



Unit title: Physical Intervention Skills for the Private Security Industry

Unit code: FD3C 04

Superclass: QH

Publication date: January 2011

Source: Scottish Qualifications Authority

Version: 01

Unit purpose

This Unit is designed to provide candidates with key knowledge and physical intervention skills required to work as a Door Supervisor. It covers the specification for learning and qualifications for Physical Intervention Skills as defined by the Security Industry Authority.

The Unit is a mandatory Unit within the SQA licence-linked Award in Door Supervision (Scotland). The Security Industry Authority recognises this qualification as a suitable qualification for making an application for a licence to practise as a Door Supervisor.

On completion of the Unit the candidate should be able to:

- 1 Understand physical interventions and the legal and professional implications of their use.
- 2 Understand how to reduce the risk of harm when physical intervention skills are used.
- 3 Be able to use non-pain related physical skills to protect yourself and others from assault.
- 4 Be able to use non-pain related standing holding and escorting techniques, including non-restrictive and restrictive skills.
- 5 Understand good practice to follow after physical interventions.

Recommended prior knowledge and skills

Before undertaking this Unit, it is essential that the candidate has achieved the following Units:

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

It would be beneficial if the candidate also possessed *Communication* skills at SCQF level 5 and *Working with Others* at SCQF level 5 or equivalent qualifications or experience.

General information (cont)

NOTE: In order to apply for an SIA licence, the candidate must be 18 years of age or over and must provide proof of identity.

Credit points and level

1 SCQF credit point at SCQF level 6

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Context for delivery

This Unit is a mandatory Unit within the SQA licence-linked Award in Door Supervision (Scotland). The Security Industry Authority recognises this qualification as a suitable qualification for making an application for a licence to practise as a Door Supervisor.

Assessment

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 that 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. The candidate will answer 10 questions. The pass mark is 70%.

The practical skills of candidates will be tested in centres through observation of practical performance. The assessment will be observed by a qualified assessor and externally verified by SQA. The assessor should complete an observation checklist and the centre should retain this for external verification purposes. Where possible, performance should be visually recorded and the recording retained for external verification purposes.

The candidate must achieve all Assessment Criteria.

An observation checklist is appended to this Unit.

NOTE: The candidate should not undertake the on-line test until the practical elements of the Unit have been achieved.

Unit title: Physical Intervention Skills for the Private Security Industry

Unit code: FD3C 04

Outcome 1

Understand physical interventions and the legal and professional implications of their use.

Assessment Criteria

- 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.

Outcome 2

Understand how to reduce the risk of harm when physical intervention skills are used.

Assessment Criteria

- 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.

Outcome 3

Be able to use non-pain related physical skills to protect yourself and others from assault.

Assessment Criteria

- 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.

Outcome 4

Be able to use non-pain related standing holding and escorting techniques, including non-restrictive and restrictive skills.

Assessment Criteria

- 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.

Outcome 5

Understand good practice to follow after physical interventions.

Assessment Criteria

- 5.1 State the importance of accessing help and support following an incident.
- 5.2 State the importance of reflecting on and learning from physical intervention situations.
- 5.3 Identify additional factors when reporting and accounting for use of force.

Support notes

Guidance on the content and context for this Unit

Within this Unit, the following areas of teaching and learning should be covered:

- ◆ Introduction to physical skills; legal and professional implications of their use
- ◆ Reducing risk of harm
- ◆ Non-pain related physical skills
- ◆ Restrictive and non-restrictive skills
- ◆ Procedures following physical intervention
- ◆ Reporting
- ◆ Reflecting on and learning from physical intervention situations

Outcome 1

Assessment Criterion 1.1

Defensive physical skills — physical intervention skills used to protect oneself from assault.

Physical interventions — the use of direct or indirect force, through bodily, physical or mechanical means, to limit another person's movement.

Assessment Criterion 1.2

Restrictive interventions — involve the use of force to limit the movement and freedom of an individual and can involve bodily contact, mechanical devices or changes to the person's environment. Such interventions can be:

- ◆ Highly Restrictive, ie limit severely the movement and freedom of an individual, or:
- ◆ Low Level Restrictive, ie limit or contain the movement and freedom of an individual who is less resistant with low levels of force.

Non-restrictive interventions — allow a greater degree of freedom where the subject can move away from the physical intervention if they wish to. This would include prompting and guiding an individual to assist them walking, also defensive, self-protective interventions.

Assessment Criterion 1.3

Primary controls — following employer safety and security policy, procedures and working practices, use of safety and security equipment and technology (eg radio for summoning assistance, CCTV, access control).

Secondary controls — positive and effective interpersonal communication and the knowledge and skills of conflict management in reducing the need for physical intervention.

(NOTE: Underpinning knowledge of interpersonal communication will have been completed as part of FD39 04 *Working in the Private Security Industry* and FD3A 04 *Conflict Management for the Private Security Industry*).

Support notes (cont)

Assessment Criterion 1.4

Because physical intervention can:

- ◆ Increase risks of harm to staff and customers
- ◆ Result in prosecution of staff if use of force was unnecessary, excessive, or in any other way unlawful
- ◆ Lead to allegations against staff and potentially loss of licence and/or employment.

Examples of 'last resort' include when:

- ◆ Other options have failed or are likely to fail
- ◆ It is not possible or appropriate to withdraw.

Assessment Criterion 1.5

Legal authority to use force under Statute and Common Law (content will be different as applicable for each of the four nations).

Duty of care considerations concerning use of physical intervention.

(**NOTE:** Learners will have underpinning knowledge surrounding use of force, arrest, human rights and duty of care within Common and Specialist Units — Door Supervisor Assessment Criteria 2.1 and 2.4; Security Guarding 6.4; Common Unit 2.2 and 3.2).

Sector specific legislation and professional guidance — Importance of familiarising oneself with legislation and professional guidance and standards relevant to area of employment.

Assessment Criterion 2.1

Dynamic risk assessment used to:

- ◆ Assess threat and risks of assault to staff and harm to others through a decision to use physical intervention or not
- ◆ Evaluate options available and inform decision whether to intervene, when and how
- ◆ Identify when assistance is needed
- ◆ Continuously monitor for changes in risks to all parties during and following an intervention
- ◆ Inform decision to de-escalate use of force and/or withdraw.

(**NOTE:** Learners will have underpinning knowledge of dynamic risk assessment from FD3A 04 *Conflict Management for the Private Security Industry* — Assessment Criteria 2.1 and 2.2).

Support notes (cont)

Assessment Criterion 2.2

Potential Medical Consequences

Serious harm or death can result from:

- ◆ Strikes and kicks
- ◆ An individual falling or being forced to ground
- ◆ Interventions involving the neck, spine or vital organs
- ◆ Restraint on the ground (face up and face down), or other position that impairs breathing and increase risk of death through positional asphyxia
- ◆ Any forceful restraint can lead to medical complications, sudden death or permanent disability especially where situational and individual risk factors are present (below).

Although lawful in certain circumstances, such interventions will require high levels of justification and training.

The longer the duration of the restraint, the greater the risk.

Situational factors that increase risk

Environmental hazards, staff numbers, availability of help, threats presented by others, options available. Increased risk of falls with one on one restrictive holds.

Individual factors that can increase risk

Risks linked to age, size and weight, physical health and mental health. Alcohol, drug abuse, physical exhaustion, recent ingestion of food. Medical conditions/predispositions.

Assessment Criterion 2.3

Choosing the least forceful intervention practicable — the physical intervention with the least force and potential to cause injury to the subject in achieving the legitimate objective.

Communication — the importance of ongoing communication between staff and the subject during and following restraint.

Monitoring the well-being of the subject of intervention for adverse reactions of subject.

Leadership and Team work — the importance of someone taking a lead role and for others to support as team members.

Ensure practice follows the procedures taught and is not allowed to deviate significantly.

De-escalation of physical intervention at the earliest opportunity to reduce exposure to risk.

Emergency procedures — immediate release and assistance if subject complains or demonstrates signs of breathlessness or other adverse reactions.

Support notes (cont)

Assessment Criterion 2.4

- ◆ Duty of care to the subject is maintained following restraint
- ◆ Appropriate medical attention is provided to any person who appears to be injured or at risk
- ◆ Any emergency services attending are updated about the circumstances, position, duration and any difficulties experienced in a restraint event
- ◆ Evidence is preserved and witnesses secured

Assessment Criterion 2.5

- ◆ Because legislation and guidance can change
- ◆ Because proficiency in physical skills will decrease over time, potentially reducing effectiveness and increasing risks.

Assessment Criterion 3.1

Position that reduces vulnerability to assault and facilitates exit or intervention, whilst maintaining positive, non-threatening, non-verbal communication.

Assessment Criterion 3.2

From the skills covered in 3.1 show how use of limbs and movement can protect against an assault.

Assessment Criterion 3.3

A small number of skills relevant to the security role that address the most common types of assault.

Assessment Criterion 3.4 and 3.5

No more than two skills that can be adapted to different scenarios.

Assessment Criterion 3.6

Helping to calm the individual, give instructions and check well-being.

Assessment Criterion 4.1

A non-restrictive prompt for use when verbal and non-verbal persuasion has not or is not likely to achieve the legitimate objective.

Assessment Criterion 4.2

A non-restrictive use of force to escort where prompting is not sufficient.

Assessment Criterion 4.3

Remind learners of the increased risks associated with one on one restraints and teach a low level intervention option for use to hold and escort.

Support notes (cont)

Assessment Criterion 4.4

A more restrictive hold and escort skill involving a minimum of two persons.

Assessment Criterion 4.5

Support activities include positioning to observe potential threats to colleagues and customers and to help contain the situation.

Assessment Criterion 4.6

Demonstrate controlled reduction of use of force to the point where staff can safely disengage.

Assessment Criterion 4.7

Helping to calm the individual, give instructions and check well-being.

Assessment Criterion 5.1

Recognise potential for physical and psychological harm following an incident where force has been used and importance of accessing appropriate support.

Assessment Criterion 5.2

Importance of sharing learning from experiences with colleagues and employers so that situations needing physical intervention can be reduced, or managed more safely.

Assessment Criterion 5.3

- ◆ Description of subject'(s)' behaviour
- ◆ Other 'impact factors'
- ◆ Staff responses including description of physical interventions and level of force used
- ◆ Description of any injuries sustained
- ◆ First aid and medical support provided
- ◆ Details of admission to hospital
- ◆ Support to those involved and follow-up action required.

Guidance on the delivery and assessment of this Unit

As a pre-requisite to taking FD3C 04 *Physical Intervention Skills for the Private Security Industry*, learners should have completed:

- ◆ FD39 04 *Working in the Private Security Industry*
- ◆ FD3D 04 *Working as a Door Supervisor*
- ◆ FD3A 04 *Conflict Management for the Private Security Industry*

Only a programme of training that has been approved by the SIA or SQA can be used to deliver this Unit.

Only trainers appropriately qualified to deliver physical intervention skills can deliver this Unit.

Guidance on the delivery and assessment of this Unit (cont)

Appropriate insurance measures should be in place before delivering this Unit.

The SQA does not prescribe the mode of delivery for this Unit. Centres are free to offer the Unit using any mode of delivery that meets the needs of the candidates. However, the SIA has stipulated a certain amount of Guided Learning Hours and Minimum Contact Hours. See the table below.

Unit title	Guided Learning Hours (GLH)	Minimum Hours Contact
Physical Intervention Skills for the Private Security Industry	10	7.5

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 that 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. The candidate will answer 10 questions. The pass mark is 70%.

The on-line, on-demand examination service is provided to SQA by eCom Scotland. Centres should contact the Helpdesk at eCom Scotland for all queries in relation to the operation and administration of the on-line assessment.

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Dunfermline
Fife
KY12 7SL
Scotland

Tel: 08456 431 344
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The practical skills of candidates will be tested in centres through observation of practical performance. The assessment will be observed by a qualified assessor and externally verified by SQA. The assessor should complete an observation checklist and the centre should retain this for external verification purposes. Where possible, performance should be visually recorded and the recording retained for external verification purposes.

The candidate must achieve all Assessment Criteria.

NOTE: The candidate should not undertake the on-line test until the practical elements of the Unit have been achieved.

Guidance on the delivery and assessment of this Unit (cont)

Alternative assessment arrangements

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on SQA's website www.sqa.org.uk/assessmentarrangements.

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.

History of changes to Unit

Version	Description of change	Date

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Additional copies of this Unit specification can be purchased from the Scottish Qualifications Authority. Please contact the Customer Contact Centre, telephone 0845 279 1000.

General Information for candidates

Unit title: **Physical Intervention Skills for the Private Security Industry**

What are the SQA Security Licence-Linked Units and Qualifications?

The SQA has developed a series of qualifications that will allow you to apply to the SIA for your licence. Each qualification is made up of a number of Units. Each Unit clearly shows the main areas (called Learning Outcomes) that you will be expected to know about and also details the specific knowledge (called Assessment Criteria) on which you will be assessed.

What is the SIA?

The SIA is the UK regulatory body for the private security industry and operates under the terms of the Private Security Industry Act 2001. The SIA operates the licence scheme for those working in, or wishing to work in, the private security industry in the UK.

What is this Security Unit about?

This Unit — **FD3C 04 *Physical Intervention Skills for the Private Security Industry*** — **must be undertaken by everyone who wishes to work as a Door Supervisor** in the UK private security industry. It assesses your knowledge in the following areas:

- ◆ Understanding physical interventions and the legal and professional implications of their use
- ◆ Understanding how to reduce the risk of harm when physical intervention skills are used
- ◆ Understanding good practice to follow after physical interventions

It will also assess your ability to:

- ◆ use non-pain related physical skills to protect yourself and others from assault
- ◆ use non-pain related standing holding and escorting techniques, including non-restrictive and restrictive skills

Successful achievement of this mandatory Unit counts towards the following qualification:

- ◆ Award in Door Supervision (Scotland) at SCQF level 6

The component Units of the **Award in Door Supervision (Scotland)** 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*

Why do I need to achieve this Security Unit?

Achievement of this Unit and the others which make up a fully recognised qualification allows you to apply for a licence from the SIA. This licence allows you to work in the private security industry in the UK. Legally, you cannot work without it.

General Information for candidates (cont)

How do I get this Security Unit?

The following page shows the Unit specification which contains Learning Outcomes and the Assessment Criteria.

You will need to achieve all of the Learning Outcomes by meeting all of the Assessment Criteria. You will do this by sitting a multiple-choice test at an approved SQA centre and by having your practical skills assessed within your own centre by a qualified assessor. You should be in a position to be assessed for this Unit after no more than 10 hours of guided study (ie contact time with your tutor/trainer).

Further information

- ◆ This Unit has 1 SCQF credit at SCQF level 6
- ◆ This Unit is fully recognised by the SIA

NOTE: In order to apply for an SIA licence, you must be 18 years of age or over and provide proof of identity.

Unit specification: Physical Intervention Skills for the Private Security Industry

Learning Outcome	Assessment Criteria
1 Understand physical interventions and the legal and professional implications of their use	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
2 Understand how to reduce the risk of harm when physical intervention skills are used	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
3 Be able to use non-pain related physical skills to protect yourself and others from assault	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
4 Be able to use non-pain related standing holding and escorting techniques, including non-restrictive and restrictive skills	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
5 Understand good practice to follow after physical interventions	5.1 State the importance of accessing help and support following an incident 5.2 State the importance of reflecting on and learning from physical intervention situations 5.3 Identify additional factors when reporting and accounting for use of force

SCOTTISH QUALIFICATIONS AUTHORITY

FD3C 04 PHYSICAL INTERVENTION SKILLS FOR THE PRIVATE SECURITY INDUSTRY

OBSERVATION CHECKLIST

SQA Centre	
Approved Training Programme	
Candidate name	
Proof of identity and type	
Trainer name	

Outcome 3

Be able to use non-pain related physical skills to protect yourself and others from assault.

Assessment Criteria	Assessor comment	Achieved	Not Achieved
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			

Outcome 3 (cont)

Assessment Criteria	Assessor comment	Achieved	Not Achieved
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			

Outcome 4

Be able to use non-pain related standing holding and escorting techniques, including non-restrictive and restrictive skills.

Assessment Criteria	Assessor comment	Achieved	Not Achieved
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			

Outcome 4 (cont)

Assessment Criteria	Assessor comment	Achieved	Not Achieved
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			

NOTE: All Assessment Criteria must be achieved. In addition, they must be achieved in terms of ensuring the safety of both the candidate and the 'customer'. Application of skills must also be consistent with the skill coaching points set out in the Approved Training Programme.

Assessor Declaration

The candidate fully participated in the assessment. I observed the candidate throughout the assessment and declare that the candidate successfully and safely demonstrated the skills for Outcomes 3 and 4 of FD3C 04 *Physical Intervention Skills for the Private Security Industry*.

Assessor Signature: _____

Print name in full: _____

Date: _____

Additional comment from Assessor**Candidate Declaration**

I confirm that I fully participated in the assessment and accurately and safely demonstrated all of the skills for Outcomes 3 and 4 of FD3C 04 *Physical Intervention Skills for the Private Security Industry*.

I confirm that I have been issued with an Approved Training Programme book which illustrates the physical skills that I have developed and achieved whilst undertaking this Unit.

Candidate Signature: _____

Print name in full: _____

Date: _____

Additional comment from candidate