 'fit for task', it should actively specify inclusion of the activities being carried out. In this case, under 'business activity' on the insurance documentation it must state cover for 'training in physical intervention'.

Insurance details must be evidenced to SQA by the centre prior to approval being granted, however, it is the centre's responsibility to ensure that their insurance remains valid and current. This level of insurance cover is mandatory for approved centres and individual trainers delivering physical intervention training at the approved centre. Where the individual tutor does not hold their own cover the approved centre must ensure its insurer is aware of this and extended cover secured where necessary. Documentation should clearly detail the cover for trainers.

### **Venue requirements for Physical Intervention Skills Training**

Training venues must be risk assessed for suitability for physical intervention training. Venues will need to be assessed for each training episode. Approved centres are responsible for maintaining and updating assessment documentation.

Centres are required to have in place a policy and procedures in relation to risk assessment.

Physical skills training must take place in safe conditions, as regards:

- ◆ size and suitability of training rooms, ensuring that candidates have space to demonstrate techniques safely
- ◆ ratio of trainers to candidates (one trainer to maximum 12 candidates for the delivery of practical skills)

Centres must have a first aid policy which must include:

- ◆ access to staff with first aid at work qualifications during physical skills training
- ◆ first aid equipment available during physical skills training
- ◆ access to water
- ◆ access to a telephone in an emergency

The centre must furnish candidates with safety information prior to attendance that includes:

- ◆ informing them that physical activity will be involved and that this carries risk
- ◆ what is expected from them in terms of behaviour
- ◆ what they should wear
- ◆ what they should do if they have any concerns about their health or fitness to participate in this training

### 2.3.8 Physical Intervention

Only those physical intervention programmes that appear on the SIA website on the list 'Physical Intervention Skills: Trainer Training' can be used to train candidates registered to achieve the *Licence-Linked Physical Intervention Unit*.

## 3 Programme delivery

SQA does not prescribe the mode of delivery for these qualifications. Centres are free to offer the qualification using any mode of delivery that meets the needs of the candidates.

The Guided Learning Hours (GLH) associated with each Unit have been stipulated by the SIA. The GLH are the minimum number of hours that must be allocated to direct teaching/training and assessment. In addition, candidates will be expected to undertake self-study activities.

Unit	Guided Learning Hours (GLH)	SIA Contact Time Stipulation
Working within the Private Security Industry	10	1
Conflict Management within the Private Security Industry	8	7.5
Working as a Door Supervisor within the Private Security Industry	12	12
Physical Intervention Skills within the Private Security Industry	15	12

Elements of the course may be delivered by distance learning. This must be agreed in advance with SQA.

It is a SIA requirement that candidates are trained in Conflict Management before Physical Intervention.

Only candidates aged 18 or over should be enrolled for this licence-linked qualification.

### **3.1 Standard delivery times for Units**

The SIA has stipulated that the course must be delivered over a minimum of four days.

Contact time is defined as time where the candidate is in the same room as the tutor and receiving training or undertaking assessment. This time DOES NOT include:

- ◆ Breaks in the delivery of the course
- ◆ Checking ID

Each day should not exceed eight hours of learning. For the delivery of the Award for Working as a Door Supervisor within the Private Security Industry (Scotland) the SIA recognises that one day may be eight and a half hours to accommodate the assessment arrangements.

### **3.2 Use of role play in training**

It is a SIA requirement that all centres must provide practical learning in searching and conflict management. Further information can be found in Appendices 4 and 5. SQA will look for evidence that this has been delivered during the annual external verification visit.

### **3.3 Legal Systems and Local Laws**

The legal system of Scotland differs from that of England and Wales. These differences should be reflected in the delivery of the qualification.

### **3.4 Audit Criteria**

All active centres will be subject to external verification at least once per calendar year. In addition to this, organisations offering this training are required to allow representatives from the SIA and SQA to inspect and/or audit training venues and/or training delivery, in order to ensure consistent quality of delivery.

### **3.5 Exemption from Core Competency Training**

Candidates with previous relevant qualifications, training and/or experience may be exempt from part or all of the licence-linked qualifications. Details of specific exemptions, and the SIA exemptions policy, can be viewed on the SIA website training pages.

## 4 Award for Working as a Door Supervisor within the Private Security Industry (Scotland)

### 4.1 Introduction

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

### 4.2 English Language pre-requisite for candidates

Security operatives are likely in the course of their work to be required to make calls to the emergency services, or need to communicate to resolve conflict. It is essential that security operatives are able to communicate clearly.

It is the centre's responsibility to ensure that each candidate is sufficiently competent in the use of the English language. All assessment must be conducted in the medium of English. Centres must ensure that candidates have sufficient language skills before putting the candidates forward for assessment.

As a guide, candidates should as a **minimum** have language skills equivalent to the following:

- ◆ SQA Core Skill in *Communication* at Scottish Credit and Qualifications Framework level 5
- ◆ an ESOL qualification at Scottish Credit and Qualifications Framework level 5 awarded by the Scottish Qualifications Authority (SQA) and taken in Scotland
- ◆ a B1 level qualification on the Home Office's list of recognised English tests and qualifications
- ◆ an ESOL qualification at (level 1) on the Ofqual register taken in England, Wales or Northern Ireland
- ◆ Functional Skills level 1 in English
- ◆ Essential Skills Wales Communication level 1

### 4.3 Qualification requirements

SQA's Door Supervision (Scotland) qualification comprises of four Units which cover a mixture of knowledge and understanding and practical skills. It is a requirement of the course that candidates are trained in Conflict Management before Physical Intervention.

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

Practical skills will be tested in centres through observation of practical performance. The assessment will be observed by qualified assessors and externally verified by SQA. Practical performance should be recorded.

**NB:** Both the SQA and the SIA reserve the right to make spot checks at centres and examination venues to ensure that all SQA and SIA criteria are being observed.

The approach to assessment is summarised below:

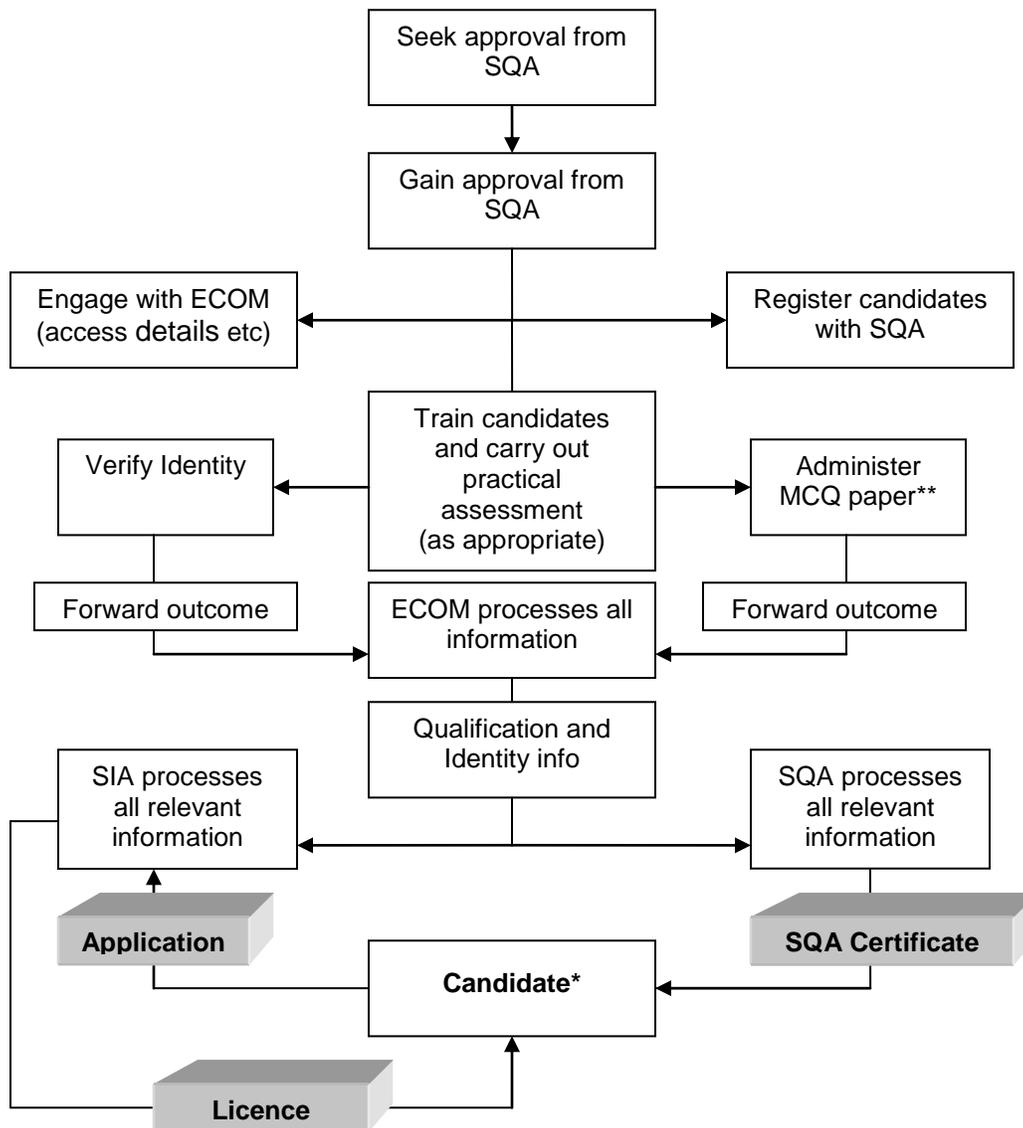
Unit	Assessment
Working within the Private Security Industry (H8XJ 04)	Externally set multiple-choice question paper for the whole Unit. 45 questions; 71% pass mark
Conflict Management within the Private Security Industry (H8XL 04)	Externally set multiple-choice question paper. 22 questions; 73% pass mark
Working as a Door Supervisor within the Private Security Industry (H8XK 04)	Externally set multiple-choice question paper for the whole Unit. 50 questions; 70% pass mark
Physical Intervention Skills within the Private Security Industry (H8XM 04)	Externally set multiple-choice question paper 26 questions. 50% pass mark for Outcome 1. All questions for Outcome 2 must be answered correctly. 50% pass mark for Outcome 3. Internal assessment of practical skills.

Candidates must pass all **multiple-choice question papers** and the **practical assessments** to achieve the full qualification.

Centres should ensure that candidates are fully conversant in the SIA Standards of Behaviour for Security Operatives. See **Appendix 3**.

# 5 Licensing requirements

## 5.1 The Process (Schematic)



\*Candidates can only apply to the SIA for a licence on achievement of the SQA qualification. Note that candidates must be 18 (as a minimum) to apply for a licence.

\*\*Multiple-choice Question Paper

## 5.2 Identification requirements

The training provider must check a candidate's identification before the assessment. Current information on suitable identification documents can be found on the SIA website.

A candidate unable to produce the correct documents to satisfy the SIA identification requirements may write to the SIA at the following address with an explanation of why they do not possess the required documents, and an explanation of the documents that they do have. The SIA will assess this evidence on a case-by-case basis.

Candidates can write to:

Department RA 2  
PO Box 49768  
London  
WC1V 6WY

### 5.3 Contact information

Centres should contact the **Helpdesk** at eCom Scotland for all queries in relation to the operation and administration of the online assessments:

eCom Scotland  
18b Dickson Street  
Dunfermline,  
Fife.  
KY12 7SL  
Scotland.  
Tel: 0845 643 1344  
Fax: 0845 280 2318  
E: [info@ecomscotland.com](mailto:info@ecomscotland.com)  
Website: [www.ecomscotland.com](http://www.ecomscotland.com)

For **all other inquiries** in relation to Security Licence Qualifications contact,

SQA  
The Optima Building  
58 Robertson Street  
GLASGOW  
G2 8DQ

Tel: 0345 213 5021  
Website: [www.sqa.org.uk](http://www.sqa.org.uk)

In the first instance centres are encouraged to contact SQA Business Development and Customer Support Team on:

Telephone: **0303 333 0330**  
E-mail: [mycentre@sqa.org.uk](mailto:mycentre@sqa.org.uk)

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

### Key:

<b>SO</b>	Award for Working as a Security Officer within the Private Security Industry (Scotland)
<b>DS</b>	Award for Working as a Door Supervisor within the Private Security Industry (Scotland)
<b>CCTV</b>	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.

<b>Unit</b>	<b>SO</b>	<b>DS</b>	<b>CCTV</b>	<b>Assessment</b>
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: Code of Practice

<b>Centre number</b>	
<b>Person responding</b>	
<b>Position</b>	
<b>Tel</b>	
<b>E-mail</b>	

I can confirm, on behalf of this centre, that all of the appropriate staff:

<b>ID</b>	<b>Detail</b>	<b>Yes</b>	<b>No</b>
1	have read and understood this Guidance Document.		
2	are aware of the SIA and its position as a regulatory body.		
3	are aware of the range of responsibilities in terms of the processing of candidates and associated information management.		
4	are aware of the need to provide the appropriate facilities for training and assessment.		
5	hold relevant qualifications and have relevant occupational experience and associated competence.		
6	understand and will adhere to appropriate training programmes and delivery timescales.		
7	understand and will adhere to SQA assessment methodology including the use of the externally set SQA awarding body online assessments and practical assessment materials.		
8	will deliver the indicative content.		
9	will ensure that practical learning in Conflict Management and Searching is delivered as part of the Door Supervisor and Security Officer qualifications.		
10	will adhere to the requirements of the SIA document ' <i>Introduction to Learning Leading towards Licence-linked Qualifications</i> '.		
11	are aware of the responsibility to allow representatives from the SIA and SQA to inspect and/or audit training venues and/or training delivery, in order to ensure consistent quality of deliver.		
12	understand that training and assessment carried out in Scotland must comply with the current laws and legal system in Scotland.		

<b>Signature</b>	
<b>Date</b>	

## Appendix 3: SIA Standards of Behaviour for Security Operatives

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

## **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.

## **Appendix 4: Role play to accompany delivery of the searching content in the Unit Working as a Door Supervisor within the Private Security Industry (H8XK 04)**

All learners should have the opportunity during training to perform a practical demonstration of searching. This section gives guidance to centres on how this should be delivered and recorded.

SQA's quality assurance processes will monitor that role play activity has taken place.

Centres are required to complete a declaration confirming that role play activity has taken place.

### **Instructions**

- 1 During the delivery of the content relating to searching, each learner should have the opportunity to demonstrate their understanding of how to conduct a search.
- 2 The role play should be set up so that each learner has the chance to play a door supervisor responsible for letting customers in to a bar, pub or club.
- 3 Centres can develop their own role plays, but must ensure that scenarios represent a typical search. The scenario must also allow the learner to explain to a customer what their right to search is, and shows that they know the appropriate method of searching
- 4 Each participant in the role play should be given a brief beforehand. An example of a brief for the door supervisor is as follows:
  - ◆ You are the door supervisor working on the door of a busy night club. The venue policy is that all bags carried by customers must be searched as a condition of entry to the club. There have in the past been incidents where customers have taken bottles of their own drink into the club. This has led to very drunk customers and to bottles being left in the club premises. A customer wants to gain entry to the club. He/she is carrying a bag/handbag. You are responsible for ensuring the customer is searched appropriately.

- 5 The second participant in the role play must be given a compatible brief that allows the scenario to work and reflect a realistic situation. An example of a brief that would complement the above would be:
  - ◆ You are a customer wanting to enter the club. You have a bag/handbag on you. You do not have anything in the bag/handbag that you consider will cause problems. You do however have some private correspondence in the bag, and you are not keen for a stranger to go through your possessions. You do really want to get into the club and join your friends, but you don't see what right the door supervisor has to look at your belongings.
- 6 Where centres have developed their own scenarios, then a copy of this must be retained within the centre's quality management system and made available to SQA on request.
- 7 The trainer must sign a declaration confirming that searching role plays have been delivered and that all learners on the course participated and contributed to a satisfactory level.

### **Trainer Declaration**

During delivery of the *Working as a Door Supervisor within the Private Security Industry* Unit on \_\_\_\_\_<sup>1</sup> at \_\_\_\_\_<sup>2</sup>. I can confirm that the relevant scenarios were delivered to the group. All learners on the course participated and contributed to these scenarios to a satisfactory level.

**Trainer's name:** \_\_\_\_\_

**Trainer's signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

<sup>1</sup> Insert date

<sup>2</sup> Insert venue

## Appendix 5: Conflict Management for the Private Security Industry Scenario Declaration

The *Conflict Management* Unit covers a number of security roles performed in a diverse range of environments. Although the environments may contrast there are common elements to most security roles in terms of communication and conflict management and these can be defined in the generic core of learning objectives set out below.

During delivery of this Unit to Door Supervisors the scenarios below must be covered:

- ◆ **Refusing entry to a customer:** learners will understand the rules regarding entry refusal and will know how to refuse entry in a way that reduces the risk of conflict.
- ◆ **Ejecting a customer from the venue:** learners will understand the rules regarding ejection and will know how to eject a customer in a way that reduces the risk of conflict.
- ◆ **Incidents inside the venue:** learners will be able to identify some of the types of incidents that occur inside the venue, and to understand how they can deal with them in a way that reduces the risk of conflict.

### Trainer Declaration

During delivery of the *Conflict Management within the Private Security Industry* Unit on

\_\_\_\_\_ <sup>1</sup>

at \_\_\_\_\_ <sup>2</sup>. I can

confirm that the relevant scenarios were delivered to the group. All learners on the course participated and contributed to these scenarios to a satisfactory level.

**Trainer's name:** \_\_\_\_\_

**Trainer's signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

<sup>1</sup> Insert date

<sup>2</sup> Insert venue